Governor Newsom’s COVID-19 Executive Order N-25-20 allows MST to hold meetings via teleconference and to make meetings accessible electronically to protect public health. The September 14, 2020 meeting of the Board of Directors will be held via Zoom conference. There will be NO physical location of the meeting. The public is asked to use the Zoom app for best reception. There may only be limited opportunity to provide oral comments during the meeting. Persons who wish to make public comment on an agenda item are encouraged to submit comments in writing by email to MST at clerk@mst.org by 3:00 pm on Friday, September 11, 2020; those comments will be distributed to the legislative body before the meeting. Members of the public participating by Zoom are instructed to be on mute during the proceedings and to speak only when public comment is allowed, after requesting and receiving recognition from the Chair. Prior to the meeting, participants should download the Zoom app at: https://zoom.us/download A link to tutorials for use of the Zoom app is: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials and https://support.zoom.us/hc/en-us/articles/209743263-Meeting-and-Webinar-Best-Practices-and-Resources

REMOTE CONFERENCE ONLY
Join from PC, Mac, Linux, iOS or Android:
Join Zoom Meeting
https://zoom.us/j/93499251302?pwd=KzhhdGp2SlluS0VkV0VZUGwvWGiRdz09
Meeting ID: 934 9925 1302
Password: 132854
One tap mobile
+16699006833,,93499251302#,*,0#,,132854# US (San Jose)
+12532158782,,93499251302#,*,0#,,132854# US (Tacoma)
Dial by your location
+1 669 900 6833 US (San Jose)
+1 253 215 8782 US (Tacoma)
+1 346 248 7799 US (Houston)
+1 312 626 6799 US (Chicago)
+1 929 205 6099 US (New York)
+1 301 715 8592 US (Germantown)
Meeting ID: 934 9925 1302
Password: 132854
Find your local number: https://zoom.us/u/azpUB9vO7
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. *(Please refer to page 1 of the agenda for instructions)*

3. **CONSENT AGENDA**

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>3-1.</td>
<td>Adopt Resolution 2021-06 Recognizing Lisa Cox, Risk &amp; Security Manager, as Employee of the Month for September 2020. (Kelly Halcon) (Page 7)</td>
</tr>
<tr>
<td>3-3.</td>
<td>Approve Minutes of the MST Board Meeting on August 10, 2020. (Jeanette Alegar-Rocha) (Page 11)</td>
</tr>
<tr>
<td>3-4.</td>
<td>Receive Report on Lost and Found Items Left on MST Property for the Month of May 2020. (Sonia Wills) (Page 17)</td>
</tr>
<tr>
<td>3-5.</td>
<td>Financial Reports – July 2020 (Lori Lee) (Page 19)</td>
</tr>
<tr>
<td></td>
<td>a) Accept report of July 2020 Cash Flow</td>
</tr>
<tr>
<td></td>
<td>b) Approve July 2020 Disbursements</td>
</tr>
<tr>
<td></td>
<td>c) Accept Report of July 2020 Treasury Transactions</td>
</tr>
<tr>
<td>3-6.</td>
<td>Approve SB1 State Transit Assistance/ State of Good Repair Grant Resolution 2020-07. (Matt Deal) (Page 27)</td>
</tr>
<tr>
<td></td>
<td>a) Approving the MST Bus Procurement Project and Authorizing the General Manager/CEO to Execute Grant Documents for State Transit Assistance/ State of Good Repair Funds.</td>
</tr>
<tr>
<td></td>
<td>b) Authorizing the Execution of Program Certifications and Assurances.</td>
</tr>
</tbody>
</table>
3-7. Adopt Retirement Resolution 2021-09 Recognizing Rudy Mora, Coach Operator, for his 21 years of Service. (Robert Weber) (Page 31)


3-11. Appoint Membership of Steven Macias, Executive Director for the Blind and Visually Impaired Center of Monterey County to the Mobility Advisory Committee. (Cristy Sugabo) (Page 133)

End of Consent Agenda

4. RECOGNITIONS AND SPECIAL PRESENTATIONS

4-1. Employee of the Month for September 2020, Lisa Cox. (Kelly Halcon)

4-2. Retirement – Rudy Mora, 21 Years of Service. (Robert Weber)

4-3. Receive Staff Report on Activities Related to the COVID-19 Pandemic Incident Response and Recovery Planning to Date and Provide Direction, If Needed. (Carl Sedoryk)

4-4. Receive Update on Proposed MST SURF! Busway and Rapid Transit Project. (Lisa Rheinheimer) (Page 135)

5. PUBLIC HEARINGS

None

6. ACTION ITEMS

6-1. Approve MST’s FFY2021-FFY2023 Disadvantaged Business Enterprise (DBE) Overall Triennial Goal. (Deanna Smith) (Page 155)

6-2. Receive Draft Title VI Program and Adopt Resolution 2021-08 Approving the 2020-2023 Title VI Program Update. (Deanna Smith) (Page 177)


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. – July 2020 (Page 353)

7-3. State Legislative Advocacy Update. (Page 391)

7-4. Staff Trip Reports - None

7-5. Correspondence. (Pages 395-397)

8. BOARD REPORTS, COMMENTS, AND REFERRALS

8-1. Reports on Meetings Attended by Board Members at MST Expense. (AB 1234)

8-2. Board Member Comments and Announcements.

8-3. Board Member Referrals for Future Agendas.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td>Receive Report on City of Salinas Transit Investments (Carl Sedoryk) (Page 399)</td>
</tr>
</tbody>
</table>

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. (*Please refer to page 1 of the agenda for instructions*)

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.

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>9-1.</td>
<td>Discuss Incentive Pool for MSTEA and Confidential Unit and Provide Direction (Carl Sedoryk) (Enclosure)</td>
</tr>
</tbody>
</table>

10. RETURN TO OPEN SESSION

10-1 Report on Closed Session and Possible Action.

11. ATTACHMENTS

<p>| | |</p>
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</table>

12. ADJOURN
NEXT MEETING DATE: October 12, 2020
REMOTE CONFERENCE ONLY
ZOOM MEETING
10:00 a.m.
NEXT AGENDA DEADLINE: September 29, 2020
*Dates, times and teleconference information are subject to change.
Please contact MST for accurate meeting date, times and teleconference information or check online at http://mst.org/about-mst/board-of-directors/board-meetings/

MST Board and Committee Agendas

Accessibility, Language Assistance, and Public Comments

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 at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

Mail: MST, Attn: Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940
Website: https://mst.org/contact-us/ ● Email: clerk@mst.org ● Phone: (888) 678-2871
TTY/TDD: 831-393-8111 ● 711 Relay
888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원
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 her positive contribution to MST and to the entire community; and

WHEREAS, Lisa Cox began her employment with Monterey-Salinas Transit District in the Human Resources Department as the Risk and Security Manager. Lisa manages MST’s overall insurance, liability issues, security systems and training programs; and

WHEREAS, Lisa Cox has been instrumental in taking an active approach to managing the risk and liability of MST. She quickly immersed herself into the complexity of our liability cases and worked on developing a systematic approach to keeping track of MST claims and working with our third-party administrator, Sedgwick. Lisa also worked diligently to clean up the billing for MST’s security services. She has acted with quickness and with careful thought during these uncertain times as the EOC Safety Liaison. Lisa’s diligence to detail and careful consideration to safety precautions has been an asset to the MST team; and

WHEREAS, Lisa Cox has continued to be an excellent representative to the communities MST serves and remains a valued asset to our district and to our customers.

NOW THEREFORE BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit District recognizes Lisa Cox as Employee of the Month for September 2020; and

BE IT FURTHER RESOLVED that Lisa Cox is to be congratulated for her 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 2021-06 this 14th day of September 2020.

____________________________    ___________________________
Dan Albert        Carl Sedoryk
Board Chair                  Board Secretary
Board Operations Performance Committee (BOPC)
ZOOM Teleconference Meeting

Minutes
August 10, 2020
9:00 a.m.

Present:    Joe Amelio          City of Pacific Grove
            Tony Barerra (Vice Chair)  City of Salinas
            Jeff Baron               City of Carmel-by the Sea
            Mary Ann Carbone         City of Seaside
            Anna Velazquez (Chair)   City of Soledad
            Lorraine Worthy          City of Gonzales

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 and Risk Management
            Mark Eccles            Director of Information Technology
            Michelle Overmeyer     Director of Planning and Innovation
            Jeanette Alegar-Rocha  Clerk to the Board
            Andrea Williams        General Accountant and Budget Manager
            Ikuyo Yoneda-Lopez     Marketing and Customer Service Manager
            Carl Wulf              Facilities and Capital Projects Manager
            Marzette Henderson     Contract Transportation Supervisor

Counsel:    Dave Laredo         General Counsel, De Lay & Laredo
            Michael D. Laredo      Assistant Counsel, De Lay & Laredo

1. Call to order.

Chair Velazquez called the meeting of the committee to order at 9:00 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 Comments - None

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

   General Manager/CEO Carl Sedoryk provided the committee a review of the MST 
   Operations Performance from the general manager’s report of the regular board 
   agenda.

4. Update on Partnerships (Michelle Overmeyer)

   Michelle Overmeyer provided the committee with an update on the partnership 
   programs.

5. South County Service Planning (Michelle Overmeyer)

   Michelle Overmeyer provided the committee with an update on South County 
   Service planning.

6. Construction and Facilities Update (No Enclosure) (Lisa Rheinheimer/Carl Wulf)

   a) South County Operations and Maintenance Facility
   b) Proposed SURF! Busway and Rapid Transit Project

   Carl Wulf provided the committee a construction and facilities update for 
   the South County Operations and Maintenance Facility.

   Lisa Rhienheimer provided an update on the Proposed SURF! Busway and 
   Rapid Transit Project.

7. MST Response and Recovery to COVID-19 Briefing (Carl Sedoryk and Staff)

   The committee received an update from the General Manager/CEO Carl 
   Sedoryk on the MST Response and Recovery Planning to COVID-19.

8. MV Request for Reimbursement for CARES Eligible Expenses. (Robert Weber)

   Robert Weber presented a draft request from MV for CARES eligible 
   expenses to the committee which will be formally presented to the board at the 
   September meeting for approval.


None

10. Adjourn.

   There being no further business, Chair Velazquez adjourned the meeting at 
   10:00 a.m.

PREPARED BY: Jeanette Alegar-Rocha  REVIEWED BY: Carl G. Sedoryk
MEETING OF THE MST BOARD OF DIRECTORS

MEETING MINUTES

August 10, 2020

Present:
Jeff Baron    City of Carmel-by-the Sea
Kristin Clark    City of Del Rey Oaks
Lorraine Worthy    City of Gonzales
Mike LeBarre    City of King
Frank O’Connell    City of Marina
Dan Albert    City of Monterey
Joe Amelio    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:
Yanely Martinez    City of Greenfield

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 and Risk Management
Mark Eccles    Director of Information Technology
Michelle Overmeyer    Director of Planning and Innovation
Carl Wulf    Facilities and Capital Projects Manager
Jeanette Alegar-Rocha    Deputy Secretary
Andrea Williams    General Accountant & Budget Manager
Matt Deal    Grants Analyst
Deanna Smith    Compliance Analyst
Ikuyo Yoneda-Lopez    Marketing & Customer Service Manager
Sonia Wills    Customer Service Supervisor
Sandra Amorim    Procurement Manager
Marcus Medina    Inventory Clerk
Beronica Carriedo    Community Outreach Coordinator
1. CALL TO ORDER

1-1. Roll Call

Chair Albert called the meeting to order at 10:00 a.m. with roll call taken as the meeting was via ZOOM teleconference.

1-2. Pledge of Allegiance

The pledge of allegiance was led by Chair Albert.

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

General Manager/CEO 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 Comment- None

3. 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. (Please refer to page 1 of the agenda for instructions)

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.

3-1. CONFERENCE WITH LABOR NEGOTIATORS (§54957.6)
Agency designated representatives: (Kelly Halcon, Michael Laredo)
(No Enclosure) Employee organization: (Monterey-Salinas Transit Employee Association)

Public Comment – None

4. RETURN TO OPEN SESSION

4-1. Report on Closed Session and Possible Action.

Dave Laredo reported that the MST Board received a staff report, but no reportable action was taken.

5. CONSENT AGENDA

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

5-1. Adopt Resolution 2021-04 Recognizing Marcus Medina, Inventory Clerk, as Employee of the Month for August 2020. (Sandra Amorim)

5-2. Approve Minutes of the Board Administrative Performance Committee on July 13, 2020. (Jeanette Alegar-Rocha)

5-3. Approve Minutes of the MST Board Meeting on July 13, 2020. (Jeanette Alegar-Rocha)

5-4. Receive Report on Lost and Found Items Left on MST Property for the Month of April 2020. (Sonia Wills)

5-5. Financial Reports – June 2020 (Lori Lee)
   a) Accept report of June 2020 Cash Flow
   b) Approve June 2020 Disbursements
   c) Accept Report of June 2020 Treasury Transactions
5-6. Receive FY2021 MST Board Committee Assignments. (Carl Sedoryk)

5-7. Adopt Retirement Resolution 2021-05 Recognizing Jimmy Raines, Coach Operator, for his 21 years of Service. (Robert Weber)

End of Consent Agenda

Public Comment – None

Director Clark made the motion to approve all items on the consent agenda which was seconded by Director Velazquez. A roll call vote was taken with 12 voting in favor and 1 absent. The motion passed.

6. RECOGNITIONS AND SPECIAL PRESENTATIONS

6-1. Employee of the Month for August 2020, Marcus Medina. (Sandra Amorim)

The MST Board and Staff recognized Marcus Medina, Inventory Clerk, for his dedication and outstanding contribution to MST and the community.

6-2. Retirement – Jimmy Raines, 21 Years of Service. (Robert Weber)

The MST Board and Staff recognized and thanked Jimmy Raines for his 21 years of service, dedication and outstanding contribution to MST and the community.

6-3. Receive Staff Report on Activities Related to the COVID-19 Pandemic Incident Response and Recovery Planning to Date and Provide Direction, If Needed. (Carl Sedoryk)

The MST Board received a report from the General Manager/CEO Carl Sedoryk on activities related to COVID-19 pandemic incident response and recovery planning.

6-4. Receive a Presentation on Contactless Fare Demonstration. (Carl Sedoryk and Lisa Rheinheimer)

The MST Board received a presentation on the Contactless Fare Payment Demonstration partnership between MST, Caltrans, and Visa.

Director Amelio was excused at 10:40 a.m.

7. PUBLIC HEARINGS

None

8. ACTION ITEMS
8-1. Ratify the MOU between MST and MSTEA and Provide the Same Benefits Non-Represented, Confidential Employees. (Kelly Halcon)

Public Comment – None

Director LeBarre made the motion to approve item 8-1 which was seconded by Director Alejo. A roll vote was taken with 11 votes in favor and 2 absent. The MST Board approved the ratification of the 2020 Memorandum of Understanding (MOU) between MST and MSTEA and approved the same benefits to non-represented, Confidential employees.

8-2. Consider Display of Martin Luther King Bust at Marina Transit Exchange and Provide Direction to Staff. (Carl Sedoryk)

Public Comment – None

The MST Board provided staff direction to continue discussions with the City of Marina regarding the display of a bust of Reverend Martin Luther King, Jr. at the Marina Transit Exchange and to report any significant developments to the Board. Director Worthy made the motion to approve the direction to staff which was seconded by Director Alejo. A roll vote was taken with 11 votes in favor and 2 absent. The motion was approved.


Public Comment – None

The MST Board received a draft of the MST COVID-19 Recovery Plan with final approval scheduled for the September 2020 Board meeting.

9. REPORTS & INFORMATION ITEMS

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

9-1. General Manager/CEO Report. – June 2020


9-3. State Legislative Advocacy Update. – July 2020

9-4. Staff Trip Reports. – None

9-5. Correspondence.

10. BOARD REPORTS, COMMENTS, AND REFERRALS

10-1. Reports on Meetings Attended by Board Members at MST Expense.
10-2. Board Member Comments and Announcements.

   a) CEO Performance Evaluation (Kelly Halcon)

   The MST Board received both paper and electronic formats of the GM/CEO
   performance evaluation forms which are due by August 24, 2020.

10-3. Board Member Referrals for Future Agendas.

11. ATTACHMENTS

   11-1. The Detailed Monthly Performance Statistics and Disbursement Journal
   for June 2020 can be viewed online within the GM Report at
   http://mst.org/about-mst/board-of-directors/board-meetings/

12. ADJOURN

   With no further business to discuss, Chair Albert adjourned the meeting in
   memory of late Mayor Ralph Rubio from the City of Seaside at 11:51 a.m.

   PREPARED BY: ____________________    REVIEWED BY: ___________________
   Jeanette Alegar-Rocha                Carl G. Sedoryk
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 for the Month of May 2020.

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 revised Disposal of Lost and Found Property policy during shelter in place adopted on April 6, 2020, MST shall suspend collection and storage of lost personal items with an estimated value of less than $100. Unless prohibited by law, lost and found personal items with an estimated value of less than $100 shall be treated as potentially hazardous and disposed of immediately. These items include but are not limited to umbrellas, articles of clothing, pill containers, glasses, etc.

Items reasonably estimated with a value of greater than $100 shall only be handled by employees wearing personal protective equipment (such as gloves, masks, etc.), and stored in a secure area to limit possible exposure of COVID-19 to MST employees. All wallets/purses with identifying information and Driver’s License or Identification Cards will continue to be retained for 90 days before being disposed. MST makes an attempt to contact the owners of Lost and Found items with identifying information.

Item(s) with an estimated fair market value of $100 or more: None

PREPARED BY:  Sonia Wills    REVIEWED BY:  [Signature]
To: Board of Directors
From: Lori Lee
Subject: FINANCIAL REPORTS – JULY 2020

RECOMMENDATION:
1. Accept report of July 2020 cash flow presented in Attachment #1
2. Approve July 2020 disbursements listed in Attachment #2
3. Accept report of July 2020 treasury transactions listed in Attachment #3

FISCAL IMPACT:
The cash flow for July is summarized below and is detailed in Attachment #1.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning balance July 1, 2020</td>
<td>$13,985,945.01</td>
</tr>
<tr>
<td>Revenues</td>
<td>3,881,944.20</td>
</tr>
<tr>
<td>Disbursements</td>
<td>&lt;4,609,708.29&gt;</td>
</tr>
<tr>
<td>Ending balance July 31, 2020</td>
<td>$13,258,180.92</td>
</tr>
</tbody>
</table>

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 July of FY 2020, MST had a $373,616 year-to-date surplus to budget on the fixed-route operations and a $147,200 surplus to budget on the MST RIDES operations, resulting in an overall year-to-date surplus of $520,816.

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 July Budget vs. Actual reports contained in Attachment #4: None for July.
The financial impact of the COVID-19 pandemic began in mid-March when the agency began ordering sanitizing and cleaning supplies and the Shelter In Place Order was issued by the Monterey County Health Department. During the month of July, MST spent $79,032.70 on COVID-19 supplies. This information will be provided for each finance report until the pandemic is over.

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

ATTACHMENT(S):

1. July 2020 Cash Flow
2. July 2020 Disbursements
3. July 2020 Treasury Transactions
4. July Budget vs. Actual

PREPARED BY: ______________________  REVIEWED BY: ___________________
Lori Lee      Carl G. Sedoryk
# CASH FLOW

**Beginning balance 07/01/2020**  
13,985,945.01

**Revenues**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Revenue</td>
<td>35,968.96</td>
</tr>
<tr>
<td>DOD Revenue</td>
<td>1,846.00</td>
</tr>
<tr>
<td>LTF / STA / 5307</td>
<td>2,846,473.78</td>
</tr>
<tr>
<td>Sales Tax</td>
<td>950,106.11</td>
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<tr>
<td>Grants</td>
<td>-</td>
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<tr>
<td>Interest Income</td>
<td>300.59</td>
</tr>
<tr>
<td>Non Transit Revenue</td>
<td>47,248.76</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>3,881,944.20</strong></td>
</tr>
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</table>

**Disbursements**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations (See Attachment #2)</td>
<td>4,206,463.12</td>
</tr>
<tr>
<td>Capital</td>
<td>403,245.17</td>
</tr>
<tr>
<td><strong>Total Disbursements</strong></td>
<td><strong>(4,609,708.29)</strong></td>
</tr>
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</table>

**Ending balance 07/31/2020**  
13,258,180.92

## COMPOSITION OF ENDING BALANCE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking - Mechanics Bank</td>
<td>437,127.64</td>
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<tr>
<td>Local Agency Investment Fund (LAIF)</td>
<td>7,171,829.66</td>
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<tr>
<td>Money Market - Mechanics Bank MM</td>
<td>2,124,453.02</td>
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<td>Money Market - Mechanics Bank</td>
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<tr>
<td>Money Market - LCTOP</td>
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<tr>
<td>Money Market - State of Good Repair</td>
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<tr>
<td>Money Market - FOR A/Other</td>
<td>485,271.95</td>
</tr>
<tr>
<td>Bank of America - Escrow</td>
<td>8,987.71</td>
</tr>
<tr>
<td>Petty cash fund, STC Coin Machine, and 2 change funds</td>
<td>10,226.50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>13,258,180.92</strong></td>
</tr>
</tbody>
</table>
### PAYROLL ACCOUNT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 3 Payroll &amp; Related Expenses</td>
<td>543,194.65</td>
</tr>
<tr>
<td>July 17 Payroll &amp; Related Expenses</td>
<td>595,946.13</td>
</tr>
<tr>
<td>July 31 Payroll &amp; Related Expenses</td>
<td>548,013.34</td>
</tr>
<tr>
<td>PERS &amp; 457</td>
<td>333,152.18</td>
</tr>
<tr>
<td>Garnishments</td>
<td>5,557.30</td>
</tr>
<tr>
<td>PERS Health Insurance</td>
<td>334,965.13</td>
</tr>
</tbody>
</table>

2,360,828.73  2,360,828.73

### GENERAL ACCOUNT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disbursements on Attached Summary</td>
<td>2,104,219.45</td>
</tr>
<tr>
<td>Payments to CDTFA</td>
<td>6,466.00</td>
</tr>
<tr>
<td>Paydown Loans</td>
<td>62,559.60</td>
</tr>
<tr>
<td>Workers Comp. Disbursements</td>
<td>62,199.63</td>
</tr>
<tr>
<td>Interest Expense</td>
<td>11,513.49</td>
</tr>
<tr>
<td>Bank Service Charge</td>
<td>1,921.39</td>
</tr>
</tbody>
</table>

2,248,879.56  2,248,879.56

Total Disbursements                                   4,609,708.29

Less Capital Disbursements & Transfers                (403,245.17)

Operating Disbursements                               4,206,463.12
### DISBURSEMENTS SUMMARY:
GENERAL ACCOUNT DISBURSEMENTS FOR July 01, 2020 - July 31, 2020

<table>
<thead>
<tr>
<th>CHECK PRINT DATE</th>
<th>CHECKS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable 07/01/2020</td>
<td>56668 - 56668</td>
<td>35,500.00</td>
</tr>
<tr>
<td>Accounts Payable 07/10/2020</td>
<td>56669 - 56756</td>
<td>1,225,100.82</td>
</tr>
<tr>
<td>Accounts Payable 07/13/2020</td>
<td>56757 - 56763</td>
<td>1,200.00</td>
</tr>
<tr>
<td>Accounts Payable 07/23/2020</td>
<td>56764 - 56770</td>
<td>34,599.94</td>
</tr>
<tr>
<td>Accounts Payable 07/24/2020</td>
<td>56771 - 56886</td>
<td>713,542.44</td>
</tr>
<tr>
<td>Accounts Payable 07/28/2020</td>
<td>56887 - 56892</td>
<td>945.00</td>
</tr>
<tr>
<td>Accounts Payable 07/30/2020</td>
<td>56893 - 56893</td>
<td>93,331.25</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>2,104,219.45</strong></td>
</tr>
</tbody>
</table>

### CHECKS $100,000 AND OVER

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>BOARD APPROVED</th>
<th>CHECK</th>
<th>CHECK DATE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV TRANSPORTATION</td>
<td>Recurring Expense</td>
<td>56725</td>
<td>7/10/20</td>
<td>626,042.22</td>
</tr>
<tr>
<td>TRAPEZE SOFTWARE GROUP</td>
<td>TM SW Maintenance FY21</td>
<td>56754</td>
<td>7/10/20</td>
<td>115,198.00</td>
</tr>
<tr>
<td></td>
<td>Board Approved 7/8/19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAPEZE SOFTWARE GROUP</td>
<td>Trapeze INFO-IVR/SMS FY21</td>
<td>56754</td>
<td>7/10/20</td>
<td>28,377.00</td>
</tr>
<tr>
<td></td>
<td>Board Approved 7/8/19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAPEZE SOFTWARE GROUP</td>
<td>EAM + FUEL Maintenance FY21</td>
<td>56754</td>
<td>7/10/20</td>
<td>52,214.00</td>
</tr>
<tr>
<td></td>
<td>Board Approved 7/8/19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAPEZE SOFTWARE GROUP</td>
<td>Trapeze Xgate, XMM, Mobility FY21</td>
<td>56754</td>
<td>7/10/20</td>
<td>12,567.00</td>
</tr>
<tr>
<td>ALVAREZ TECHNOLOGY GROUP</td>
<td>VMWare Server Environment, Board Approved 07/13/2020</td>
<td>56772</td>
<td>7/24/20</td>
<td>179,802.30</td>
</tr>
<tr>
<td>CALIF TRANSIT INS POOL</td>
<td>Quarterly Liability Insurance, Recurring Expense</td>
<td>56782</td>
<td>7/24/20</td>
<td>228,897.75</td>
</tr>
</tbody>
</table>

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

None for July 2020

### CURRENT COVID-19 RELATED ACCUMULATED EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses paid through 8/14/2020</td>
<td>346,545.16</td>
</tr>
<tr>
<td>Payroll and benefits for payperiods 3/7-8/7/2020</td>
<td>1,390,972.13</td>
</tr>
<tr>
<td>Total COVID-19 costs paid</td>
<td><strong>1,737,517.29</strong></td>
</tr>
</tbody>
</table>

COVID-19 related expenses have been tracked since the beginning of the pandemic. Expenses include personal protective equipment, cleaning supplies, additional janitorial services, and public information materials. Payroll and benefits costs are included under the Families First Coronavirus Response Act (FFCRA or Act), which requires certain employers to provide employees with paid sick leave or expanded family and medical leave for reasons related to COVID-19. Additional expenses include paying standby employees while they remain in a state of readiness, administrative staff time dedicated to COVID-19 response, and costs related to community services.
### LAIF ACCOUNT

<table>
<thead>
<tr>
<th>Date</th>
<th>Account</th>
<th>Description</th>
<th>Deposit</th>
<th>Withdrawal</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Forward at 07/01/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7,171,829.66</td>
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<tr>
<td>Quarterly interest earned - 1.36%</td>
<td></td>
<td></td>
<td></td>
<td>-</td>
<td>7,171,829.66</td>
</tr>
</tbody>
</table>

Local Agency Investment Fund:

LAIF Treasury Balance at 07/31/2020 7,171,829.66

### MECHANICS BANK MM ACCOUNT

<table>
<thead>
<tr>
<th>Date</th>
<th>Account</th>
<th>Description</th>
<th>Deposit</th>
<th>Withdrawal</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Forward at 07/01/2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4,060,677.78</td>
</tr>
<tr>
<td>07/02/20</td>
<td>308</td>
<td>AP/Payroll</td>
<td>800,000.00</td>
<td></td>
<td>3,260,677.78</td>
</tr>
<tr>
<td>07/09/20</td>
<td>308</td>
<td>AP/Payroll</td>
<td>800,000.00</td>
<td></td>
<td>2,460,677.78</td>
</tr>
<tr>
<td>07/16/20</td>
<td>308</td>
<td>AP/Payroll</td>
<td>1,186,000.00</td>
<td></td>
<td>1,274,677.78</td>
</tr>
<tr>
<td>07/23/20</td>
<td>308</td>
<td>AP/Payroll</td>
<td>900,000.00</td>
<td></td>
<td>374,677.78</td>
</tr>
<tr>
<td>07/31/20</td>
<td>479</td>
<td>LTF</td>
<td>1,749,647.78</td>
<td></td>
<td>2,124,325.56</td>
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<tr>
<td>07/31/20</td>
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<td>Interest</td>
<td>127.46</td>
<td></td>
<td>2,124,453.02</td>
</tr>
</tbody>
</table>

MECHANICS MM Balance at 07/31/2020 2,124,453.02
For the Period from July 1, 2020 to July 31, 2020
Revenue & Expense - Consolidated
Budget vs Actual
(MONTEREY-SALINAS TRANSIT)
(Amounts are in USD)
(Includes Fund: 001|004|005)
(Includes G/L Budget Name: BUDFY21)

<table>
<thead>
<tr>
<th></th>
<th>Cur Mo. Actual</th>
<th>Cur Mo. Budget</th>
<th>Cur Mo. Variance</th>
<th>YTD Actual</th>
<th>YTD Budget</th>
<th>YTD Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Transit</td>
<td>-4,763</td>
<td>-221,585</td>
<td>216,822</td>
<td>-4,763</td>
<td>-221,585</td>
<td>216,822</td>
</tr>
<tr>
<td>Cash Revenue</td>
<td>-5,570</td>
<td>-23,390</td>
<td>17,820</td>
<td>-5,570</td>
<td>-23,390</td>
<td>17,820</td>
</tr>
<tr>
<td>Cash Grants &amp; Reimbursement</td>
<td>-3,440,096</td>
<td>-3,430,929</td>
<td>-9,167</td>
<td>-3,440,096</td>
<td>-3,430,929</td>
<td>-9,167</td>
</tr>
<tr>
<td></td>
<td><strong>-3,812,352</strong></td>
<td><strong>-3,477,526</strong></td>
<td><strong>334,826</strong></td>
<td><strong>-3,812,352</strong></td>
<td><strong>-3,477,526</strong></td>
<td><strong>334,826</strong></td>
</tr>
<tr>
<td>Total Revenue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>-3,477,526</strong></td>
<td><strong>-3,812,352</strong></td>
<td><strong>334,826</strong></td>
<td><strong>-3,477,526</strong></td>
<td><strong>-3,812,352</strong></td>
<td><strong>334,826</strong></td>
</tr>
</tbody>
</table>

| Expenses             |                |                |                  |            |            |              |
| Labor                | 1,188,023      | 1,365,152      | -177,129         | 1,188,023  | 1,365,152  | -177,129     |
| Benefits             | 873,070        | 910,345        | -37,275          | 873,070    | 910,345    | -37,275      |
| Advertising & Marketing | 13,881         | 9,826          | 4,055            | 13,881     | 9,826      | 4,055        |
| Professional & Technical | 40,135        | 89,475         | -49,340          | 40,135     | 89,475     | -49,340      |
| Outside Services     | 38,051         | 56,026         | -17,975          | 38,051     | 56,026     | -17,975      |
| Fuel & Lubricants    | 129,087        | 232,604        | -103,517         | 129,087    | 232,604    | -103,517     |
| Supplies             | 67,848         | 94,110         | -26,262          | 67,848     | 94,110     | -26,262      |
| Marketing Supplies   | 180            | 2,667          | -2,487           | 180        | 2,667      | -2,487       |
| Utilities            | 44,657         | 66,423         | -21,766          | 44,657     | 66,423     | -21,766      |
| Insurance            | 110,278        | 121,545        | -11,267          | 110,278    | 121,545    | -11,267      |
| Taxes                | 6,862          | 17,489         | -10,627          | 6,862      | 17,489     | -10,627      |
| Miscellaneous Expenses | 16,915         | 41,635         | -24,720          | 16,915     | 41,635     | -24,720      |
| Interfund transfers  |                |                |                  |            |            |              |
| Pass Thru/Behalf of Others |           |                |                  |            |            |              |
| Interest Expense     | 14,444         | 27,172         | -12,728          | 14,444     | 27,172     | -12,728      |
| Leases & Rentals     | 30,106         | 41,966         | -11,860          | 30,106     | 41,966     | -11,860      |
|                      | **3,087,612** | **3,796,054** | **-708,442**     | **3,087,612** | **3,796,054** | **-708,442** |
| Total Operating Expenses |                |                |                  |            |            |              |
|                      | **-389,914**  | **-16,298**    | **-373,616**     | **-389,914** | **-16,298** | **-373,616** |
## Revenue & Expense - Consolidated

### Budget vs Actual

**MONTEREY-SALINAS TRANSIT**

For the Period from July 1, 2020 to July 31, 2020

(Amounts are in USD)

(Includes Fund:  002)

(Includes G/L Budget Name:  BUDFY21)

<table>
<thead>
<tr>
<th></th>
<th>Cur Mo. Actual</th>
<th>Cur Mo. Budget</th>
<th>Cur Mo. Variance</th>
<th>YTD Actual</th>
<th>YTD Budget</th>
<th>YTD Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger Fares</td>
<td>1,495</td>
<td>-23,143</td>
<td>24,638</td>
<td>1,495</td>
<td>-23,143</td>
<td>24,638</td>
</tr>
<tr>
<td>Special Transit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Revenue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>-550,165</td>
<td>-574,803</td>
<td>24,638</td>
<td>-550,165</td>
<td>-574,803</td>
<td>24,638</td>
</tr>
</tbody>
</table>

|                      |               |               |                  |            |            |              |
| **Expenses**         |               |               |                  |            |            |              |
| Labor                | 10,032        | 11,125        | -1,093           | 10,032     | 11,125     | -1,093       |
| Benefits             | 7,726         | 6,790         | 936              | 7,726      | 6,790      | 936          |
| Advertising & Marketing | 417         | -417          | 417              | 417        | -417       | 417          |
| Professional & Technical | 417         | -417          | 417              | 417        | -417       | 417          |
| Outside Services     |               |               |                  |            |            |              |
| Outside Labor        | 10,964        | 9,399         | 1,565            | 10,964     | 9,399      | 1,565        |
| Fuel & Lubricants    | 45,055        | 50,000        | -4,945           | 45,055     | 50,000     | -4,945       |
| Supplies             | 581           | 2,036         | -1,455           | 581        | 2,036      | -1,455       |
| Vehicle Maintenance  |               |               |                  |            |            |              |
| Marketing Supplies   |               |               |                  |            |            |              |
| Utilities            | 120           | 120           | 120              | 120        | 120        |              |
| Insurance            |               |               |                  |            |            |              |
| Taxes                |               |               |                  |            |            |              |
| Purchased Transportation | 295,527    | 464,911       | -169,384         | 295,527    | 464,911    | -169,384     |
| Miscellaneous Expenses | 29,191      | 29,588        | -397             | 29,191     | 29,588     | -397         |
| Interfund transfers  |               |               |                  |            |            |              |
| Pass Thru/Behalf of Others |          |               |                  |            |            |              |
| Interest Expense     |               |               |                  |            |            |              |
| Leases & Rentals     | 3,768         | 3,768         | 3,768            | 3,768      | 3,768      | 3,768        |
| **Total Operating Expenses** | 402,965    | 574,803       | -171,838         | 402,965    | 574,803    | -171,838     |

| Operating (Surplus) Deficit | -147,200 | -147,200 | -147,200 | -147,200 |

MST BOARD AGENDA / SEPTEMBER 14, 2020 MEETING / PAGE 26
To: Board of Directors

From: Matthew Deal, Grants Analyst

Subject: SB1 State Transit Assistance/ State of Good Repair Grant

RECOMMENDATIONS:

1. Approve Resolution 2020-07 approving the MST Bus Procurement Project and authorizing the General Manager/CEO to execute grant documents for State Transit Assistance/ State of Good Repair funds, and

2. Approve Resolution 2020-07 authorizing the execution of program Certifications and Assurances.

FISCAL IMPACT:

Up to $855,275 in Senate Bill 1 State Transit Assistance/ State of Good Repair funds would be used to help fund a future bus procurement. These funds will be added to the FY2022 Capital Budget for Board consideration in June 2021.

POLICY IMPLICATIONS:

The terms of the California Department of Transportation (Caltrans) State of Good Repair Program require that your Board authorize the General Manager/CEO, or designee, to enter into contract with Caltrans.

Approving the resolution supports the Board’s adopted FY 2021 Budget and the Ongoing and Recurring Action Items listed on page 16. Specifically, Action Item 3 states “Continue efforts to finance and maintain a state of good repair for MST fleet and facilities.”

DISCUSSION:

On April 28, 2017 Governor Brown signed Senate Bill 1 (SB1) (Chapter 5, Statutes of 2017), known as the Road Repair and Accountability Act of 2017. SB1 will provide over $50 billion in new transportation funding over the next decade to repair highways, bridges and local roads, to make strategic investments in congested commute and freight corridors, and to improve transit service. MST is eligible to receive a substantial amount of funding through the SB1 funded programs.
The State of Good Repair (SGR) Program is funded under SB1 and provides approximately $105 million annually to transit operators in California for eligible maintenance, rehabilitation, and capital projects. The SGR Program is funded under a portion of the new Transportation Improvement Fee on vehicle registrations due on or after January 1, 2018. The SGR Program investments will lead to cleaner transit vehicle fleets, increased reliability and safety, and reduced greenhouse gas emissions and other pollutants.

MST is scheduled to receive $855,275 in SGR Program funds in Fiscal Year 2021 and may spend the funds in FY 2022. Staff recommends programming these funds to support a future bus procurement that will replace old diesel buses that have met their useful lives. To receive these grant funds your Board must approve the attached resolutions, which approve the project and authorize the execution of program certifications and assurances.

ATTACHMENT(S): Resolution 2020-07

PREPARED BY ______________________ REVIEWED BY _____________________
Matthew Deal                                                Carl G. Sedoryk
RESOLUTION 2020-07
RESOLUTION AUTHORIZING THE GENERAL MANAGER/CHIEF OPERATING OFFICER TO EXECUTE AGREEMENTS WITH THE CALIFORNIA DEPARTMENT OF TRANSPORTATION FOR THE STATE TRANSIT ASSISTANCE STATE OF GOOD REPAIR PROGRAM FOR MST BUS PROCUREMENT

WHEREAS, Monterey-Salinas Transit (MST) is an eligible project sponsor and may receive State Transit Assistance funding from the State of Good Repair Account (SGR) now or sometime in the future for transit projects; and

WHEREAS, Monterey-Salinas Transit would use the Fiscal Year 2021 State Transit Assistant State of Good Repair grant to help fund a bus procurement; and

WHEREAS, Monterey-Salinas Transit wishes to delegate authorization to execute the grant agreement and any amendments thereto.

NOW, THEREFORE BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit, authorize the General Manager/CEO, or designee, to execute all grant documents and any amendments thereto with the California Department of Transportation.

THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT PASSED AND ADOPTED RESOLUTION 2020-07 this 14th day of September 2020.

_________________________    _______________________
Dan Albert                            Carl G. Sedoryk
Chairperson                                    Secretary
RUDY MORA
21 YEARS OF SERVICE

WHEREAS, Rudy Mora began his career with Monterey-Salinas Transit in August 1999. During his 21-year career, Rudy Mora supported MST’s Transportation Department and its customers as a Coach Operator; and

WHEREAS, Rudy Mora was recognized for his safety record – accumulating nineteen (19) Safe Driving Awards; and

WHEREAS, Rudy Mora was recognized as MST’s Employee of the Month in September of 2004 for his outstanding customer service; and

WHEREAS, Rudy Mora after 21 years of service to MST and approximately 535,000 miles behind the wheel serving his customers, Rudy Mora retired on September 1, 2020.

NOW THEREFORE BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit recognizes and congratulates Rudy Mora for his outstanding support and service to MST and its customers; and

BE IT FURTHER RESOLVED the Board of Directors expresses its sincere gratitude to Rudy Mora and wish him a successful and satisfying retirement.

THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION 2021-09 this 14th day of September 2020.

________________________________   ___________________________
Dan Albert       Carl G. Sedoryk
Board Chair       Board Secretary
To: Board of Directors

From: Robert Weber, Chief Operating Officer

Subject: MST COVID-19 Draft Recovery Plan

RECOMMENDATION:

Adopt the MST COVID-19 Recovery Plan.

FISCAL IMPACT:

None

POLICY IMPLICATIONS:

Your Board adopted the FY 2021 Budget which includes “develop and begin phased implementation of Pandemic Service and Financial Recovery Plan” as part of the FY 2021 Project Action Plan.

DISCUSSION:

On May 11, 2020, the MST Board of Directors received a report from the General Manager/CEO and conducted a workshop with MST staff on the planning effort for the COVID-19 recovery. Board Chair LeBarre appointed a COVID-19 Recovery Ad Hoc Committee consisting of board members, LeBarre (King City), Barrera (Salinas), and Albert (Monterey). In addition to the COVID-19 Recovery Ad Hoc Committee, a multidisciplinary team consisting of twelve MST staff members was formed to work under the guidance of the Ad Hoc Committee to administer the recovery program and develop the district's recovery plan.

The plan is intended to act as a guide to help MST navigate through the recovery, mitigation, prevention, and preparedness phase(s) of the COVID-19 pandemic. Specifics of the recovery projects in the plan may change and evolve as designs are undertaken or as more details become known. Also, a resurgence of the COVID-19 pandemic could significantly alter the trajectory of MST's recovery program. MST must remain flexible during the recovery process and evaluate changes based on the community's recovery needs and the overall objectives of the plan.

On August 10, 2020, your Board was provided with a draft of the plan for review and comment. There were no comments or further direction to staff offered by the Board at that time.
As per MST Board policy, this plan does not require public review or comment. Additionally, it is not a project nor is it subject to the requirements set forth in the California Environmental Quality Act (CEQA) or the National Environmental Policy Act (NEPA).

Approval of this item by your Board shall formally adopt MST’s COVID-19 Recovery Plan.

ATTACHMENT(S):

MST COVID-19 Recovery Plan
MST COVID-19 RECOVERY PLAN

The future ain’t what it used to be.
(Yogi Berra)

“Revitalizing and Strengthening Monterey County’s Public Transportation System in a Post Pandemic World”
Acknowledgements

We are especially indebted to the following members of the MST Board of Directors for their encouragement and leadership during the development of this plan.

Councilmember Dan Albert, City of Monterey
Councilmember Tony Barrera, City of Salinas
Mayor Mike LeBarre, King City

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SECTION 1.0: Executive Summary:

The purpose of this document is to detail Monterey-Salinas Transit’s efforts to assist in restoration, redevelopment and revitalization of the health, social, economic, natural and environmental fabric of our community and build a more resilient organization to serve the Monterey Bay region. Our intended audience is Monterey-Salinas Transit board members, employees, customers, community stakeholders and members of the public. In response to growing concerns related to news of the pandemic’s spread in California, MST staff initiated an Emergency Operations Center on February 26, 2020. On March 4, 2020 Governor Newsom issued a state of emergency in response to the growing threat of the COVID-19 pandemic. Since that time MST staff has been in an active state of response, initiating a variety of tactics to protect our employees, their families and everyone we contact from the spread of the virus; to serve our community partners in their own efforts to respond and recover; and to innovate new practices and technologies to better plan, prepare, prevent and mitigate against future crises while responding to our current situation.

The recovery plan attempts to provide integrated perspective across the emergency response phases of Prevention, Protection, Mitigation, Response, and Recovery in order to achieve unity of effort and make the most effective use of limited resources. MST views a successful recovery as broader than simply restoring the infrastructure, services, economy, and tax base that supports our services. Recovery also encompasses re-establishing civic and social leadership, providing a continuum of care to meet the needs of affected community members, re-establishing the social fabric, and positioning the community to meet the needs of the future. Our plan recognizes that a community comprises a variety of partners, including economic development professionals, business leaders, affordable housing advocates, faith-based organizations, and functional and access needs populations, and each has a significant part to play in recovery.

By working in advance to develop an understanding of needs and vulnerabilities, identify leaders, form partnerships, establish resources, and reach consensus on goals and policies, communities will be prepared to begin recovery immediately. Throughout the recovery, MST will assist with the significant efforts our communities will invest in to understand and acclimate to the new conditions and growth opportunities, in order to rebuild in a sustainable and resilient way.

With this recovery planning framework in place, we believe our community is better situated to take advantage of available resources, and seize opportunities to increase local resiliency, sustainability, accessibility, and social equity.
SECTION 2.0: Project Background and Pre-Planning Activities:

2.1 Recovery Program:

Monterey Salinas Transit District (MST) began to develop its recovery program while the agency was still heavily engaged in its response to the COVID-19 crisis. Ultimately, the program adopted many of the best practices and strategies that had been identified by FEMA, that had emerged from several disaster recovery case studies.

MST's COVID-19 recovery program embraces a "whole community" approach to recovery where the District views its role as one of support to the entire community as it begins its economic recovery from the COVID-19 pandemic.

The recovery program outline is attached to this document - Reference Appendix A: MST COVID-19 Recovery Program Outline.

2.2 Recovery Program Team:

On May 11, 2020, the MST Board of Directors received a report from the General Manager/CEO and conducted a workshop with MST staff on the planning effort for the COVID-19 recovery. Board Chair LeBarre appointed a COVID-19 Recovery Ad Hoc Committee consisting of board members LeBarre (King City), Barrera (Salinas), and Albert (Monterey).

In addition to the COVID-19 Recovery Ad Hoc Committee, a multidisciplinary team consisting of twelve MST staff members was formed to work under the guidance of the Ad Hoc Committee to administer the recovery program and develop the district’s recovery plan.

The Recovery Program Team is comprised of representatives from; Finance, Administration, Human Resources, Planning, Marketing, Safety, Training, Transportation, and Fleet Maintenance.

Among its other responsibilities, the COVID-19 Recovery Program Team was tasked with developing and submitting a comprehensive recovery plan to the Board of Directors for review and comment in advance of approving the plan.
2.3 Business Impact Analysis:

*Loss of ridership*

On March 11, 2020 the World Health Organization declared the COVID-19 outbreak as a worldwide pandemic. In the weeks that followed, MST sustained a dramatic loss in ridership on its fixed route and public dial-a-ride services. At the lowest point, weekly passenger boardings fell by approximately 80% following Monterey County’s March 18th Shelter-in-Place order. As illustrated in the chart below, passenger boardings began to realize a conservative increase as the pandemic moved into its fifth month.

The MST RIDES ADA Paratransit service also sustained similar declines in ridership during the initial weeks of the COVID-19 pandemic, suffering a 65% reduction in daily passenger trips. The RIDES program has seen little recovery through July as many of the elderly and disabled passengers have substituted in-person medical appointments in favor of remote medical consultation services or in-home treatment. Also, as mandated by County and State Health Officials, all medical adult daycare facilities had remained closed.

![Graph showing passenger boardings](image)

*Loss of Revenue*

Leading up to the County and State Shelter-in-Place order, MST staff began to anticipate significant reductions in revenues with the temporary closure of non-essential businesses. From Federal funding to retail sales taxes and passenger fares, MST relies on several revenue sources to support public transit services within its service area. The largest source of revenue is derived from retail sales taxes generated within the County associated with restaurants, service stations, department and apparel stores, furniture and appliance, auto sales, miscellaneous, drug stores and light industry.
The graph below shows the estimated statewide sales tax trends from Quarter 3 of FY 2018 through Quarter 2 of FY 2021. The sharp decrease in sales tax revenue is found in Q1 and Q2 of FY 2020.

Unemployment rates within the region have reached record highs in April 2020 at 20.2% lowering to 14.5% by the end of June 2020. As the majority of MST passengers use MST to travel to and from work, MST ridership has a strong inverse relationship to unemployment rates (i.e. high unemployment yields lower transit ridership). The following chart shows a 30-year relationship between MST annual passenger boardings and unemployment rates:
When many of these non-essential businesses temporarily closed, retail sales tax collections began to diminish, causing a major hole in MST’s FY 2020 budget. The estimated loss of retail sales tax revenue is estimated at upwards of $25 million for MST over a three-year period.

Additionally, MST began suspending fare collections from passengers on March 28, 2020 to help prevent the spread of COVID-19 by minimizing close contact between MST Coach Operators and riders. The impact of suspending fares along with a 73.4% drop in ridership on the fixed route services has resulted in a steep decline in passenger fare revenue in FY 2020 and is projected to continue in FY 2021 (as of mid-July 2020). The estimated loss in fare revenue is $387,500 between March 18, 2020 and July 15, 2020.

On March 27, 2020, Congress passed, and the President signed the Coronavirus, Aid, Relief, and Economic Security (CARES) Act which allocated billions to transit agencies across the nation. MST is eligible for $25 million to secure its financial stability during the response and recovery.

The graph below shows how the CARES Act stabilizes MST’s financial situation between FY 2020 and FY 2022:
On the expenditure side, MST has increased its costs on items including Personal Protective Equipment (PPE) as well as HVAC improvements, driver protection barriers, and public information signage. Non-payroll COVID-19 costs to May 31 were $112,397.

2.4 Labor Impact Analysis:

On March 13, 2020, Monterey County schools announced that day would be the last for on-site instruction and school-aged children would be moved to online learning from their homes. At the time, MST did not see an immediate impact on the need for employees to stay home due to childcare. Day care facilities and in-home day care operators were able to remain open as well as other businesses throughout Monterey County.

On March 18, 2020, the Monterey County Health Officer issued a Shelter-in-Place order for all Monterey County residents. The order also closed business or industries that were not considered “Essential Business”. However, MST was categorized as an “Essential Business”. Shortly thereafter, Governor Newsom recommended individuals who were sixty-five or older should Shelter-in-Place and as well individuals who were at risk due to underlying health conditions. Twenty-five staff members fell under this category. MST took proactive measures to provide leave to those individuals who wished to Shelter-in-Place. Out of twenty-five employees, twelve employees made the decision to Shelter-in-Place at home.

By the end of March 2020, the Federal government passed the Families First Coronavirus Response Act which applies to certain public employers, and private employers with fewer than 500 employees. The act allows employees to take a limited amount of paid leave if they qualify under any one of the following reasons:
1. An individual has tested positive for COVID-19 or exhibits COVID-19 symptoms or is caring for a family member who falls into one of the previously mentioned categories.
2. An individual is classified as high risk due to age or an underlying health condition.
3. An individual needed to take time off work due to childcare issues.
4. An individual has been advised by a health care provider not to work due to COVID-19 concerns.
5. An individual is subject to a federal, state or local government issued shelter at home order that prevented them from telecommuting or coming to work.

Once the paid leave went into effect on April 2, 2020, MST had sixteen employees who took leave to Shelter-in-Place due to underlying health conditions or a health care provider deemed them unable to come into work. By May 10, 2020, Monterey County schools announced they would be closed for the remainder of the school year and many day care providers were unable to continue to operate. Twenty-two MST employees took childcare leave to care for their children who were unable to attend daycare or remain in school. Out of the twenty-two employees who requested leave due to childcare, nine of those employees continued to work either in person or by telecommuting and took leave as needed.

As of July 2, 2020, thirty three of the forty-eight employees who took the COVID-19 leave have returned to work. The table below provides a breakdown by department of employees who took COVID-19 leave:

<table>
<thead>
<tr>
<th>Department</th>
<th>Number of Employees on COVID-19 Leave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>12</td>
</tr>
<tr>
<td>Maintenance</td>
<td>2</td>
</tr>
<tr>
<td>Coach Operators</td>
<td>34</td>
</tr>
</tbody>
</table>

Additionally, MV Transportation Inc. (MST’s contractor for Fixed Route, On Call, and MST RIDES services), reported that they had a total of nine employees who were sheltered in place between March and July due to COVID-19 of which five returned to work before July 1st.

Also, due to declining business volume caused by the COVID-19 crisis, MV had initially furloughed three Coach Operators and two Mechanics in April. All these employees were returned to full-time employment by MV by early July.

The chart below, illustrates the daily number of MST and MV fixed route Coach Operators available versus the number required in order to provide service. The data shown demonstrates that the state of readiness of MST’s Coach Operator workforce remained intact and more than adequate to restore essential services that had been previously suspended.
Using the Slido™ App based survey instrument MST queried employees to better understand their attitudes and opinions regarding MST response and recovery efforts. MST received responses from sixty-seven employees representing 27% of the entire workforce. The employees revealed the following pertinent information:

- 82% agreed that MST is taking substantial actions to improve employee safety, security and working conditions.
- 89% feel well-supported by their immediate supervisor.
- 82% think that fares should be re-instated this summer or fall
- 79% are concerned about themselves or a family member getting COVID-19, a physical altercation with a member of the public, or job security.

With the information gathered from the surveys MST management is able to focus on developing policies, practices and communication that focus on areas of greatest concern to our employees.

2.5 MST Vulnerability Assessment:

2.5.1 Pandemic Disaster Response Plan:

Like most agencies, it was clear early in the COVID-19 crisis that MST was ill-prepared to respond to the pandemic. While the District did have a pandemic response checklist as part of its Continuity of Operations Plan, the plan had never been exercised (tested), or updated, since its creation in May of 2014.
On February 26, 2020, MST activated its Emergency Operations Center (EOC) and used the checklist to help guide the EOC staff in the initial response to the COVID-19 pandemic. The checklist did prove to be helpful in the initial response to the crisis; however, as time went on, MST found that it to be lacking in many areas that required immediate action. In hindsight, had the plan been exercised and updated before the COVID-19 crisis, MST may have been better prepared in its initial response.

2.5.2 Personal Protective Equipment and Employee Training:

Early in the response phase, MST lacked sufficient reserves of Personal Protective Equipment (PPE) to protect its essential workers over a sustained period. The nation's supply chains were strained, and PPE supplies were back ordered and very difficult to acquire. MST only had enough disposable gloves and hand sanitizer to last about ten days and face masks were very few in number. While the shortage of PPE supplies was eventually overcome, this proved to be an initial vulnerability for the agency.

As the pandemic progressed, MST also recognized that the training provided to its essential workers was insufficient to meet a crisis of this scope. Up to that point, the only relevant training provided as required by OSHA was minimal in scope and primarily addressed protection from blood-borne pathogens. This training deficiency was especially true of MST’s Utility Service Workers. They not only lacked the appropriate level of PPE but also the training to use the equipment properly to avoid cross-contamination of other buses or areas within the workplace.

As MST and the industry learned to both recognize and correct these deficiencies all have since been resolved and shall be discussed in detail in the mitigation, preparedness, and prevention sections of this recovery plan.

2.6 Community Needs Assessment:

The focus of MST's Community needs assessment was to determine how MST could support the economic recovery of the community following the COVID-19 pandemic.

MST staff conducted a targeted outreach through various associations, organizations, stakeholders, and key contacts within the following Monterey County economic sectors.

- Agriculture Sector
- Business Sector
- Department of Defense
- Education (K12, State, Local College) Sector
- Healthcare Sector
- Hospitality Sector
- Public Transportation Riders
Using the same App-based survey as described in section 2.4, MST was able to conduct surveys of community members broadly representing organizations of the economic sectors mentioned above. This Community Survey garnered eighty-two responses and revealed:

- 55% had no opinion about buses being disinfected often and safe to ride during the COVID-19 pandemic.
- Most respondents were connected daily to online news (76%), radio (60%), cable/broadcast television (57%), social media (64%), and/or streaming services (56%).
- 90% employed full time.
- If they were furloughed due to COVID-19, 43% said that they expected to return to work within a month.

Finally, a similar bilingual survey of current MST passengers revealed the following:

- Rider for 10+ years (36%), 5 times per week (32%).
- Ride for shopping (61%), working (53%).
- Access to internet by phone (74%), at home (82%).
- 37% pay with cash.
- 42% had no car available, and 52% did not have a driver’s license.
- 81% said MST has had an excellent/good response to COVID-19.
- Cleaning, frequent service, face coverings, and social distancing are all important to customers.

These efforts enabled MST to identify and prioritize several short-term and long-term recovery projects, which is discussed in more detail in sections 3.0 and 4.0 of this plan.

2.7 Recovery Requirement Assessment:

2.7.1 Financial Recovery:

As described in section 2.3 (Business Impact Analysis) of this document, the steep decline in some revenues was offset by a significant influx of new federal CARES Act funding. MST’s short-term financial recovery primarily relies upon the federal financial aid for the three-year period after the pandemic hit the US and California.

As MST moves further into the recovery phase, a long-term financial recovery plan will be required to guide the District once the Federal financial aid has been exhausted. The framework of this plan is discussed in section 3.0 of this document. The California Transit Association has identified a $3.1 billion need for additional Federal or State funding to offset the loss of local revenues statewide and to stem future losses of transit service and related jobs within the industry.
2.7.2 Re-establishing Community Trust:

In the simplest of terms, MST’s recovery is largely predicated on its ability to regain lost ridership and restore service levels to pre-pandemic levels. However, achieving that objective requires the support of the whole community. Elected officials, Federal, State, local government, and most importantly, MST’s passengers and the economic sectors that they support, must all recognize the value that MST can contribute to the community’s economic recovery.

The most significant challenge in attaining this level of support is to demonstrate that Monterey County’s public transit services are still safe to use in a post-pandemic world. To that end, the mitigation, prevention, and preparedness strategies discussed in this plan lay the foundation to regain community trust, and ultimately its support during the COVID-19 economic recovery. Also, the public information and education campaign discussed in section 3.0 of this plan is an essential part of re-establishing that public trust.

2.7.3 Diminished Capacity Due to Social Distancing Requirements:

Another significant challenge facing MST is the sustained loss of up to 80% of its capacity to carry passengers on its services. Social distancing mandates have limited MST to only carry 20%-25% of the total passenger capacity on its fixed route vehicles. This constraint is also in effect with the MST RIDES ADA Paratransit and dial-a-ride services.

The CDC has made it clear that social distancing will continue to be compulsory until an effective vaccine can be found for COVID-19, and “herd immunity” is finally realized. A prolonged loss in capacity to this extent will hinder MST’s ability to keep up with demand when the economy fully re-opens and ridership increases. To overcome this challenge, MST will have to find a way to balance the level of service provided to the community without jeopardizing the health and safety of its passengers and employees.

As with many other industries, the COVID-19 pandemic will force public transit agencies to change the way that they conduct business. MST must reimagine itself, rethink its vision, and act on new opportunities if it hopes to recover and thrive in the future.

2.8 Plan Development and Timeline:

Generally, disaster recovery planning activities should be initiated at or near the end of the response phase. They should be completed within six to twelve weeks, depending on the severity and duration of the disaster.

The planning process for MST’s recovery from the COVID-19 pandemic began in earnest in mid-April, less than thirty days after Monterey County’s mandatory Shelter-in-Place order went into
effect. It is important to note that the District was still heavily engaged in response to the crisis at that time.

Completing the recovery planning process in a relatively short time frame following the conclusion of the incident was essential to capture the cooperative community spirit that usually exists immediately following a disaster and to take advantage of funding opportunities that are typically made available by Federal and State agencies.

The first draft of the plan has taken just over fourteen weeks to develop and is scheduled for review by the MST Board of Directors during its August 2020 meeting.

SECTION 3.0: RECOVERY PLAN ELEMENTS AND OBJECTIVES:

3.1 Demobilization Activities:

3.1.1 Task Force(s), Strike Teams, and Support Units:

During the response phase to the COVID-19 pandemic, MST’s EOC activated the following support elements to manage the response to the crisis and provide non-transit support services to the community:

<table>
<thead>
<tr>
<th>Element</th>
<th>EOC Section</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Support Task Force</td>
<td>Operations</td>
<td>Deactivated 06/26/20</td>
<td>8,450 meals delivered to Isolated Seniors</td>
</tr>
<tr>
<td>High Risk Transport Strike Team</td>
<td>Operations</td>
<td>Active</td>
<td>Equipped and ready to deploy to transport COVID-19 positive patients</td>
</tr>
<tr>
<td>Mobile Wi-Fi Unit</td>
<td>Logistics</td>
<td>Deactivated 6/30/20</td>
<td>7,138 mobile Wi-Fi hot spot connections provided for distance learning</td>
</tr>
<tr>
<td>Fleet Decon Unit</td>
<td>Logistics</td>
<td>Active</td>
<td>Supplemental team to provide enhanced vehicle decontamination</td>
</tr>
<tr>
<td>TelaWellness Unit</td>
<td>Logistics</td>
<td>Active</td>
<td>Welfare checks via telephone to isolated seniors</td>
</tr>
<tr>
<td>Human Resource Unit</td>
<td>Finance &amp; Administration</td>
<td>Active</td>
<td>COVID-19 employee benefit and leave support</td>
</tr>
<tr>
<td>Demobilization &amp; Recovery Unit</td>
<td>Planning</td>
<td>Active</td>
<td>Recovery planning</td>
</tr>
</tbody>
</table>

Apart from the Demobilization & Recovery Unit, the remaining elements will be demobilized on or before September 30, 2020. MST staff and resources assigned to these tasks will be needed
to resume normal operations as transit services are restored. It is anticipated that the Recovery Unit will remain active for at least the next eighteen months, or longer.

3.2 Work Force Remobilization:

3.2.1 Employee Assistance and Support:

In late January 2020, COVID-19 concerns began making national news and employees had questions about the virus. MST’s Human Resources Department searched for information and guidance for our employees on the virus. Early CDC guidance and information was posted in the employee breakrooms at the end of January. Memos were quickly updated as CDC became more knowledgeable about COVID.

In the middle of February 2020, the Executive Leadership began exploring possible scenarios in which the state or federal government would limit travel, shut down schools or restrict daily life functions. Human Resources started to gather information and drafted a check list of items needed to address these concerns. Human Resources partnered with our Health Care providers and vendors to gather information and services for our employees (CalPERS, Blue Cross, Montage Health and Alliant Insurance Brokers).

The MST EOC group established a Gilley Room folder on the MST network so that information was made accessible to the Coach Operators and other MST employees. Any information that was shared by email was also placed in this folder. As information and guidance changed, the Human Resources Unit established resource tables in TDA/CJW breakrooms staffed by the Mobility Department. Below is a listing of information and guidance provided to MST staff:

<table>
<thead>
<tr>
<th>Employee Assistant Program Flyer</th>
<th>CDC Information on COVID-19 Virus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Montage Flyer on e-visit/COVID self-evaluation test</td>
<td>Anthem Blue Cross billing information regarding COVID testing and treatment costs</td>
</tr>
<tr>
<td>Guidance on hand washing</td>
<td>Guidance and “how-to” video on proper mask use</td>
</tr>
<tr>
<td>Guidance on how to take off disposable gloves</td>
<td>Personal Travel guidance</td>
</tr>
<tr>
<td>Supervisor/Manager guidance on sending sick employees home</td>
<td>Process on reporting/responding to possible employee exposure and/or positive COVID cases</td>
</tr>
<tr>
<td>General Manager/CEO Messaging</td>
<td>How to file for SDI Disability benefits</td>
</tr>
<tr>
<td>How to file for EDD Unemployment</td>
<td>Guidance on Family First Paid Act Benefits</td>
</tr>
<tr>
<td>How to set up County EOC COVID text alerts</td>
<td>Information on how to apply for rent forgiveness</td>
</tr>
<tr>
<td>How to talk to children regarding COVID</td>
<td>Childcare resources for essential workers</td>
</tr>
<tr>
<td>Steps on how to stop the spread of COVID</td>
<td>How to tape off Priority seating area on buses</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Guidance on county and state Shelter-in-Place orders</td>
<td>Guidance and explanation of Social Circles/Bubbles</td>
</tr>
</tbody>
</table>

The Human Resources (HR) Unit also worked with the ATU leadership in developing an ongoing line of communication. Communication briefings were conducting daily to discuss pressing issues and to vet processes and plans developed by the MST EOC. ATU leadership worked with the HR Unit and EOC command to develop effective communication to the workforce. The HR Unit partnered with ATU leadership to co-sponsor ZOOM townhall meetings for the employees, along with information to discuss with the workforce. The meetings are now going to be an ongoing occurrence, scheduled for Thursday afternoons following MST board meetings.

The HR Unit also partnered with EOC members to provide guidance and training to supervisors and managers through ZOOM meetings. This allowed for staff to have ongoing discussions on best practices, how to respond to employee questions and how to enforce COVID preventive measures.

3.2.2 Training Initiatives:

As MST works toward the COVID-19 recovery process, the Training Department has implemented various new training initiatives and procedural changes for its Coach Operators and other essential workers. These include:

**COVID-19 Content-Specific Training:**

A one-hour training module was developed that is devoted exclusively to reducing the spread of COVID-19. CDC guidance, as well as local County compliance requirements, are discussed in detail to ensure there is a clear understanding of the information presented. The course continues to evolve, and training materials are updated as new information and guidelines become available.

**Personal Protective Equipment Training:**

Personal Protective Equipment (PPE) training was provided to all Coach Operators, Utility Service Workers, Mobility staff, Facilities employees, and Operations Supervisors. PPE kits were supplied to each of these essential workers as they all work directly with the general public and have an inherent risk of having their social distancing space compromised.
Each PPE Kit contains the following equipment:

- N-95 masks
- G-16 eye protection
- Hand sanitizer
- Disposable gloves.

This training provides information on cross-contamination prevention, use and removal of PPE, proper storage and disposal, and when employees need to utilize this protective equipment. The use of PPE is now mandatory for these workers. Each employee is expected to have this equipment with them while they are on duty.

Reduced class size:

The annual update training class was reduced from a class size of approximately fourteen participants to no more than eight participants to support social distancing requirements.

The class frequency has increased from once to twice a month. Also, the training location was relocated to a larger space, and masks are required for all trainers and trainees.

General workplace safety:

The Training Department issued a series of memorandums and posted informational signage to remind employees to disinfect shared workstations and devices to prevent cross-contamination and mitigate the spread of the SARS-CoV-2 virus.

Also, all employee break rooms, and common area furniture was arranged to allow employees to maintain proper social distance from one another.

3.2.3 Employee Policies and Procedures:

The CDC guidance on how to respond to COVID has been ever-changing and fluid. While it is also prudent to develop policies, it did not make sense during this pandemic. Policies are generally developed to address issues that are more permanent in nature. MST made the decision that it made better sense to develop processes and Standard Operating Procedures (SOP) that could be quickly modified and pushed out to staff. It was also decided that employees would be given leeway to adhere to every changing process with gentle reminders and to provide coaching as needed.

As MST moves into the recovery stage of this pandemic, guidance will become more concrete. Staff will evaluate and review existing policies to determine if there is need to update them or create new policies to address new federal, state and local regulations. MST is currently
updating the Flexible Workweek Policy to encompass telecommuting as an option. As staff moves forward with developing a safety protocol for essential workers, MST will be updating the Medical Leave and Life-Threatening Illnesses in the Workplace policies.

3.2.4 Reopening Administrative Offices:

At the onset of the COVID pandemic and the implementation of social distancing, those staff members who were able to work from home were encouraged to do so. The EOC Logistics Chief partnered with the Information Technology (IT) Department to identify resources that could be allocated to MST staff who requested or needed to work from home. The IT Department also ordered additional laptops to issue to employees.

Administrative departments developed “social distancing” schedules to ensure only 50% of the employees were in the office at any given time. It was identified that the following positions shared workspaces: Maintenance Supervisors, Operations Supervisors, Mobility Staff, Communications Center Staff, Parts Staff, Mechanics and Customer Service Representatives. Individual Customer Service staff were assigned to one location and stopped rotating to other customer service locations. Mobility staff were assigned to one location or allowed to rotate working at home to reduce shared spaces. Staff members who had to share spaces were given guidance and PPE resources were provided, so a thorough clean of shared spaces occurred prior to and at the end of each shift.

MST has limited public access to the administrative offices when possible. Staff is working on protocols to clear individuals who would be visiting the Administrative offices. MST employees who do not work at the administrative offices have been asked to make appointments to meet with the staff (Human Resources or Finance). If staff needs to meet in person, they are encouraged to use MST conference rooms to ensure the appropriate social distancing. Staff will continue to stagger schedules and telecommute when permissible until the State allows for businesses to allow over 50% employee capacity. Administrative offices shall be re-opened without restriction when 100% capacity is allowed.

3.3 Recovery Strategy:

3.3.1 Defining High, Moderate, and Low “Recovery Value” Projects:

Recovery Value is the designation assigned to a project that indicates its ability to help jump-start a community’s recovery from a natural disaster or incident of national significance. Projects that positively contribute to recovery typically address a broad range of issues that promote a functioning and healthy economy, support infrastructure optimization, and encourage the provision of a full range of opportunities.
The MST Recovery Team identified proposed recovery projects by evaluating information derived from the community needs assessment discussed in section 2.6. The specific material examined included; staff outreach, survey data, pre and post-pandemic ridership trends by geographic area, and passenger origin and destination data provided by the Transit App™.

Using the Slido™ online survey tool the Recovery Team applied the following criteria to score each proposed recovery project to determine its recovery value:

- Post-disaster community needs
- Project feasibility
- Project economic sustainability
- Economic impact on the community
- High visibility and increased community capacity
- Linkage throughout the community and leveraging other projects and funding
- Enhancement of the quality of life within the community

Recovery projects that receive a high recovery value are classified as short-term projects with implementation timelines of three to six months. Those that scored as moderate to low are considered nonviable or are identified as long-term recovery projects that may be implemented within a six to eighteen-month time period.

A listing of both short-term and long-term recovery projects can be found in section 4.0 of this plan.

### 3.3.2 Public Information and Education Campaign:

Corresponding with response efforts, MST will use all available communication tools to provide the public and community with information about MST’s response and recovery from COVID-19. Public information and educational campaigns are timely and accurate so that passengers and community members can make informed decisions about their mobility needs. MST may utilize all available communication tools to reach as many individuals as possible including:
1. MST website  
2. Interior and exterior bus advertising space  
3. Customer Service Center windows and major transit stops  
4. Social media (Facebook, Twitter, and Instagram)  
5. Transit App  
6. Press releases

MST’s website includes a homepage banner which links to MST’s COVID-19 response and recovery. It includes information and links to resources at the federal, state, and local level. MST will place timely and accurate information about service levels and messages in support of preventing the spread of COVID-19 on its advertising space inside and outside of buses. Some of these messages may include but would not be limited to hand washing, face coverings, social distancing, what to do in case of COVID-19 suspected illness, and other prevention initiatives. Public information will be placed at Customer Service windows and at major transit stops. Temporary A-frame messaging signs may be used for on-the-ground messages at transit centers.

MST utilizes its social media platforms to push information out quickly. With over 1,400 Facebook fans, nearly 1,000 followers on Instagram, and almost 800 Twitter followers, MST can reach a substantial number of people.

Trip planning services are provided to customers via Transit App™. With the ability to alert passengers to service deviations, disruptions or changes, MST will push information through the App when appropriate.

Press releases are also a tool available to MST for recovery efforts.

To the extent feasible and required by MST’s Language Assistance Plan, messaging is provided in English and Spanish.

3.3.3 Ongoing Resource Assessment:

One of the primary objectives during the recovery process to COVID-19 is to restore services as quickly as possible; however, only where and when needed. To do this, MST will have to become more agile as it will require a series of service changes implemented in rapid succession. Pre Covid-19, MST would schedule only two service changes per year. However, the recovery effort may require MST to perform a service change every 60 to 90 days to meet the needs of the community as the economy recovers.

Additionally, passenger capacity constraints imposed by social distancing requirements and/or a resurgence of the COVID-19 virus may place an additional strain on MST’s existing resources.

It is for these reasons that this effort will require close collaboration between MST’s Planning, Transportation, Maintenance, and Human Resources departments to ensure that adequate
personnel and revenue vehicles remain available to deploy the services at a pace that can meet the rising demand for public transit services.

To ensure that this level of collaboration is maintained, the Recovery Team shall remain active for at least eighteen months. MST will re-evaluate the situation at that time to determine if the Recovery Team should continue its efforts, and if so, for how long.

3.4 New Opportunities:

3.4.1 Service Improvements Beyond Pre-COVID-19 Conditions:

Service prior to COVID-19 included numerous fixed routes throughout the County, general on-call service in Marina and the southern part of the County, and paratransit service compliant with the Americans with Disabilities Act (ADA). Generally, any major changes to service occurred in the spring and fall, and were tied to a public Rider’s Guide, a collection of all the routes and timetables. Transit services had been spread to as many communities as possible and where grant funding dictated. Frequency in service varied from community to community, with some areas seeing only a couple of trips a day and other areas seeing service every 15 minutes for much of the day.

With Monterey County’s Shelter-in-Place Order, MST experienced a severe drop in ridership beginning in March 2020. Service was scaled back to a limited schedule and many routes were suspended completely. While this drastic change in operations was not planned, it did give MST the opportunity to see where demand is the greatest in the system and where the District can focus service improvements beyond what was offered in the pre-COVID-19 condition.

To no surprise, the trunk lines have been in most demand. These are lines transporting passengers:

- Between Salinas and the Monterey Peninsula
- In the E. Alisal community of Salinas
- From residential neighborhoods in Marina and Seaside to jobs in Monterey, Carmel, and Carmel Valley
- To and from medical and commercial facilities on the Monterey Peninsula

As the economy reopens and MST service is slowly being restored with reduced onboard capacity to support social distancing, transit service improvements beyond the pre-COVID-19 condition are being implemented. Increased frequency on Line 24 Monterey-Carmel Valley Grapevine Express has already been implemented to a level beyond what was offered in March 2020. Additionally, the Community Hospital of Monterey Peninsula (CHOMP) is now served by Line 22 Big Sur-Monterey, a major medical destination not previously available without transferring, to transit passengers coming from the Big Sur community.
3.4.2 New Service Opportunities:

A major disaster in a community can provide opportunities to reshape operations and reimagine services. New services must be designed to support the community’s rebuilding effort. Unemployment will begin to drop as businesses reopen, and travel patterns may change.

_Hospitality:_

One of the largest industries in Monterey County is hospitality, and there are opportunities to improve transit service to that sector. A Hospitality Bus Pass Program is being developed to offer a more cost-effective transportation option for employees getting back to work in the industry.

_Public Education:_

One of the hardest hit sectors was education. Educators scrambled to implement distance learning plans when the Shelter-in-Place Order took effect. Looking forward to the coming school year, not only is in-person learning still undecided, the public education system is also experiencing a large funding deficit as sales tax revenues have decreased. School bus transportation budgets are being cut, and many students may need to use MST to travel to and from school. Opportunities for MST to support this industry include revising existing timetables to better align with school bell times and rerouting of existing MST routes to reach schools not currently served in the system. Additionally, a Youth Bus Pass Program is being developed. It will leverage a state transit grant to provide free monthly passes that students can use on the fixed route system.

_Agriculture:_

Another major industry in Monterey County is agriculture. This sector has historically operated independently of MST as much of their transportation requirements are already met through employment regulations. This industry has been hit hard by transmission of the virus as the employees tend to be minority, low-income populations, and many live in close proximity. MST has worked with agriculture industry leaders in the past and has resumed conversations. MST will continue to work with the agriculture industry and the County Health Department to support their needs such as donating old MST buses for mobile testing clinics. Other opportunities might include public transit service to the agriculture fixed facilities like the cooling and packing plants.

_Mobility and Connectivity:_

A South County Plan will be completed in late 2020 to redesign services in the rural communities of southern Monterey County. Currently a mix of weekday general public on-call,
minimal daily fixed route, and ADA paratransit are available to growing areas of the county.
New service improvements will be developed through the planning process.

On a systemwide level, a Comprehensive Operational Analysis will be conducted to evaluate
MST’s pre-COVID system and identify areas for improved service. A plan will be developed to
guide the elimination of low-usage and outdated services, improve existing routing and
timetables, and design new future services. Connectivity between communities within the
County as well as regional connections outside the county will be evaluated.

3.5 Long Term Financial Recovery Strategy:

During recovery, MST staff will review its financial status on a monthly basis and develop a cash
flow model to predict any future gaps between revenues and expenditures.

In response to the COVID-19 crisis, California Assembly Bill 90 recognized the reality that
operating costs are unpredictable during the pandemic and are uncontrollable. Below is a
summary of AB90 on TDA, STA, LCTOP and SOGR funds.

Transportation Development Act Penalties:

This bill prohibits the imposition of financial penalties on an operator that does not maintain the
required ratio of fare revenues to operating cost during the 2019–20 or 2020–21 fiscal year.

State Transit Assistance Program Standards:

This bill exempts an operator from meeting efficiency standards for the 2020–21 and 2021–2022
fiscal years and authorizes the operator to use those funds for operating or capital purposes
during that period.

State Transit Assistance Program/LCTOP/SOGR allocations:

The bill requires the State Controller to calculate and publish the allocation of transit operator
STA revenue-based funds for FY 2020–21 and FY 2021–22 based on FY 2018-19 data published
by the Controller in August 2020 and apply these ratios to Low Carbon Transit Operations
(LCTOP) and State of Good Repair (SOGR) formula funds.

While these temporary exceptions and modifications may provide some long-term economic
relief, they may not be enough.

MST may need to renegotiate the current structure of its labor agreement and other key
vendor contracts to strengthen its long-term solvency.

Also, transit services that were reduced or eliminated due to the COVID-19 pandemic may need
to be replaced with new, less expensive mobility options. In some cases, demand response,
micro-transit, and partnerships with Transportation Network Companies may prove to be more
cost-effective and convenient than the traditional transit service they replace. If cost savings are significant, MST can use these services to increase service levels on high ridership lines.

Additionally, a review of planned fleet upgrade programs (e.g., zero emission buses) and other capital projects may force the District to reprogram investments according to the new financial reality.

While other transit agencies have been helpful by sharing knowledge related to service restoration and other mitigation and prevention activities, managing the financial consequences of the pandemic will take much longer and require a tailored approach. Economic recovery measures are difficult to replicate across county borders as they are tied to context-specific contractual arrangements, funding availability, and the size of stimulus packages.

To avoid potentially damaging delays, MST shall continue its efforts to work with its peers, the California Transit Association (CTA), and APTA to influence state and federal policymakers to kickstart the process as soon as possible to implement many (if not all) of the funding and policy recommendations listed in Appendix B. (CTA; Recommendations for the Future of Transit) as well as other economic initiatives.

The timeline forward is uncertain, but the long-term financial sustainability of public transit systems is the next port of call.

3.6 Mitigation Strategies:

3.6.1 Managing Passenger Capacity While Preserving Social Distancing:

Social distancing requirements will continue to be the "new normal" for some time to come. As MST moves through the recovery phase of the pandemic, social distancing standards, as defined by State and County Health Officials, shall continue to be observed on all services.

Should the current social distancing standard of six feet remain as the statute that has been adopted by both State and Local Health Agencies, MST will continue to experience a sustained loss of up to 80% of its capacity to carry passengers on its services.

The table below provides a detailed analysis of passenger capacity loss by revenue vehicle type.
If the reduced level of capacity is maintained, it will delay MST's ability to meet the needs of the entire community as ridership increases. MST will be required to focus its available resources to increase frequency on routes that primarily support access to employment and other essential services. Transit service to other less vital services may continue to remain suspended indefinitely, or until such time that social distancing requirements are eased.

**Leveraging Data:**

Data from MST's Automatic Passenger Counting (APC) system can be utilized to monitor passenger loads in real-time. APC data can be used to alert MST Center when a bus has reached maximum capacity allowing staff to deploy an additional bus along the route to pick up waiting passengers.

To ensure their safety, passengers also have a role and the responsibility to maintain proper social distancing. To assist its passengers in doing so, MST shall leverage its technology to provide passengers with the information that they need to make informed decisions before using MST services.

To notify passengers of revenue trips that have a higher probability of being at maximum capacity, MST shall integrate data from the APC system with the Transit App™. This interface will allow passengers to quickly identify less crowded trips through the Transit App™ that can meet their travel needs.
Partnership with Public Health:

MST staff will continue to meet with Monterey County Health Department officials to identify opportunities that may allow the District to increase capacity on its services without jeopardizing the safety and wellbeing of the passengers or MST's employees.

Social Distancing Coaches:

To provide additional support to its Coach Operators and improve customer service, MST will assign Social Distancing Coaches at its transit centers. The coaches' primary function will be to ensure that passengers are seated in such a manner to maintain appropriate social distancing in the passenger cabin. Also, these employees will contact MST Center to request additional buses as required when a coach is full.

At this time, MST does not intend to hire new employees for this program; instead, personnel will be assigned to this duty as available staffing levels allow.

3.6.2 Mandatory Face Coverings and Masks:

Passengers:

MST shall continue to require all passengers to wear face coverings while using all modes of service. Transit Supervisors and Customer Service Representatives shall be supplied with extra masks to provide to passengers who do not have their own facial covering. Passengers who refuse to wear a facial covering will be refused service.
Coach Operators:

All MST Coach Operators shall also be required to wear a cloth mask or shall wear an N95 mask when required to interact with passengers closely. Operators will be required to wear a mask when there are no passengers on the bus or while deadheading (out of service) back to the yard. This requirement will be in force even when the Operator is behind an enclosed barrier.

Other Employees:

All MST personnel shall be required to wear a face mask while in any common area in an MST facility. The only exception to this is when the employee is working alone within an enclosed office space.

These requirements shall remain in effect for the foreseeable future or until such time that public health officials advise otherwise.

3.6.3 On-Board Passenger Hand Sanitizers:

As part of an ongoing effort to protect MST employees, passengers, and the community against COVID-19, MST procured and installed hand sanitizing dispensers at the boarding entrances of its buses in a two-phased installation. The two-phased installation project resulted from the number of dispensers required for the installation and the number of dispensers physically available for MST. Our vendor provided dispensers in two separate shipments.

The first shipment and first phase of the installation allowed MST to install dispensers at the rear-doors of all two-door buses and at the front-doors of all single-door buses.

Upon receiving the second shipment of dispensers, MST will complete the second and final phase of the installation project – installing dispensers at the front-doors of all two-door buses.
### 3.6.4 Contactless Fare Collection System:

Beginning in mid-September 2020, MST will launch a contactless fare payment option for passengers. This demonstration project is being implemented in partnership with Caltrans, Visa™, and LittlePay™. From a customer perspective, this payment mechanism will be similar to the transaction process using a credit/debit or e-wallet at many major grocery and retail stores.

Contactless fare payments allow passengers to tap-to-pay for their ride without touching cash at the farebox. It will also move people through the payment process more quickly than inserting crumbled up dollar bills and searching for loose change while at the farebox.

Validators will be installed on the bus which will accept a contactless credit/debit card or e-wallet with Apple Pay™, Google Pay™, or Samsung Pay™. The payment will be deducted from the contactless credit/debit card or e-wallet when the passenger taps the validator again at their destination. Those who travel longer distances pay more than those who travel shorter distances, measured in a straight line.

Should the demonstration prove successful, MST may offer the contactless fare payment option on a permanent basis.

### 3.6.5 Fleet Engineering Modifications:

The pandemic has triggered a world-wide effort within the transit industry to explore and adopt technologies and engineering modifications to mitigate the spread of the SARS-CoV-2 virus. These technologies and engineering modifications include:
**Passenger Seating:**

- Increased spacing between seating to encourage and enable social distancing.
- Plexiglass installed at seatbacks that act as "sneeze guards".
- Opposite faced middle seats - allows passengers in middle seats to face the opposite direction of other passengers in the same seating row.

**Heating Ventilation and Air Conditioning (HVAC) Treatments:**

- Air treatment spray devices release aerosols at timed intervals.
- Antimicrobial filters add additional layers of protection.

**Ultraviolet (UV) Light Disinfecting:**

- In May 2020, the New York Metropolitan Transportation Authority (MTA) and Columbia University began testing UV light devices to clean buses.
- Dual-headed UV light lamps claim to be effective against Class two and three viruses, including coronaviruses.

MST shall continue to monitor emerging technologies and apply those to its revenue fleet that are proven to be economically feasible and effective in mitigating the spread of COVID-19.

**Permanent Driver Compartment Barriers:**

MST procured permanent driver compartment barriers for each of its various types of buses including Gillig 35’ and 40’ coaches, RIDES and fixed-route cutaway buses, Optima and Hometown Trolleys, MCI 45’ commuter coaches, and BYD 30’ all-electric buses.

The procurement process has been long and drawn-out. This was expected and a direct result of world’s demand for safety equipment and supplies due to the pandemic. Specifically, companies involved in manufacturing, shipping, and supplying PPE, cleaning and disinfecting products, plexiglass, heavy-duty plastic, and other related materials and supplies have experienced unprecedented demand for their goods and services.

MST worked with Gillig and MCI to procure heavy-duty driver barriers through AROW Global™ – the leading manufacturer of driver barriers for transit vehicles. AROW™ is designing, fabricating, and manufacturing driver barriers tailored to MST’s fleet. Barriers are made of steel and heavy-duty glass. The barriers can be described as a door to the drivers’ seating compartment. The barrier swings open and allows the operator to comfortably close the barrier from their seated position. The heavy-duty glass slides to an opened or closed position, allowing the operator to physically interact through the opening if desired.
3.6.6 Facility Engineering Modifications:

*Bipolar Ionization Technology:*

Integrated into HVAC systems, Bipolar ionization technology utilizes specialized tubes that take oxygen molecules from the air and convert them into charged atoms that then cluster around microparticles, surrounding and deactivating harmful substances like airborne mold, bacteria, allergens, and viruses.
These charged atoms also attach to expelled breath droplets and dust particles that can transport viruses, enlarging them, so they're more easily caught in filters. It's an active process that provides continuous disinfection.

MST has completed the upgrade of the HAVAC systems in all of its facilities to include this air purification system.

Protective Barriers:

Protective barriers have been installed in all of the interview rooms at the Mobility Services Center to protect MST's customers and its employees. MST's mobility services require staff to routinely conduct interviews with customers during the RIDES ADA certification process and some travel training activities.
3.6.7 Essential Worker and Customer Body Temperature Screening:

The CDC has provided guidance to the public transit industry that agencies implement a COVID-19 employee health screening process to its essential workers. Implementing this recommendation would require that all of MST's employees who routinely encounter the general public should be screened daily for a high body temperature at the beginning of their workday.

MST essential employees would include Coach Operators, Transit Supervisors, Mobility Specialists, and Facilities workers. Given the complex matrix of work schedules and the span of MST services, it would not be feasible for MST to hire dedicated personnel to provide round-the-clock employee screening at multiple employee reporting locations.

Primary Screening:

To implement this program, MST shall establish a primary screening program for its essential workers using Infrared Thermographic Camera technology (ITC). ITC devices detect and report via email or SMS, body temperatures that are above pre-determined control limits.

ITC units shall be installed at essential employee reporting locations. When the employee reports to their work location, they shall be required to present themselves to an ITC station. Should the device detect the employee's body temperature to be above the pre-determined control limit, the employee will be directed to designated staff who will conduct a thorough secondary screening of the employee.

Secondary Screening:

During the secondary screening process, designated staff will verify the employee's body temperature with a handheld touchless thermometer and ask the employee a series of CDC recommended COVID-19 screening questions. If determined that the employee is showing symptoms of COVID-19, they shall not be allowed to work, directed to contact their health care professional, and be sent home to self-isolate following County Health protocols and MST's Medical Leave policy.
Mobility Center Customer Screening:

MST shall also implement pre-entry health screening for customers at its Mobility Services Center in Salinas. Typically, these customers require close contact with MST staff during ADA Paratransit eligibility assessments or travel training sessions. A secondary screening process, as described above, shall be completed on all customers before entering the facility.

Passenger Screening:

At this juncture, MST does not have any immediate plans to initiate pre-boarding passenger temperature screening on its services. This may change should additional guidance be issued on this subject, and as new technologies become available to support such a program.

3.6.8 Contact Tracing:

As the SARS-CoV-2 pandemic crisis entered its fifth month, the number of positive COVID-19 cases within the State of California increased significantly. State and County Contact Tracing programs became quickly overwhelmed and could not effectively keep up with the number of active cases.

Contact tracing programs serve as the front-line offensive tactic used by public health officials to help mitigate the spread of infectious diseases. However, these programs are only effective when those who have been in "close contact" with a contagious person are quickly identified, contacted, and directed to change their behavior (e.g., isolate or quarantine).

To further mitigate the potential spread of the SARS-CoV-2 virus among its employees and passengers, MST established a Contact Tracing unit. The unit is comprised of five key staff members who completed the Contact Tracing certification course with the John Hopkins Bloomberg School of Public Health.

As one of Monterey County's largest employers and the sole public transit provider, MST established this program to support the County Health Department's Contact Tracing efforts, not replace them. Qualified MST staff are able to collaborate in a meaningful way with County Health Officials and provide informed direction and appropriate follow up to MST employees who believe that they may have been infected with or exposed to the SARS-CoV-2 virus.

Should an MST Coach Operator test positive for COVID-19, MST’s Contact Tracing Unit is able to utilize GPS technology, vehicle telemetry data, on board video surveillance, and Contact Tracing skills to determine if any passengers engaged in “close contact” with the employee during their infectious period. Should it be determined that a passenger was in “close contact” with an infectious employee, MST’s protocol requires that a press statement be released notifying the public of the date(s), time(s), and route number(s) where it was determined that the contact(s) occurred. Also, passengers who may be concerned that they had come in close contact with the Operator, will be advised to contact their healthcare provider or the Monterey County Health
Department for direction and support. As of this writing, (August 11, 2020), MST has had no incident requiring the release of such a press statement.

3.7 Preventative Strategies:

3.7.1 Enhanced Vehicle Decontamination, Upgraded PPE Equipment, and Training for Utilities Service Personnel:

*Enhanced Vehicle Decontamination:*

In 2017, MST introduced a new cleaner, deodorizer, and disinfectant into its inventory of supplies. This new agent was proven to be effective against a number of viruses and diseases including Hepatitis. At the time, the Monterey County region had experienced a rise in Hepatitis infections in and around areas and facilities served by MST.

MST uses this chemical daily to disinfect its vehicles and facilities. At the onset of the COVID-19 crisis, MST increased the frequency of cleaning and disinfecting the fleet. As staff is available, buses that pull into the yard at midday are cleaned and sanitized a second time before being redeployed into revenue service.

Additionally, MST purchased portable foggers (misters) that alter the cleaning agent into a vapor that quickly disperses the disinfectant evenly throughout the passenger cabin of the bus. The mist will settle on various surfaces, disinfecting and deodorizing everything it touches.

*Upgraded PPE Equipment:*

MST upgraded the PPE issued to the Utility Service Personnel (USP) who are responsible for cleaning and disinfecting vehicles and facilities. PPE for MST’s USP workers now include:

- N-95 respirator face mask
- Face shield
- G-16 Eye protection
- Heavy duty industrial grade disposable gloves
- Disposable Microporous coveralls

*Updated Training:*

MST has also revised and included the following training topics in a bi-annual certification course for all USP workers:

- Proper donning and doffing of personal protective equipment (PPE)
- Proper storage and care of PPE
• Proper use and application of chemicals
• Proper use of tools and equipment
• Proper use of Foggers and Misters

3.7.2 Formalize Essential Worker PPE Training and Recertification:

A ‘New Hire PPE training module’ will be incorporated into the MST New Hire Coach Operator and Utility Training Program. Additionally, PPE recertification training will be included in VTT Training and Maintenance Safety Training every two years.

3.8 Future Preparedness Strategies:

3.8.1 Revised PPE Vendor Contractual Agreements – Guaranteed Supply Chain:

Early in the COVID-19 crisis, MST experienced a shortage of PPE. As the Nation's supply chains were strained due to overwhelming demand, MST struggled to maintain sufficient PPE supplies to protect its essential workers.

As a preparedness strategy, MST will work with its key vendors to explore the feasibility of modifying contractual terms to ensure that MST is always guaranteed product shipments to maintain a minimum of a 90-day supply of PPE. MST will consider paying the vendor(s) in advance to ensure an uninterrupted supply of PPE.

Currently, MST has at least a 90-day supply of PPE on its shelves; however, should there be additional waves of the COVID-19 virus or future pandemics, a guaranteed supply chain of PPE will be crucial.
3.8.2 Annual Review and Updates of MST Disaster Response Plans:

MST staff shall review its Continuity of Operations Plan for Disasters and Other Emergencies on an annual basis. The plan addresses several disaster scenarios that may affect MST, including pandemics.

All plan updates shall be submitted to the MST Board of Directors for review, comment, and approval.

3.8.3 Disaster Response Plan Testing (Tabletop Exercises, Live Drills):

Having a disaster plan is an essential first step in preparedness; however, if the plan is not tested or exercised regularly, it may not be as effective as it could be when executed during a real-world event.

MST staff shall hold a tabletop exercise at least annually to test its Continuity of Operations and Disaster planning effort. After-action reviews will be conducted after each exercise, and lessons learned will be incorporated into future disaster planning updates.

3.8.4 Mandatory Incident Command System (ICS) Training for Designated MST Management Personnel:

The Incident Command System (ICS) is a proven method for the command, control, and coordination of a response to any incident. ICS provides an effective means to coordinate the efforts of multiple agencies and/or personnel and resources to work towards the common goal of stabilizing the event while protecting life, property, and the environment.

During MST's response to the COVID-19 crisis, it was found that some of MST's key management personnel had not received prior ICS training. This lack of preparation became problematic as some of these individuals were expected to staff critical positions in MST's Emergency Operations Center, which relies heavily on the use of ICS controls during emergency operations. It is for this reason that MST must strengthen its ICS training and certification program for all Supervisor and Manager level personnel.

MST shall make ICS training mandatory for designated management level personnel within the agency. At a minimum, staff shall be required to certify in FEMA's IC-100c. This course describes the history, features, principles, and the organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS).

MST's Transit Supervisors shall continue to be required to certify in FEMA's IS-200c. This training offers a higher level of certification that is designed to meet the all-hazards, all-agency NIMS ICS requirement for operational personnel.
SECTION 4.0: Implementation Schedule For Pre-Pandemic and New Services:

4.1 Short-Term and Long-Term Service Restoration Schedule for Pre-Pandemic Services:

“Pre-pandemic” services are defined as those operated by MST prior to the County Health Officer’s first order on March 18, 2020. Much of the service was suspended in terms of span of hours or days in operation. Some lines were completely suspended and have not operated since the end of March 2020. As the economy starts to reopen and MST provides transit service to more and more people traveling to work, service restoration must occur. Short-term restoration is estimated to occur within the next 3 to 6 months. Long-term restoration of those pre-COVID services will take place between 6 to 18 months. The table below summarize the shorter-term and long-term restoration of “existing” services that served our passengers prior to the COVID-19 pandemic.

<table>
<thead>
<tr>
<th>Short-term 3-6 months</th>
<th>Long-term 6-18 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Demand Local and Regional Lines</td>
<td>Historically Low Usage Local and Regional Lines</td>
</tr>
<tr>
<td>Presidio and Naval Post-Graduate School service</td>
<td>South County 80’s Lines</td>
</tr>
<tr>
<td>Santa Cruz and San Jose service</td>
<td>CSUMB and Hartnell Lines</td>
</tr>
<tr>
<td>Monterey Trolley</td>
<td></td>
</tr>
</tbody>
</table>

4.2 Short Term and Long-Term Service Implementation of New Services:

“New” services are defined as those that did not exist prior to the County Health Officer’s first order on March 18, 2020. One example is a single-seat ride for Big Sur residents to access CHOMP. This new service was established during the response period and will be continued going forward. Other new services include better access for the hospitality commute and development of new bus pass programs. Additional projects will be developed through the Comprehensive Operational Analysis (COA). The table below summarizes the short-term and long-term new services.
<table>
<thead>
<tr>
<th>Short-term 3-6 months</th>
<th>Long-term 6-18 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Sur to CHOMP</td>
<td>Redesign of South County 80’s Lines</td>
</tr>
<tr>
<td>Improved Access for Hospitality (e.g., Line 21 access to Monterey Peninsula Country Club)</td>
<td>Berryessa BART Connection</td>
</tr>
<tr>
<td>Improved Access for K-12 Schools</td>
<td>Others to be determined through COA</td>
</tr>
<tr>
<td>Hospitality Bus Pass Program</td>
<td>Park-It Big Sur Parking and Shuttle Program</td>
</tr>
<tr>
<td>Student Bus Pass Program</td>
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</tr>
</tbody>
</table>

The following chart shows how the MST Recovery team rated the current short-term recovery services utilizing the recovery criteria as described in Section 3.3.1.

### SECTION 5.0: Plan Approval and Implementation:

#### 5.1 Approval Process and Timeline:

This plan will be presented in draft form to the MST Board of Directors during its August 2020 meeting for review and further direction.

MST staff recommends that the final plan be returned to the Board for approval during its September 2020 meeting.
5.2 Recovery Plan Implementation Process:

Plan Implementation:

The MST Board of Directors has the ultimate responsibility to both initiate and implement the recovery plan. Almost all of the recovery projects require public dollars and action. However, some projects may require private dollars, and some may require a public/private partnership to implement. The key to a successful implementation is the support and commitment of the local elected officials.

It is recommended that the MST Recovery Program Team remain active and oversee the entire implementation process of this recovery plan. The team is currently comprised of MST Board members and key MST staff.

The length of the implementation timeline will depend on the pace of economic recovery of the various sectors within the community. That may be three months in some cases or 18 months or longer in others. The key to continued success includes; 1) regular project completions, 2) maintaining a fluid plan, 3) community involvement during the implementation process.

Priorities for Implementation:

Project implementation priorities should be based on two general principles:

1. Focus on projects that will have the most impact on the community's recovery when completed. The High Recovery Value projects should have priority. These should get the primary focus of the Recovery Project Team and the MST Board of Directors.

2. Move forward on projects that can be completed quickly, have significant public support, and available funding. These are the "low hanging fruit" of the plan. Completion of these types of projects creates significant visibility and helps solidify community and political support for continued emphasis on plan implementation. In some cases, these projects may not have a high recovery value, but their completion will help hold the community's interest in MST's recovery program.

Plan Flexibility:

This plan should be viewed as a guide, not a set of specific instructions. Specifics of the recovery projects in the plan may change and evolve as designs are undertaken or as more details become known. Also, a resurgence of the COVID-19 pandemic could significantly alter the trajectory of the recovery program. It is important that MST remains flexible during the recovery process and assesses changes based on the community's recovery needs and the overall objectives of the plan.
Evaluation and feedback are essential components of the long-term recovery planning process. Also, tracking and reporting the progress of the recovery plan can be used to demonstrate success to stakeholders and the general public.

**SECTION 6.0: Plan Maintenance and Updates:**

### 6.1 Plan Changes:

An essential aspect of any recovery plan is that it must accommodate and allow flexibility for changes in priorities or circumstances that generally occur during the recovery process. The MST Board of Directors must be aware of and prepared for changes in plan or project priorities.

Also, MST's Recovery Project Team should not fear modifications, alterations, or deviations from the plan. Instead, they should be prepared to adjust as needed throughout the process and accept it as an ordinary course of the recovery process, all the while keeping the stakeholders involved and informed.

### 6.2 Plan Updates:

This plan should be reviewed regularly to ensure that MST is following the appropriate path toward recovery. In the first year following the approval of this plan, an evaluation of the implementation process should occur monthly. This evaluation may consist of regular status reports or presentations to MST's Board of Directors.

After the first year, the status of the recovery process could be included in MST's annual report to stakeholders. The status report could consist of; noted plan modifications, project challenges, and new implementation priorities for the coming year.
APPENDIX:

Appendix A: MST COVID-19 Recovery Program Outline
Appendix B: CTA; Recommendations for the Future of Transit
Appendix A

MST COVID-19 Recovery Program Outline

1.0 COMMUNITY NEEDS ASSESSMENT:

1.1 What are the community needs? *(Conduct a Community SWOT Analysis)*

- Agriculture Sector
- Hospitality Sector
- Education Sector
- Department of Defense
- Healthcare Sector
- Private Transportation Sector (Taxi, Charter, Etc)
- Retail Sector
- Social Services / Government Sector
- Other

1.2 What are the community's economic needs as a result of the disaster? New economic opportunities? Bolstering current opportunities? How can MST support those needs?

“*It’s not so much about MST’s recovery, as it is about how MST can support the community’s recovery*”

2.0 RECOVERY LEADERSHIP & TIMEFRAME:

2.1 Who will lead / champion MST’s recovery program?

- Elected Officials(s) (Special Sub-Committee of the MST Board?)
- General Manager
- Other designated MST Staff Member

2.2 Establish a Recovery Program Team:

- Elected Official(s) (MST Board Member)
- MST Staff
- Members of the Public
- Stakeholder Reps (MCHA, TAMC, MAC, CSUMB, DOD, Measure Q)
- Other

2.3 Develop Recovery Program Timeframe:

- Generally, disaster recovery planning activities should be initiated at or near the end of the response phase and be completed within 6 to 12 weeks depending on the severity of the damages and the resources available. Initiating and completing the planning process in a relatively short time frame is important in
Appendix A

order to capture the cooperative community spirit that usually exists immediately following a disaster and to take advantage of the attention (and funding opportunities) provided by federal and state agencies. Although this process has been carried out by experienced disaster recovery program teams within the 6-12 week time frame, it may take longer for an agency without previous experience in the process.

3.0 SECURE OUTSIDE SUPPORT:

3.1 Where can we get help?

- County/ City government agencies (Local, City Mangers Associations, TAMC)
- Regional Planning Authority (AMBAG)
- State agencies (Department of Transportation)
- Federal Agencies (FTA, FEMA, DOD)
- Public Transit Associations (APTA, CTA, CalAct, Etc)
- Transit Agencies (SCMTD, SLO RTA, VTA, San Benito, Etc)
- Other Agencies (Academic Community, NPO(s), Elderly / Disabled Advocacy Groups)
- Private Business Sector, Etc

4.0 ESTABLISH A PUBLIC INFORMATION CAMPAIGN:

4.1 How do we keep the community informed and involved in the process?

- Establish a vision
- Make local media partners in the process

4.2 Getting the message out through:

- Community leaders, organizations and associations.
- School Districts, College Community, Department of Defense
- Chambers of Commerce
- Volunteer Organizations
- Organizations, associations and faith-based groups
- Newspapers
- Social Media
- Dedicated Recovery Web Site
- Television
- Radio
- Newsletter
- Flyers

5.0 REACHING CONSENSUS:

5.1 How do we secure community buy-in to move forward?

- Keep the public involved
- Align with community sector interests and recovery priorities
- Work collaboratively with local, State, Federal Government
- Identify other stakeholder groups (Elderly / disabled community, Etc)
6.0 IDENTIFY RECOVERY ISSUES:

6.1 What are the opportunities?

- Rethink the vision
- Improve previous conditions
- Maintain community focus
- Act on new opportunities.

6.2 Make no little plans.

- The recovery program should inspire “big thinking”
- Strike while the Iron is hot!

7.0 ARTICULATING THE VISION AND SETTING GOALS:

7.1 What will strengthen and revitalize our community?

- Establish a logical framework for decision making
- Articulate MST’s post disaster vision to its community
- Set concrete, over-arching goals to support the vision
- Evaluate the goals – are they in alignment with the vision?
- Realize goals with “high recovery value” projects
- Remain open to feedback

8.0 IDENTIFYING, EVALUATING, AND PRIORITIZING RECOVERY PROJECTS:

8.1 What makes a good project? *(Look to community and stakeholder input)*

- Restoration of high recovery value transit services.
- Improving service that go beyond pre-disaster conditions.
- Mitigation projects: Engineering, technical, and administrative changes to limit the impact of future employee and passenger exposure.
- Prevention projects: Supply chain vendor contract amendments, modified employee training standards, improved public transit vehicle and/or facility design standards.
- Preparedness projects: Updating disaster plans, regular mandatory table top exercises, incorporation of on-going emergency management training for MST’s Supervisors, Managers, and Executive team.
- Other projects.

8.2 Evaluating and Prioritizing Projects.

- **Assess each project’s recovery value**: Projects identified during the recovery planning process have varying levels of impact on the recovery of a community. Projects in these plans were assigned a "recovery value" based on their importance to the community’s recovery.
Appendix A

- Recovery Value is the designation assigned to a project that indicates its ability to help jump-start a community’s recovery from a natural disaster or incident of national significance. Projects that positively contribute to recovery typically address a broad range of issues that promote a functioning and healthy economy, support infrastructure optimization, and encourage the provision of a full range of opportunities.

- Evaluate the following for each proposed project to assign its recovery value:
  - ✓ Post disaster community needs
  - ✓ Project feasibility
  - ✓ Project economic sustainability
  - ✓ Economic Impact on the community
  - ✓ High visibility and increases community capacity
  - ✓ Linkage throughout the community and leverages other projects & funding
  - ✓ Enhancement of the quality of life within the community

- **Assign Project Funding Priorities**: The criteria for a high recovery value project are consistent with most funding priority criteria. It is important to convey to the potential funding sources and the local community the recovery value concept and the reasons for a project's designation. A clear explanation of the recovery value concept and a brief summary of the key criteria addressed by a particular project will assist both the funding agencies and the local community as funds are sought to implement the projects.

- **Timing of Projects**: Priority should be given to those projects that have the highest recovery value for a community. At the same time, it is important to have an immediate success with these projects to continue to stimulate community support.

9.0 DEVELOPING A RECOVERY PLAN:

9.1 Who authors the plan?

- Designate a small team to write the plan.

9.2 Identify short and long term recovery windows:

- Short Term Recovery: 1-3 Months
Appendix A

- Long Term Recovery: 3-18 Months

9.3 Define the elements of the plan.

- Demobilization Activities:
  - Task Force(s), Strike Teams, & Support Units implemented during the response phase.
- Remobilize Work Force:
  - Employee Assistance and support
  - Training
- Service recovery strategy:
  - Community SWOT Analysis
  - Define high, medium, and low recovery value services.
  - Closely monitor California State’s four stage plan to re-open the economy (attached).
- New Opportunities:
  - Improving service beyond pre-disaster conditions
- Other high, medium, & low “Recovery Value” projects
- Financial recovery strategy
  - CARES, FEMA, FTA, Other
- Mitigation strategies:
  - Contactless fare collection systems
  - Permanent elimination of fares
  - Permanent driver barriers
  - Engineering modifications – MST facilities
  - AV technologies
  - Thermal imaging passenger / employee screening systems
  - Other
- Prevention Strategies:
  - Sustained vehicle decontamination protocols, standardized USP training, and recertification
  - Formalized front line employee PPE training and recertification
  - Revised PPE vendor contractual agreements – guaranteed supply chain
  - Other
- Future Preparedness Strategies:
  - Annual review and update of MST disaster response plans.
  - Annual disaster response plan testing (Table top exercises, live drills, Etc)
  - Mandatory emergency management and ICS training for Supervisors, Managers, Executive team, and purchased transportation contractors.
  - Other
- Other Plan Elements

9.4 First Plan Review:

- MST Board of Directors Review
- MST Board Committee Review
- Public hearing(s), or online community engagement
9.5 Final Plan Review:

- MST Board of Directors Review
- MST Board Committee Review
- Public hearing(s), or online community engagement

10.0 CHOOSING CHAMPIONS FOR THE RECOVERY PROGRAM:

10.1 Who will provide leadership during MST’s recovery efforts?

- **What Constitutes a Good Champion?** Good champions will understand the needs of the community as a whole. They will be familiar with and able to work collaboratively with the appropriate jurisdictions and stakeholders to ensure a successful outcome of the recovery projects. A good champion will also have support within the community from politicians and general public alike.

- **Where Do You Find Project Champions?**
  - Elected official(s)
  - MST staff member
  - Community activists
  - Other local professional organizations
  - Other influential member of a local community organization

10.2 The role of a recovery champion:

- Find ways to attract or leverage funding to the recovery projects.
- Convince the community to support the recovery projects.
- Ensure the person(s) responsible for the implementation of recovery projects achieve all or many of the goals and policies of the project.

11.0 PREPARING A RECOVERY FUNDING STRATEGY:

11.1 Where do we get the funding for these projects?

- Public Funds
  - Local:
    - Measure Q
    - Local Transportation Funds
    - Passenger Fares
    - Public / Public Partnerships
    - Public / Private Partnerships
  - State:
    - California Disaster Assistance Program
    - State Transit Assistance
    - SB1, Climate Investment Grants
Appendix A

- Federal
  ✓ CARES Act
  ✓ FEMA
  ✓ FTA (5307, 5310, 5311, 5339, Small Starts)
  ✓ Hazard Mitigation Program
  ✓ Public Assistance Program
  ✓ Family First Tax Credits

- Not-for-profit organizations
- Private Foundations
- Other organizations or entities

11.2 Hazard Mitigation Funding:

- **Hazard Mitigation** can be a key component of the recovery funding strategy, and there are several funding sources for implementing hazard mitigation techniques and projects. These include the Section 404 Hazard Mitigation Grant Program, Section 406 Hazard Mitigation Program associated with the FEMA public assistance programs and Pre-Disaster Mitigation Program.

  ✓ **Section 404 Hazard Mitigation (HMGP)** Authorized under Section 404 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, the Hazard Mitigation Grant Program (HMGP) administered by the Federal Emergency Management Agency (FEMA) provides grants to States and local governments to implement long-term hazard mitigation measures after a major disaster declaration. The purpose of the program is to reduce the loss of life and property due to natural disasters and to enable mitigation measures to be implemented during immediate recovery from a disaster. Applicants who have questions regarding the HMGP should contact the State.

11.3 Leveraging:

- Communities should seek several levels or sources of funding to leverage recovery project development. Using several layers of resources insulates recovery projects from potential pitfalls and encourages more stakeholder participation. On the other hand we must recognize that the leveraging of multiple resources requires additional project oversight and coordination to ensure success.

11.4 Recovery Funding Package:

- Consider the following while preparing a recovery funding package:

  ✓ Review the scale and scope of the recovery effort to determine how the recovery projects could be logically divided into phases. This approach will allow the flexibility to initially develop high value recovery projects where total funding or resources may not yet exist or be available to implement moderate or low recovery value projects.

  ✓ Look internally to determine if any funds are available through existing revenue streams or through new or potential sources of local revenue. This demonstrates to Federal and State agencies that the community is willing to become a primary stakeholder in the redevelopment and recovery process.
Appendix A

✓ Evaluate the funding programs and resources available at the regional, State, and Federal levels that will allow the leveraging of local funds to complete recovery projects. Focus on existing State and Federal programs as the first choice. Don't rely on special appropriations from State or Federal agencies that may or may not come to fruition. These resources may not always consist of actual cash investment. In reality there are numerous opportunities where in-kind services or technical assistance may provide a comparable level of support.

12.0 IMPLEMENTING THE RECOVERY PLAN:

12.1 How do we make it all happen?

▪ The recovery plan is a product of the recovery program, but the end product(s) of the program are the completed projects that are set forth in the recovery plan. The successful implementation of the recovery plan is the key to a long-term recovery.

12.2 Who is in charge of implementing the recovery plan?

▪ As the governing body, MST’s Board of Directors has the responsibility to both initiate and implement the recovery plan. Most of the recovery projects will require public dollars and action, some projects may require private dollars and actions, and some may require a public/private partnership to implement; however, the key to implementation is to successfully support the communities MST serves through the recovery process.

12.3 Recovery Implementation Team:

▪ Formalize the appointment of an internal recovery implementation team lead by an experienced Manager who possesses the skills to manage multiple activities to ensure that the recovery plan is successfully implemented.

▪ The implementation Manager should be given an appropriate time frame to jump-start the implementation process - at least until the project champion and the projects have enough momentum to move forward to project completion.

12.4 Priorities for Implementation:

▪ Focus on projects that will have the most impact on the community's recovery when completed. Obviously the high recovery value projects should have priority. These should get the major focus of the implementation team, the recovery program champion, and the MST Board of Directors.

▪ Move forward on projects that can be completed rather quickly, have significant public support, and available funding. These would be the "low hanging fruit" of the recovery plan. Completion of these types of projects creates significant visibility for the recovery program and helps solidify community and political support for continued emphasis on plan implementation. In some cases, these projects may not have a high recovery value, but their completion will help hold the community's interest in MST’s recovery program.
Appendix A

12.5 Allow for flexibility and feedback:

▪ The recovery plan should be viewed as a guide, not a set of specific instructions. Specifics of the projects in the plan may change and evolve as designs are undertaken or as more details become known. It is important that the District’s recovery implementation team remain flexible and assess changes based on the community’s evolving objectives during the recovery process.

▪ Evaluation and feedback are key components of the implementation process. In addition to helping to improve the overall effort, progress that is evaluated and tracked can be used to communicate success to stakeholders and the general public.

13.0 UPDATING THE RECOVERY PLAN:

13.1 When are we finished?

▪ The recovery plan should be viewed as a ‘living’ document that adjusts and changes to specific needs as the community works through the recovery process.

▪ Many recovery projects identified within the plan may still be in a conceptual framework, and far from completion. Projects may still go through further planning, design, or analysis before it may proceed. In addition, the resources, funding, and legislative approval must be secured before a project can be realized.

13.2 Continue Community Involvement:

▪ Progress on recovery projects should be visible to the community, such as public meetings, project presentations, press releases, legislative actions, ribbon cutting events, etc. As projects evolve and change due to resources or new regulations, it is even more important that the community is kept informed of the project changes and the implementation progress.

▪ Regardless of the stage of the project, keeping the community involved and informed will earn the respect of the community and allow for continual support during the recovery effort.

13.3 Changes and Modifications to the Recovery Plan:

▪ The recovery plan must accommodate and allow flexibility for changes in priorities or circumstances that generally occur during the recovery process. Do not fear modifications, alterations or deviations from the plan. Accept this as a normal course of redevelopment during the recovery process.

▪ Allow for flexibility and prepare for changes and modifications to the recovery process - all the while keeping the community involved and informed.
13.4 Plan Updates:

- Evaluate the recovery plan on a regular basis to ensure that the community is following the anticipated or projected path toward recovery. In the first year following the disaster, an evaluation of the plan and the implementation process might occur on a monthly basis. This evaluation may consist of regular status reports or presentations to community leaders and policy makers.

- After the first year and through year five (depending on the severity of the disaster), the progress of the recovery plan implementation should be summarized in a quarterly, semiannual, or annual report and presented to the community. This report should identify the status of the implementation process, noted plan modifications, project challenges, and new implementation priorities for the coming year.

Attachments:

- California State four stage plan to re-open economy.
California State’s Four-Stage Plan to Reopen the Economy:

Stage 1: Everyone is either staying at home or a member of the essential workforce. This is the stage we are in now, and will stay in until a modification to the statewide stay-at-home order.

Stage 2: Reopening lower risk workplaces, including:
- Non-essential manufacturing (toys, furniture, clothing, etc.)
- Schools
- Childcare facilities
- Retail businesses for curbside pick-up
- Offices where working remotely isn’t possible, but can be modified to make the environment safer for employees
- Update: 5/8/20: Other Stage 2 sectors, such as offices and dine-in restaurants, will be part of a later Stage 2 opening. The announcement for Friday does not include offices, seated dining at restaurants, shopping malls or schools. As the Governor noted last week, the state is working with school districts and the California education community to determine how best and safely to reopen. That continues to be the case – this May 8 announcement does not move up this timeline.

Stage 3: Reopening higher risk workplaces, which require close proximity to other people, including:
- Hair salons
- Nail salons
- Gyms
- Movie theaters
- Sporting events without live audiences
- In-person religious services (churches and weddings)

Stage 4: Ending the stay-at-home order, reopening of:
- Concert venues
- Convention centers
- Sporting events with live audiences
TRANSIT IS ESSENTIAL
Recommendations for the Future of Transit

Prepared by COVID-19 Transit Crisis Relief Task Force
July 21, 2020
COVID-19 TRANSIT CRISIS RELIEF TASK FORCE MEMBER AGENCIES

Representatives from these public transit system member agencies participated on the Task Force:

Alameda-Contra Costa Transit District
Central Contra Costa Transit Authority
Golden Empire Transit District (Chaired by Karen King, CEO; and Vice Chair, California Transit Association)
Long Beach Transit
Los Angeles County Metropolitan Transportation Authority
Monterey-Salinas Transit
Orange County Transportation Authority
San Diego Metropolitan Transit System
San Francisco Bay Area Rapid Transit District
San Mateo County Transit District
Santa Maria Area Transit
Victor Valley Transit Authority
OVERVIEW

The California Transit Association’s recommendations for the “Future of Transit” are presented in this report as elective “best practices” for consideration and possible implementation by California’s transit agencies. The recommendations seek to improve the safety, efficiency, and viability of transit operations during the COVID-19 pandemic and aim to establish a more reliable and resilient public transportation network in the future that expands access to mobility and economic opportunity to all Californians.

The elective nature of the recommendations explicitly and purposefully recognizes that some transit agencies may struggle to implement these “best practices,” even if agency leadership fully agrees with the recommendations, whether due to insurmountable resource limitations or local community priorities.

The recommendations in this report were developed and finalized by the Association’s COVID-19 Transit Crisis Relief Task Force in spring-summer 2020 based on survey data collected from members of the following Association standing committees and other groups:

- Operations Committee
- New Mobility Task Force
- State Legislative Committee
- Federal Legislative Committee
- Business Member Advisory Group

The survey data reflects responses, from 40 survey participants, to various proposed measures impacting transit operations, technology and land-use. Association staff identified the proposed measures, as informed by research published by policy think tanks, transportation consultancies, news articles and industry guidance documents. See the report’s Appendices for a list of the proposed measures, a summary of the initial survey data, a summary of the prioritization survey conducted by the COVID-19 Transit Crisis Relief Task Force, and an overview of the resources staff analyzed to cull the initial options.

Additionally, this report includes several policy recommendations, which reflect various policy priorities already adopted by the Association, in documents such as its 2020 State Legislative Program and 2020 Federal Legislative Program, and which have gained new urgency in the aftermath of the pandemic.

Beyond their intended use by California transit agencies, the recommendations in this report will be provided to the American Public Transportation Association for consideration by its Mobility Recovery & Restoration Task Force as well to the California State Legislature and the United States Congress.

*The recommendations in this report are not intended to override any federal, state or local laws, regulations or guidance.*
RECOMMENDATIONS
TRANSIT OPERATIONS
1. **DIRECT RIDERS TO WEAR FACE COVERINGS**

**Justification**

Directing transit riders to wear face coverings on transit vehicles and at transit stations and stops, consistent with guidance from the California Department of Public Health, helps reduce the rate of COVID-19 transmission between riders and helps maintain a safe work environment for transit operators.

**A Snapshot from California**

California transit agencies began to direct transit riders to wear face coverings as early as April 2020.

In June 2020, the California Department of Public Health issued new guidance requiring Californians to wear facing coverings when they are in “high-risk situations,” including waiting for or riding on public transportation or paratransit or while in a taxi, private car service, or ride-sharing vehicle; and driving or operating any public transportation or paratransit vehicle, taxi, or private car service or ride-sharing vehicle when passengers are present.¹ This guidance is further reflected in the State of California’s COVID-19 Industry Guidance: Public and Private Passenger Carriers, Transit and Passenger Rail, developed by the California Department of Public Health (CDPH), Cal/OSHA and the California State Transportation Agency.²

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¹ California Department of Public Health, *“Guidance for the Use of Face Coverings.” June 18, 2020.*
2. SUPPORT INSTALLATION OF PROTECTIVE BARRIERS FOR OPERATORS, WHERE FEASIBLE

Justification

Installing barriers in transit vehicles to protect transit operators, where feasible, can provide added protection against COVID-19 transmission to operators and riders alike.

A Snapshot from California

The Antelope Valley Transit Authority just authorized the purchase and installation of 57 barriers to help protect bus operators and riders during the ongoing COVID-19 pandemic.³

Meanwhile, staff in the Overhaul and Repair Division of the Santa Clara Valley Transportation Authority repurposed old pull-down sunshades from decommissioned buses to quickly outfit VTA’s bus fleet with new and economical protective barriers.⁴

⁴ Mass Transit, “Santa Clara VTA workers rise to challenge, find creative solution to protect their own.” May 2020
3. UPDATE VENTILATION SYSTEMS OR IMPROVE AIR FLOW IN TRANSIT VEHICLES

Justification

Research into the impacts of ventilation systems on the spread of COVID-19 is limited; however, transit agencies across Asia are taking precautionary steps to enhance HVAC filtration and increase natural ventilation – as complements to more comprehensive public health strategies – to reduce the risk of infection on transit vehicles.

Furthermore, guidance released by the American Public Transportation Association this summer acknowledges that “adequate ventilation and air filtration of HVAC systems can reduce the likelihood of airborne exposure,” but stops short of recommending any technology, treatment, or method until further research is conducted.5

A Snapshot from California

Researchers at Fresno State, in partnership with the Fresno County Rural Transit Authority, have begun to study airflow on transit buses and strategies for mitigating potential virus circulation and infection through HVAC systems.6

Results from that study are expected to be released in 2021.

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4. ADOPT AND PUBLICIZE ENHANCED CLEANING METHODS

Justification

Transit agencies around the world have responded to the pandemic by announcing expanded cleaning schedules for transit vehicles, transit stations, administrative offices and operational facilities; making hand sanitizer dispensers and hand-washing stations available; and, equipping drivers with antiseptic wipes and PPE to help reduce coronavirus transmission rates. Publishing these current and new cleaning methods and hygiene protocols through various media channels can help build trust with riders and the broader public that transit vehicles are safe for use.

A Snapshot from California

In May 2020, BART published its “15-Step Plan to Welcome Riders Back,” which outlines new measures, protocols and technologies the agency is implementing to restore, and promote trust in, its service. The plan, which was promoted heavily on BART’s Twitter account, highlights that BART is using “hospital-grade disinfectants in stations and on-board trains” and “electrostatic foggers on train cars that spray disinfecting mist that coats and clings to surfaces,” and is “evaluating a variety of new cleaning procedures such as ultraviolet disinfecting.”

The Orange County Transportation Authority (OCTA) has promoted its cleaning protocols and safety messages using exterior ads, bus interior cards, on its website, in videos and with brochures.

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5. PRIORITY SERVICE RESTORATION IN HIGH RIDERSHIP CORRIDORS

Justification

Prioritizing service restoration in high ridership corridors can help transit agencies maximize the mobility benefits of limited operating budgets and help maintain physical distance between riders.

In many California communities, the corridors with the highest ridership are also home to economically and environmentally disadvantaged communities, allowing service restoration in these corridors to immediately benefit the communities most in need of high-quality public transportation.

In the long-run, this recommendation, which complements efforts routinely conducted by transit agencies to revamp their service through comprehensive operational analyses and in response to changing local demographics, geospatial shifts in the housing-jobs balance, and other emerging trends affecting transit ridership, will increase the efficiency of transit service.

A Snapshot from California

In the weeks following the Bay Area’s shelter-in-place order, the San Francisco Municipal Transportation Agency (SFMTA) used travel data to make targeted service reductions. Now, as more San Franciscans return to work and demand for transit increases, SFMTA is using data on shifting customer travel patterns and Muni’s Equity Strategy to restore service.8

As the economy has improved, Golden Empire Transit District has begun to put “shadow buses” into service in corridors with high ridership. These buses, which trail lead buses running on GET’s Saturday schedule, allow operators to cap the capacity of lead buses to facilitate social distancing while not diluting GET’s overall capacity or the quality of their passengers’ customer experience. As ridership continues to return, GET will build more of these shadow buses into their bus schedule, increasing frequency on the busiest routes.

6. RESTORE MORE FREQUENT SERVICE

Justification

Restoring more frequent transit service can help transit agencies stay ahead of demand, allowing riders to maintain physical distance while also avoiding overcrowding on transit vehicles.

In the long-run, more frequent transit service, which routinely ranks as the top priority for existing and potential transit riders, can help transit agencies maintain and expand their transit ridership.⁹

A Snapshot from California

According to its “15-Step Plan to Welcome Riders Back,” BART is monitoring ridership data on its train and will increase service frequency if they measure more than 30 riders per car consistently during peak hours.¹⁰

OCTA has been adding unscheduled trips when needed, based on passenger loads to allow for social distancing. In June, service was restored on many of the routes where unscheduled trips were taking place, addressing the increased demand.

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7. ENGAGE MAJOR EMPLOYERS AND OTHER STAKEHOLDERS TO DEVELOP POLICIES TO EXPAND STAGGERED WORK HOURS AND SMOOTH PEAK DEMAND

Justification

Increased passenger loads during peak commute times can overwhelm transit agencies reeling from reduced operating budgets. Engaging major employers and other stakeholders, like universities and schools, to encourage them to establish staggered work hours and work (or bell) start times can help smooth passenger loads, allowing riders to maintain physical distance without requiring transit agencies to significantly increase their levels of service.

A Snapshot from California

LA Metro has begun to engage major employers, agencies and other stakeholders to develop a regional pact to expand telecommuting and implement staggered work hours, where feasible.\(^{11}\)

During the month of July, OCTA is conducting a statistically valid survey of adults in Orange County to develop an understanding of how COVID-19 has altered public attitudes, working arrangements, travel behaviors and mode choice. In addition, feedback is being sought from employers through a qualitative online survey. The data will help shape discussions with employers and other stakeholders regarding telecommuting.

RECOMMENDATIONS
TECHNOLOGY
8. INTRODUCE DIGITAL TICKETING AND CONTACTLESS PAYMENT SYSTEMS

Justification

Introducing digital ticketing and contactless payment systems can help transit agencies maintain physical distance between transit operators and riders; limit contact with shared surfaces and objects; speed bus boarding; increase fare collection by expanding payment options; allow transit agencies to resume fare collection, where currently waived; and help lay the foundation toward greater system integration in the future.

To be clear, this recommendation works toward a goal pursued by transit agencies the world over, irrespective of the recent health pandemic. The growing body of epidemiological knowledge about how COVID-19 spreads may only be adding to and heightening focus on the many good reasons that already existed for transit to move towards these new technologies.

A Snapshot from California

In 2019, BART eliminated the sale of paper tickets at five of its stations. Now, in the face of COVID-19, BART is accelerating its expansion of the number of stations where the reloadable Clipper card is the only fare product available for purchase. This action will help BART create a more contactless and sanitary system.\(^\text{12}\)

9. EXPAND NEW MOBILITY OPTIONS WHERE MORE COST-EFFECTIVE THAN RESTORING TRADITIONAL TRANSIT SERVICE

Justification

Transit service that was reduced or eliminated due to the COVID-19 pandemic can be restored with new mobility options and other demand response services that, in some cases, are more cost-effective and more convenient than the traditional transit service they replace. If cost savings are significant, agencies can use them to increase service levels on high ridership lines.

A Snapshot from California:

GET introduced its RYDE microtransit service in the southwest portion of its service area in April 2019. In response to the Governor’s stay-at-home order, ridership dropped dramatically on all modes. RYDE, which is ADA accessible, has rebounded quicker than other modes. Riders indicate they feel safer riding with only one or two other people on the vehicles than they do on the big bus and that they don’t have to wait at bus stops or stations with other people. As a result, GET has plans to expand its microtransit service to other areas of town where requests for this service have increased dramatically and fixed route demand has not returned.
RECOMMENDATIONS

LAND USE
10. WORK WITH LOCAL AND REGIONAL PARTNERS TO IMPLEMENT DEDICATED BUS LANES

Justification

Dedicated bus lanes can help improve transit travel times, making transit service that was once slow or inefficient in mixed traffic competitive with single occupancy vehicle travel. To establish dedicated bus lanes, transit agencies, which are often separate entities from the entities that control local rights of way, must work with local and regional partners.

This recommendation also represents the best thinking in the transit industry, a trend that was also well underway before the COVID-19 pandemic struck. Public transportation agencies need the policy and funding support from all levels of government to actualize the promise of dedicated lanes.

A Snapshot from California

LA Metro has partnered with the City of Los Angeles to make improvements for those using 5th and 6th Streets in downtown Los Angeles. The goal is to enhance mobility and safety for the thousands of people who walk, bike, roll, ride transit or drive in the area.  

In order to protect people who rely on transit from increased exposure to COVID-19 on slow or crowded buses, SFMTA is fast-tracking temporary emergency transit lanes. These lanes will support bus routes where the benefits are greatest, on current ridership, travel time data and prioritize routes that serve neighborhoods with high percentages of people of color and low-income households. Moving forward, SFMTA is using travel time data to evaluate additional locations where adding temporary emergency transit lanes would achieve the biggest time savings and provide the greatest benefit.

11. WORK WITH LOCAL AND REGIONAL PARTNERS TO INSTITUTE TRAFFIC SIGNAL PRIORITIZE

Justification

Traffic signal prioritization at intersections, when coupled with other efficiency measures, like dedicated bus lanes, can reduce transit travel time and increase schedule reliability, helping to make public transit more attractive for customers and less expensive to operate.

The gains in transit efficiency from traffic signal prioritization can help maintain and expand transit ridership during the pandemic while delivering lasting benefits to transit service.\(^{15}\)

RECOMMENDATIONS

FUNDING AND POLICY
12. PROVIDE EMERGENCY FUNDING TO TRANSIT AGENCIES

Justification

The California Transit Association’s most recent analysis shows that the funding shortfall faced by transit agencies statewide – after fully accounting for emergency funding from the federal Coronavirus Aid, Relief and Economic Security Act – now exceeds $3.1 billion.

Another round of emergency funding is critical to preventing significant and permanent reductions in transit services in communities throughout the state. Without additional funding, it could take years for public transit to recover from today’s crisis, resulting in the elimination of important mobility options for millions of Californians and the unnecessary delay of California’s economic recovery.

Read more at Caltransit.org.
13. INSTITUTE NEW LOCAL GOVERNMENT FUNDING OPTIONS TO SUPPORT TRANSIT AND INFRASTRUCTURE NEAR TRANSIT

Justification

California’s transit agencies will likely face persistent funding shortfalls and depressed ridership for some years to come, as a result of the COVID-19 pandemic. The state can help address these challenges by empowering local governments to advance new funding options to maintain and expand transit service and promote infrastructure, including affordable housing, near public transit. These tools could come in the form of changes to Infrastructure Financing District law, California Environmental Quality Act (CEQA) incentives for development closer to transit stations, lower voter-thresholds and sub-regional initiatives for local sales tax measures, authority for transit agencies to develop projects on their own property, and the inclusion of transit-oriented development projects in existing or new programs otherwise focused on housing.
14. EXPEDITE TRANSIT PROJECT DELIVERY

Justification

According to an analysis by Holland & Knight, published in 2013, public infrastructure is the most frequent target of CEQA lawsuits, and within this category the most frequent litigation target is transit projects, which are often challenged by groups with the intent of stopping, delaying or modifying transit infrastructure.\(^{16}\)

The state can help stop CEQA abuse and expedite the delivery of transit projects by exempting certain transit project types from CEQA altogether. This policy change would not only save project costs and support the build out of new infrastructure that reduces greenhouse gas emissions but would also strengthen the role that public transit can play in the state’s economic recovery.

\(^{16}\) Holland & Knight, “In the Name of the Environment,” 2013.
15. INCREASE FUNDING FOR ZERO-EMISSION BUSES AND CHARGING/REFUELING INFRASTRUCTURE

Justification

In December 2018, the California Air Resources Board adopted the Innovative Clean Transit regulation, requiring all California transit agencies to fully convert their bus fleets to zero-emission technology by 2040.17

While transit agencies have been enthusiastic partners in implementing the regulation, the funding shortfalls faced by transit agencies today, as a result of the COVID-19 pandemic, present new compliance challenges that were unforeseen during the promulgation of the regulation. The state and federal governments must help transit agencies overcome these challenges by increasing funding for zero-emission buses and charging/refueling infrastructure through, among other programs, the state’s Cap and Trade Expenditure Plan, the federal Low or No Emission Vehicle Program, and by earmarking funding for transit agencies in the California Air Resources Board’s Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project and the California Energy Commission’s Clean Transportation programs, which support the deployment of zero-emission heavy-duty vehicles and the buildout of charging/refueling infrastructure.

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16. AUTHORIZE OPERATION OF TRANSIT BUSES ON HIGHWAY SHOULDERS

Justification

“Bus on shoulder” (BOS) describes the limited use of designated highway shoulders for low-speed transit bus operations, primarily during peak commute periods. BOS is a low-cost strategy employed by public transit agencies across the United States, as well as in Canada, to improve bus performance and reliability, bolster customer satisfaction and attract patronage. In the aftermath of the pandemic, further authorizing bus on shoulder operations in California can help transit agencies win back riders and limit the rise of single occupancy vehicle miles traveled.
17. CONTINUE TO MOVE PROJECTS THROUGH CAPITAL INVESTMENT GRANT PIPELINE, ESTABLISH CAPACITY FOR NEW PROJECTS

Justification

The Capital Investment Grant (CIG) program provides discretionary grants to transit agencies to fund capital projects, including heavy rail, commuter rail, light rail, streetcars and bus rapid transit. In recent years, the United States Department of Transportation (USDOT) has been slow to process grants in the “CIG pipeline” and has, at times, established new process barriers that slow the advancement of critical infrastructure projects. To help the economy recover from the pandemic, the federal government must fully fund existing Full Funding Grant Agreements (FFGAs), support new FFGAs, and establish capacity in the program for new projects. The California Transit Association supports legislative actions to direct USDOT to expeditiously execute FFGAs and administer the CIG program, as intended by Congress.
# APPENDIX A – INITIAL SURVEY RESULTS

Table 1: Support for Proposed Measures

<table>
<thead>
<tr>
<th>Proposed Measure</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduce digital ticketing and contactless payment systems</td>
<td>84%</td>
</tr>
<tr>
<td>Work with local and regional partners to implement dedicated bus lanes</td>
<td>79%</td>
</tr>
<tr>
<td>Direct riders to wear face coverings</td>
<td>77%</td>
</tr>
<tr>
<td>Work with local and regional partners to institute traffic signal prioritization</td>
<td>76%</td>
</tr>
<tr>
<td>Adopt and publicize enhanced cleaning methods</td>
<td>67%</td>
</tr>
<tr>
<td>Restore more frequent service</td>
<td>64%</td>
</tr>
<tr>
<td>Prioritize service restoration in high ridership corridors</td>
<td>59%</td>
</tr>
<tr>
<td>Expand new mobility where more cost-effective than restoring traditional transit service</td>
<td>58%</td>
</tr>
<tr>
<td>Engage major employers and other stakeholders to develop policies to expand telecommuting and staggered work hours</td>
<td>56%</td>
</tr>
<tr>
<td>Work with state to institute congestion pricing</td>
<td>50%</td>
</tr>
<tr>
<td>Update ventilation systems or improve air flow in transit vehicles</td>
<td>46%</td>
</tr>
<tr>
<td>Require transit agencies to develop GTFS feeds</td>
<td>45%</td>
</tr>
<tr>
<td>Establish maximum passenger loads</td>
<td>44%</td>
</tr>
<tr>
<td>Work with state to relax land-use restrictions, allowing for greater mix of mid- and high-rise buildings near transit</td>
<td>39%</td>
</tr>
<tr>
<td>Require spacing in, or install barriers between passengers</td>
<td>26%</td>
</tr>
<tr>
<td>Reduce or eliminate fares at off-peak times</td>
<td>23%</td>
</tr>
<tr>
<td>Require rear-door boarding</td>
<td>15%</td>
</tr>
<tr>
<td>Support installation of protective barriers for operators, where feasible</td>
<td>N/A</td>
</tr>
<tr>
<td>Introduce capacity management systems for ride/trip reservation and real time passenger loads</td>
<td>N/A</td>
</tr>
<tr>
<td>Update mobile apps to include vehicle retrofit status</td>
<td>N/A</td>
</tr>
</tbody>
</table>

APPENDIX B – PRIORITIZATION OF SURVEY RESULTS*

Chart 1: Direct Riders to Wear Face Coverings

- 73% Support, if made law, even if now additional funding is provided.
- 27% Support, if made law, but only if additional funding is provided.
- 9% Support commending to industry as elective “best practice” only.
- 6% Do not support in any form.
- 6% No opinion.

Chart 2: Adopt and Publicize Enhanced Cleaning Methods

- 64% Support, if made law, even if now additional funding is provided.
- 27% Support, if made law, but only if additional funding is provided.
- 9% Support commending to industry as elective "best practice" only.
- 6% Do not support in any form.
- 6% No opinion.
Chart 3: Restore More Frequent Service

- Support, if made law, even if now additional funding is provided: 9%
- Support, if made law, but only if additional funding is provided: 27%
- Support commending to industry as elective "best practice" only: 37%
- Do not support in any form: 18%
- No opinion: 18%

Chart 4: Prioritize Service Restoration in High Ridership Corridors

- Support, if made law, even if now additional funding is provided: 18%
- Support, if made law, but only if additional funding is provided: 37%
- Support commending to industry as elective "best practice" only: 18%
- Do not support in any form: 27%
- No opinion: 27%
Chart 5: Engage Major Employers and Other Stakeholders to Develop Policies to Expand Telecommuting and Staggered Work Hours

- Support, if made law, even if now additional funding is provided: 18%
- Support, if made law, but only if additional funding is provided: 9%
- Support commending to industry as elective “best practice” only: 9%
- Do not support in any form: 64%
- No opinion: 18%

Chart 6: Update Ventilation Systems or Improve Air Flow in Transit Vehicles

- Support, if made law, even if now additional funding is provided: 36%
- Support, if made law, but only if additional funding is provided: 18%
- Support commending to industry as elective “best practice” only: 46%
- Do not support in any form: 36%
- No opinion: 18%
Chart 7: Require Spacing in Seating or Install Barriers Between Passengers

- Support, if made law, even if now additional funding is provided: 18%
- Support, if made law, but only if additional funding is provided: 18%
- Support commending to industry as elective “best practice” only: 27%
- Do not support in any form: 37%
- No opinion: 18%

Chart 8: Reduce or Eliminate Fares at Off-Peak Times to Spread Out Commute Times

- Support, if made law, even if now additional funding is provided: 18%
- Support, if made law, but only if additional funding is provided: 18%
- Support commending to industry as elective “best practice” only: 27%
- Do not support in any form: 37%
- No opinion: 18%
Chart 9: Require Rear-Door Boarding

- 18% Support, if made law, even if now additional funding is provided.
- 18% Support, if made law, but only if additional funding is provided.
- 27% Support commending to industry as elective "best practice" only.
- 37% Do not support in any form.
- No opinion.

Chart 10: Support Installation of Protective Barriers for Operators, Where Feasible

- 20% Support, if made law, even if now additional funding is provided.
- 20% Support, if made law, but only if additional funding is provided.
- 60% Support commending to industry as elective "best practice" only.
- No opinion.
- Do not support in any form.
Chart 11: Introduce Digital Ticketing and Contactless Payment Systems

- Support, if made law, even if now additional funding is provided: 27%
- Support, if made law, but only if additional funding is provided: 64%
- Support commending to industry as elective “best practice” only: 9%
- Do not support in any form: 9%
- No opinion: 9%

Chart 12: Expand New Mobility Options Where More Cost Effective Than Restoring Traditional Transit Service

- Support, if made law, even if now additional funding is provided: 36%
- Support, if made law, but only if additional funding is provided: 55%
- Support commending to industry as elective “best practice” only: 9%
- Do not support in any form: 9%
- No opinion: 55%
Chart 13: Require Transit Agencies to Develop GTFS Feeds

- 18% Support, if made law, even if additional funding is provided.
- 18% Support, if made law, but only if additional funding is provided.
- 9% Support commending to industry as elective “best practice” only.
- 9% Do not support in any form.
- 46% No opinion.

Chart 14: Introduce Capacity Management Systems That Allows for Ride/Trip Reservation and Real-Time Passenger Loads

- 20% Support, if made law, even if additional funding is provided.
- 20% Support, if made law, but only if additional funding is provided.
- 20% Support commending to industry as elective “best practice” only.
- 40% Do not support in any form.
- No opinion.
Chart 15: Update to Mobile Apps to Include Vehicle Retrofit Status

- Support, if made law, even if now additional funding is provided: 40%
- Support, if made law, but only if additional funding is provided: 20%
- Support commending to industry as elective “best practice” only: 20%
- Do not support in any form: 20%
- No opinion: 20%

Chart 16: Work with Local and Regional Partners to Implement Dedicated Bus Lanes

- Support commending to industry as “best practice”: 82%
- Oppose commending to industry as “best practice”: 18%
- No opinion: 0%
Chart 17: Work with Local and Regional Partners to Institute Traffic Signal Prioritization

- Support commending to industry as "best practice." 82%
- Oppose commending to industry as "best practice." 18%
- No opinion.

Chart 18: Work with State to Institute Congestion Pricing

- Support commending to industry as "best practice." 46%
- Oppose commending to industry as "best practice." 45%
- No opinion. 9%
*The Association’s prioritization survey included several measures introduced as new recommendations by respondents to the Association’s initial survey. While these measures were not voted on by initial survey respondents, their inclusion as a recommendation in this final report reflects the support of the COVID-19 Transit Crisis Relief Task Force.
Recommendations for the Future of Transit

APPENDIX C – OTHER RESOURCES

- Recommendations – Transit Operations
  o Monitor ridership and add buses to increase frequencies along high ridership corridors
    ▪ CNN - Public Transit During the Reopening: Masked Commuters and Cordoned Off Seats
    ▪ Politico – Transit Systems Rethink as Riders Flee
    ▪ LA Metro - COVID-19 Recovery Taskforce
  o Skip stops once ridership maximum is reached
    ▪ CNN - Public Transit During the Reopening: Masked Commuters and Cordoned Off Seats
  o Cordon off seats and install barriers
    ▪ CNN - Public Transit During the Reopening: Masked Commuters and Cordoned Off Seats
    ▪ Politico – Transit Systems Rethink as Riders Flee
    ▪ A Better City - COVID 19 and Public Transit
  o Make face coverings mandatory for riders
    ▪ CNN - Public Transit During the Reopening: Masked Commuters and Cordoned Off Seats
    ▪ Politico – Transit Systems Rethink as Riders Flee
  o Require rear-door boarding
    ▪ CNN - Public Transit During the Reopening: Masked Commuters and Cordoned Off Seats
  o Improve and update ventilation systems to improve airflow and reduce transmission risk
    ▪ A Better City - COVID 19 and Public Transit
    ▪ Cambridge Systematics – How Transit Agencies Recovered From The Last Coronavirus and What it Means for Urban Sustainability
  o Reduce fares at off-peak times to spread out commuting times and promote social distancing
    ▪ A Better City - COVID 19 and Public Transit
  o Develop a core transit network plan that identifies priority corridors and needs of transit-dependent riders and essential workers
    ▪ Seamless Bay Area et al. - Coordinate Service Regionally and Maintain Reliable Access to Assure the Best Use of Limited Resources
    ▪ Bay Area Council and SPUR - Prioritizing CARES Transit Investment in the Face of COVID-19
    ▪ Politico – Transit Systems Rethink as Riders Flee
  o Allocate higher portions of budgets toward cleaning supplies and campaigns that inform the public of health measures taken.
    ▪ Eno Center - How Might Personal Transportation Behaviors Change as a Result of COVID-19, and What Does That Mean for Policy?
  o Eliminate restrictions that prevent transit agencies from transporting passengers in other service areas
    ▪ Seamless Bay Area et al. - Coordinate Service Regionally and Maintain Reliable Access to Assure the Best Use of Limited Resources
• **Recommendations – Technology**
  - **Adopt digital ticketing system/mobile ticket purchases, contactless payments**
    - Mass Transit Magazine - What Will Transit and Mobility Look Like after the COVID-19 Crisis?
    - Traffic Technology - Making Public Transit More Resilient to Future Pandemics
    - A Better City - COVID 19 and Public Transit
    - Politico – Transit Systems Rethink as Riders Flee
    - LA Metro - COVID-19 Recovery Taskforce
  - **Adopt new technologically sound cleaning methods such as UV, ozone and cleaning robots**
    - LA Metro - COVID-19 Recovery Taskforce
    - Cambridge Systematics - How Transit Agencies Recovered From The Last Coronavirus and What it Means for Urban Sustainability
  - **Adopt pre-trip reservation, voluntary on-board check-ins & contact tracing**
    - World Bank - Protecting public transport from the coronavirus... and from financial collapse
  - **Modernize & electrify bus fleets**
    - Mass Transit Magazine - California Transportation Agency, city of Sacramento, SacRT launch Wi-Fi bus
    - World Resources Institute - Safe, More Sustainable Transport in a Post COVID-19 World
  - **Implement more on-demand service**
    - Mass Transit Magazine - Public transit’s “road to recovery” could include more ridesharing partnerships says DePaul study
  - **Use GTFS to deliver to-the-minute service times**
    - Traffic Technology - Making Public Transit More Resilient to Future Pandemics
  - **Use passenger counter devices and cameras to restrict passenger loads**
    - Traffic Technology - Making Public Transit More Resilient to Future Pandemics

• **Recommendations – Land Use**
  - **Street closures pedestrians and bicyclists have space. While temporary, this could create demand for permanent street closures**
    - Eno Center - How Might Personal Transportation Behaviors Change as a Result of COVID-19, and What Does That Mean for Policy?

- **Eliminate Transfer Fees - Charge riders only one fare**
  - Seamless Bay Area et al. - Coordinate Service Regionally and Maintain Reliable Access to Assure the Best Use of Limited Resources

- **Make transit free for children 12 years of age and under**
  - Seamless Bay Area et al. - Coordinate Service Regionally and Maintain Reliable Access to Assure the Best Use of Limited Resources

- **Develop regionally consistent emergency safety standards for workers and riders**
  - Seamless Bay Area et al. - Coordinate Service Regionally and Maintain Reliable Access to Assure the Best Use of Limited Resources
- LA Metro - COVID-19 Recovery Task Force
  - Implement exclusive or preferred bus lanes, retrofitting existing infrastructure to accommodate more cycling/walking for pedestrians to socially distance.
- World Resources Institute - Safe, More Sustainable Transport in a Post COVID-19 World
- Smart Growth America - Emergency Stabilization and Economic Recovery Recommendations
- CityLab - How U.S. Public Transit Can Survive Coronavirus
- LA Metro - COVID-19 Recovery Task Force
- Cambridge Systematics - How Transit Agencies Recovered From The Last Coronavirus and What it Means for Urban Sustainability
- Rocky Mountain Institute – Getting Back On The Bus And Back To Work
  - Institute traffic signal prioritization
    - CityLab - How U.S. Public Transit Can Survive Coronavirus
  - Institute congestion pricing
    - Eno Center – COVID-19 Lessons for Congestion Pricing
    - CityLab - How U.S. Public Transit Can Survive Coronavirus
  - Relax land-use restrictions, allow for greater mix of mid- and high-rise buildings near transit
    - CityLab - How U.S. Public Transit Can Survive Coronavirus
To: Board of Directors
From: Lisa Cox, Risk and Security Manager
Subject: Liability Claim Rejection

RECOMMENDATION:

Reject Claim by Claimant Javonte Russell, Alexis Russell & Cross Country LLC.

FISCAL IMPACT:

$130,000.00

POLICY IMPLICATIONS:

None

DISCUSSION:

The claim was submitted on July 30, 2020 from Javonte Russell, Alexis Russell & Cross Country LLC regarding an incident that occurred on June 27, 2020 as the claimant’s trailer was parked on Del Monte Boulevard in Seaside with a street facing side door open. As the trailer was partially blocking the travel lane nearby the curb, traffic was merging into the other lane. The coach operator was also changing lanes and did not see the open side door because it blended into the background scenery. The MST vehicle came in contact with the open door of the trailer. Initially, the police report cited the MST driver at fault. However, after providing video footage of the accident the Seaside Police Department reversed their decision citing the other party in violation of CVC 22107.

After conducting a preliminary investigation into this matter, it is determined that Monterey-Salinas Transit has no liability in this claim and recommends that it 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
MEETING OF THE MOBILITY ADVISORY COMMITTEE (MAC)

MEETING MINUTES

July 29, 2020

Present: Jessica McKillip, ITN Monterey County
Stefania Castillo, Transportation Agency for Monterey County (TAMC)
Kathleen Murray-Phillips, Monterey County Dept. of Social Services
Maureen McEachen, Visiting Nurse Association
Esmeralda Ortiz, The Blind and Visually Impaired Center
Jennifer Ramirez, Partnership for Children
Bobby Merritt, Veterans Transition Center
Aimee Cuda, Central Coast Senior Services
Reyna Gross, Alliance on Aging
Melissa McKenzie, Carmel Foundation

Absent: Maria Magaña, Central Coast Center for Independent Living (CCCIL)
Joseph Ruiz, Interim Inc.

Staff: Lisa Rheinheimer, Assistant General Manager
Norman Tuitavuki, Deputy Chief Operating Officer
Cristy Sugabo, Mobility Services Manager
Claudia Valencia, Mobility Specialist
Lesley van Dalen, Mobility Specialist
Marzette Henderson, Contract Transportation Supervisor
Michelle Overmeyer, Director of Planning and Innovation

Public: Doug Thomson, MV Operations Manager
Steven Macias, The Blind and Visually Impaired Center
Madelyn Jacobsen, Transportation Agency for Monterey County (TAMC)

An apology is made for any misspelling of a name.
1. CALL TO ORDER

1-1. Roll Call

Chair McKillip called the meeting to order at 1:08 p.m. with roll call taken as the meeting was via teleconference call.

2. CONSENT AGENDA

2-1. Approve Minutes of the regular meeting of May 27, 2020.

The Minutes of the May 27, 2020 meeting be accepted as true and correct record with the following amendment: Page 2 Under “Reports” – Change “The Committee will receive these report(s), which do not require action by the Committee” to “The Committee received and reviewed these report(s)”

Member McEachen made a motion to approve the Minutes as amended, and Member Ramirez seconded. A roll call vote was taken with 10 votes in favor and none against. The motion passed unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Public comment- None

*Member Ortiz left the meeting at 1:20 p.m*
4. NEW BUSINESS

4-1. 2020 Unmet Transit Needs List (Stefania Castillo)

Member Merritt made a motion to recommend that the TAMC Board of Directors accept the 2020 Unmet Transit Needs List, and Member Ramirez seconded. A roll call vote was taken with 9 votes in favor and none against. The motion passed unanimously.

4-2. Vice-Chair Appointment

Member McKillip made a motion to approve Member Ramirez as Vice-Chair for the remainder of 2020, and Member Cuda seconded. A roll call vote was taken with 9 votes in favor and none against. The motion passed unanimously.

5. MEMBERSHIP

5-1. Accept resignation for Member Joseph Ruiz representing Interim Inc.

5-2. Accept resignation for Esmeralda Ortiz as a member representative and approve as the alternate representative for the Blind and Visually Impaired Center.

5-3. Recommend Steven Macias to the MST Board of Directors for MAC membership as the Blind and Visually Impaired Center representative.

Member Merritt made a motion to staff’s recommendation to approve items 5-1, 5-2 and 5-3, which was seconded by member McEachen. A roll call vote was taken with 9 votes in favor and none against. The motion passed unanimously.

6. SUBJECT ITEM FOLLOW-UP

6-1. Received Presentation on Results of 2020 Community Survey (Lisa Rheinheimer)

The MAC received a presentation on the results of MST’s 2020 Community and Rider Survey from Lisa Rheinheimer, Assistant General Manager for MST.

6-2. Measure X Senior & Disabled Transportation Program Update (Stefania Castillo)

MAC received a presentation about the Measure X Senior & Disabled Transportation Program Update from Stefania Castillo, TAMC Planner.

7. REPORTS
7-1. MV Transit- MST RIDES Service Update (Doug Thomson)
7-2. MST Mobility Programs Updates (Cristy Sugabo)

8. SUBJECT ITEM REQUEST

8-1. None

9. ANNOUNCEMENTS AND APPRECIATIONS

9-1. Member and staff comments and announcements.

10. ADJOURN

With no further business to discuss, Chair McKillip adjourned the meeting at 2:06 p.m.

PREPARED BY: Claudia Valencia  REVIEWED BY: Cristy Sugabo
To: Board of Directors

From: Cristy Sugabo, Mobility Services Manager

Subject: Mobility Advisory Committee Membership

RECOMMENDATION:

Appoint Membership of Steven Macias, Executive Director for the Blind and Visually Impaired Center of Monterey County to the Mobility Advisory Committee.

FISCAL IMPACT:

None

POLICY IMPLICATIONS:

Your board appoints members to the MST Mobility Advisory Committee.

DISCUSSION:

The Mobility Advisory Committee (MAC) is a standing advisory committee of the MST Board of Directors. It makes recommendations to MST staff and to your Board regarding the transportation needs of seniors, veterans, persons with disabilities, low income, youth and isolated populations. The Committee acts as a liaison between MST and these communities to assure that their constituents and clients have input into the MST service planning process.

There are currently five (5) vacancies on the MAC and its current members recommend that your Board appoint Steven Macias, Executive Director for the Blind and Visually Impaired Center of Monterey County to fill one of these vacancies.

A current listing of Committee members for the MAC is attached.

ATTACHMENT(S):

Mobility Advisory Committee Members

PREPARED BY: Cristy Sugabo REVIEWED BY: Carl G. Sedoryk
<table>
<thead>
<tr>
<th>#</th>
<th>MEMBER</th>
<th>ALTERNATE</th>
<th>ORGANIZATION</th>
<th>ADVOCACY</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Kathleen Murry-Phillips</td>
<td></td>
<td>Area Agency on Aging</td>
<td>Seniors</td>
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<tr>
<td>2</td>
<td>Maureen McEachen</td>
<td></td>
<td>Visiting Nurses Association</td>
<td>Nonprofit Health Care Provider</td>
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<td>3</td>
<td>Melissa McKenzie</td>
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<td>Carmel Foundation</td>
<td>Senior Services</td>
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<td>4</td>
<td>Bobby Merritt</td>
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<td>Veterans Transition Center</td>
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<td>5</td>
<td>Reyna Gross</td>
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<td>Alliance on Aging</td>
<td>Seniors</td>
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<tr>
<td>6</td>
<td>Stefania Castillo</td>
<td></td>
<td>Transportation Agency for Monterey County</td>
<td>Transportation Authority</td>
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<tr>
<td>7</td>
<td>Amie Cuda</td>
<td></td>
<td>Central Coast Senior Services</td>
<td>Seniors</td>
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<td>8</td>
<td>Maria Magana</td>
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<td>Central Coast Center for Independent Living</td>
<td>People With Disabilities</td>
</tr>
<tr>
<td>9</td>
<td>Jessica McKillip</td>
<td>Cheryl Tsuchiura</td>
<td>Independent Transportation Network</td>
<td>Nonprofit Senior Transportation Provider</td>
</tr>
<tr>
<td>10</td>
<td>Jennifer Ramirez</td>
<td></td>
<td>Partnership for Children</td>
<td>Children and Youth</td>
</tr>
<tr>
<td>11</td>
<td>Steven Macias</td>
<td></td>
<td>Blind and Visually Impaired Center</td>
<td>Blind and Visually Impaired</td>
</tr>
<tr>
<td>12</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Vacant</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SURF!
Busway & Rapid Transit Project

MST Board of Directors
September 14, 2020
1. Regional Vision
2. Team
3. Objectives
4. Progress
5. Funding
6. Next Steps and Schedule
SURF! Team

MST
- Lisa Rheinheimer, Assistant General Manager
- Michelle Overmeyer, Director of Planning and Innovation

TAMC
- Madilyn Jacobson, Transportation Planner
- Rich Deal, Traffic Engineer

Kimley-Horn & Associates
- Peter Meyerhofer, Project Lead/Managing Engineer
- Tad Stearn, Environmental Project Manager
Highway 1 Typical Traffic Congestion

Escape this!
<table>
<thead>
<tr>
<th>PROJECT OBJECTIVES</th>
<th>MOBILITY AT THE SPEED OF LIFE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve air quality, reduce greenhouse gas emissions</td>
<td></td>
</tr>
<tr>
<td>Increase transit use, reduce traffic on Hwy 1</td>
<td></td>
</tr>
<tr>
<td>Enhance mobility, improve bicycle trail connections</td>
<td></td>
</tr>
<tr>
<td>Improve travel time reliability for transit users</td>
<td></td>
</tr>
<tr>
<td>Improve transit connections</td>
<td></td>
</tr>
</tbody>
</table>
Previous Work, Outreach and Coordination

- Bus-on-Shoulder/Branch Line Feasibility Study – July 2018
- MST Board presentation – October 2019
- Site visit – February 2020
- Coordination with T AMC staff and committees, stakeholders, jurisdictions, Caltrans, Ca. Coastal Commission, State Parks, and LandWatch – ongoing
- Preliminary Engineering/Design (currently at 15%)
- Preserve railroad tracks for future use
- Palm/Del Monte in Marina
- 5th Street Station in Marina
- California/Monterey/Fremont in Seaside and Sand City
Environmental Documentation

✓ CEQA – Notice of Preparation (NOP) released August 13, closes September 14, 2020

✓ Public outreach/scoping meeting August 27

✓ Member meeting with Land Watch September 9

✓ NEPA (federal) – initiated coordination with FTA
Coordination with Partners

- US DOT and FTA – consultation with US Fish and Wildlife, access to Capital Investment Grants ($$$)
- Caltrans – small slivers of right-of-way inside Caltrans property, requires coordination and approvals
- California Coastal Commission – Coastal permit needed
- Cities of Marina, Sand City, and Seaside
**PROJECT COST AND FUNDING**

- Estimated cost: $52 M
- Secured funding
- TAMC Measure X - $15 M
- Local Partnership - $100,000
- Federal - $69,000
- Future funding - $51 M
- State TIRCP - $25 M
- US DOT Capital Investment Grant - $12 M
Environmental Next Steps

- Public Review Draft EIR – January 2021
- Final EIR – June 2021
- Board Approvals/Meetings – Summer of 2021
- NEPA Review/ Approval – Fall 2021/Winter 2022
- Final design and construction – 2022-2027
Next Steps

- Seek State/Federal Funding – Spring 2021 and ongoing until complete
- View simulation
Questions
To: Board of Directors
From: Deanna Smith, Compliance Analyst
Subject: FFY2021 - FFY2023 DBE Overall Triennial Goal

RECOMMENDATION:

Approve MST’s FFY2021-FFY2023 Disadvantaged Business Enterprise (DBE) Overall Triennial Goal.

FISCAL IMPACT:

MST must establish a Disadvantaged Business Enterprise (DBE) Overall Goal every three years to continue to receive federal grant funds.

POLICY IMPLICATIONS:

Your Board is responsible for conducting programmatic oversight and compliance regarding MST’s federally-funded programs. As a recipient of Federal transit funding, MST is required to establish and submit a DBE Overall Triennial Goal to remain in compliance with federal DBE regulations.

DISCUSSION:

As a recipient of Federal Transit Administration (FTA) funding, MST is required to submit an overall goal for DBE participation over the three upcoming federal fiscal years (FFY2021 – FFY2023) pursuant to Title 49 Code of Federal Regulations (CFR) Part 26.45 “Participation by Disadvantaged Business Enterprises in U.S. Department of Transportation (US DOT) Programs.”

DBE regulations require US DOT recipients to set an overall goal based on “demonstrable evidence of the availability of ready, willing, and able DBEs relative to all businesses ready, willing, and able to participate on US DOT-assisted contracts.” The goal must reflect MST’s determination on the level of DBE participation expected absent the effects of discrimination. These regulations define the components that are addressed and incorporated in MST’s DBE Program. MST’s most recent DBE Program update was submitted to the Federal Transit Administration on January 13, 2020.

In compliance with DBE goal-setting requirements, MST’s Disadvantaged Business Enterprise Liaison Officer (DBELO) completed the required two-step process to determine MST’s overall DBE participation goal of 1.4%, to be implemented exclusively using race-neutral measures as has been successfully achieved in previous years.
Per Section 26.51(a-c) of MST’s DBE Program, MST will continue to meet its overall goal using one or more of the following race-neutral means to increase DBE participation:

1. Arranging solicitations, times for the presentation of bids, quantities, specifications, and delivery schedules in ways that facilitate participation by DBEs and other small businesses.

2. Encouraging prime contractors to subcontract to DBEs portions of work that they might otherwise perform with their own forces.

3. Posting contact information on MST’s website of small business associations, small business development centers, and other organizations that provide technical assistance to DBEs and small businesses.

4. Providing information in languages other than English, where appropriate.

5. Referring prime contractors to the California Department of Transportation DBE Directory which identifies all firms eligible to participate as DBEs.

MST maintains a dedicated page on its website to assist DBEs and small businesses in bidding on MST’s DOT-assisted contracts. As required, MST published a notice on its website and through direct mail announcing and requesting public input regarding its proposed overall goal prior to submitting the approved document to FTA.

ATTACHMENT(S):


Prepared by: __________________   Reviewed by: __________________
Deanna Smith   Carl Sedoryk
Compliance Analyst / DBELO   General Manager/CEO
DISADVANTAGED BUSINESS ENTERPRISE

OVERALL TRIENNIAL GOAL AND METHODOLOGY

Federal Fiscal Years 2021 – 2023
INTRODUCTION

Monterey-Salinas Transit (MST) hereby submits its Disadvantaged Business Enterprise (DBE) Overall Triennial Goal and Methodology for federal fiscal year (FFY) 2021 through 2023.

MST was created by California law AB 644 and formed on July 1, 2010. The District succeeded the MST Joint Powers Agency (formed in 1981) when the City of Salinas joined the Monterey Peninsula Transit Joint Powers Agency (formed in 1972). Current members of the District include the cities of Carmel-by-the-Sea; Del Rey Oaks; Gonzales; Greenfield; King City; Marina; Monterey; Pacific Grove; Salinas; Sand City; Seaside; Soledad; and the County of Monterey. The MST Board of Directors appoints the District’s General Manager/CEO.

MST is a public transit operator providing fixed-route, demand response, and special seasonal transit service to a 295-square mile area of Monterey County, Santa Cruz County, Santa Clara County, and San Luis Obispo County. From San Jose to Paso Robles, MST operates service that extends one-fifth the length of the entire State of California.

The overall DBE goal of 1.4% expressed herein represents anticipated DBE participation in Monterey-Salinas Transit’s FTA-assisted activity for FFY 2021 through FFY 2023. This goal will be achieved 100% race neutrally.

BACKGROUND

As a recipient of Federal Transit Administration (FTA) funding, Monterey-Salinas Transit is required to submit an overall goal for DBE participation over the three upcoming federal fiscal years pursuant to Title 49 Code of Federal Regulations (CFR) Part 26.45 “Participation by Disadvantaged Business Enterprises in U.S. Department of Transportation (US DOT) Programs.” DBE regulations require US DOT recipients to set an overall goal based on demonstrable evidence of the availability of ready, willing, and able DBEs relative to all businesses ready, willing, and able to participate on US DOT-assisted contracts. The goal must reflect MST’s determination on the level of DBE participation expected absent the effects of discrimination. These regulations define the components that are addressed and incorporated in MST’s DBE Program. MST’s most recent DBE Program update was submitted to the Federal Transit Administration on January 13, 2020.

FTA-ASSISTED CONTRACTING FOR FFY 2021 - FFY 2023

Monterey-Salinas Transit receives FTA formula funding directly from FTA and indirectly from the California Department of Transportation (Caltrans) and other FTA transit grantees. These programs include 5307 Urbanized Area formula grants, including 5307 CARES Act; 5311 formula grants, including 5311 CARES Act; 5339 Bus and Bus Facilities formula and competitive grants; and Small Starts Capital Investment Grants. MST has signed an MOU with Caltrans allowing MST to report all federal funds directly to FTA semi-annually (Attachment 1). MST does not have FTA sub-recipients or pass-through...
FTA funds to other agencies; therefore, sub-recipient contracting opportunities do not exist and are not included in the goal calculation.

From the estimated $55,004,461 in anticipated federal funding over this three-year DBE overall goal period, MST has isolated $1,700,000 that provide contracting opportunities with potential for DBE participation and has developed a 1.4% DBE overall goal.

DBE regulations state that the overall goal should be expressed as a percentage of all FTA funds, excluding the purchase of revenue service vehicles, that MST will expend in FTA-assisted contracts over the next three federal fiscal years. MST has historically programmed the majority of its federal funds for direct operating expenses and revenue service vehicles, which either provide no contracting opportunities (salaries, fringes, rents, utilities, etc.), or are not allowed to be used for DBE goal-setting (revenue service vehicles). The dollar amounts in Table 1 reflect only the federally funded share for each project.

Monterey-Salinas Transit’s FTA-assisted contracting opportunities consist of projects for which MST has already been awarded funding and anticipated projects based on current and planned grant applications. These projects include contracting opportunities for architecture/engineering and planning consultants:

Table 1: FFY 21-FFY23 Projects and Federal Contract Dollars

<table>
<thead>
<tr>
<th>Project</th>
<th>FFY 21</th>
<th>FFY 22</th>
<th>FFY 23</th>
<th>FFY 21-23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surf! BRT Final Architecture/Engineering</td>
<td>$0</td>
<td>$0</td>
<td>$1,500,000.00</td>
<td>$1,500,000.00</td>
</tr>
<tr>
<td>COVID Recovery Planning</td>
<td>$200,000.00</td>
<td>$0</td>
<td>$0</td>
<td>$200,000.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$200,000.00</strong></td>
<td><strong>$0</strong></td>
<td><strong>$1,500,000.00</strong></td>
<td><strong>$1,700,000.00</strong></td>
</tr>
</tbody>
</table>

GOAL METHODOLOGY

Establishment of Local Market Area

The US DOT *Tips for Goal Setting* recommends explaining how the local market area was determined. The local market area is the location wherein the substantial majority of contractors and subcontractors MST does business with reside, and the area wherein MST spends the substantial majority of its contracting dollars.

After reviewing where the majority of DBE and non-DBE contractors and subcontractors who have bid on previous contracting opportunities reside and the areas in which MST has spent the majority of its federal contracting dollars, the local market area was determined to be the counties of Monterey, San Benito, San Francisco, San Mateo, San Luis Obispo, Santa Clara, and Santa Cruz located within Caltrans Districts 4 and 5. *Figure A* presents an illustration the seven (7) counties in MST’s local market area.
The two-step goal setting process required by 49 CFR 26.45 was used to determine the recommended overall goal for FFY 2021 – FFY 2023. This two-step process includes:

1. Establishing a base figure for the relative availability of DBEs; and
2. Determining the base figure adjustment, if necessary.

This section outlines the process Monterey-Salinas Transit used to establish the Step 1 base figure and any consideration given to determine if a two-step adjustment of the base figure is warranted.

**Step 1: Determining a Base Figure**

Monterey-Salinas Transit examined sources identified in the US DOT *Tips for Goal Setting* to measure the relative availability data. MST determined the California Department of Transportation (Caltrans) database of all statewide, certified DBE suppliers, the California Uniform Certification Program (CUCP), and the latest (2018) US Census Bureau County Business Patterns database (CBP) were the most appropriate sources available to estimate the relative availability of DBEs and non-DBEs in its market area. Weighting of project activity with the applicable North American Industry Classification System (NAICS) code is encouraged by US DOT to ensure the base figure is as accurate as possible.

During the previous triennial goal period, MST included federal dollars programmed to reimburse its contract transportation provider when calculating its overall triennial goal. During this period’s goal-setting effort, MST’s DBE Liaison Officer (DBELO) learned that MST programs these federal funds ($2,460,000.00) for reimbursement of the contractor’s total annual salaries ($4,387,274.00). Each month, MST reimburses the monthly portion of these federal dollars, and then reimburses the contractor for the remaining service hours with other non-federal funds. Because the reimbursed federal funds are all expended on salaries, MST is no longer including these federal dollars in its overall DBE goal methodology.

During FFY 2021, MST has identified one contracting opportunity for planning consulting ($200,000). MST did not include funds programmed for architecture/engineering ($68,799) because this contract has already been awarded. MST did not include funds programmed for the purchase of office furniture ($100,000) because no DBEs were found to exist within its local market area for this NAICS code.

In FFY 2022, MST’s current contract with its contract transportation provider will expire. A contract for this procurement will be awarded in late FFY 2022 (July 2022). MST did not identify any ready, willing, and able DBEs to bid on this procurement. Additionally, because federal funds for this contract are programmed toward reimbursement of salaries, these funds have not been included in its goal-setting process.
In FFY 2023, one contracting opportunity includes an architecture/engineering contract ($1,500,000) for final design of a Bus Rapid Transit (BRT) project. An examination of MST’s past participation for similar contracting opportunities revealed that no DBEs submitted proposals as prime contractors for projects of this size, but past primes have subcontracted with DBEs to perform portions of the work product.

Monterey-Salinas Transit did not include funds programmed for foot patrol in FFYs 2021-2023 ($50,000 per FFY) because this contract has already been awarded. For all contracts already awarded but not included in this period’s goal methodology, MST will continue to monitor payments on contracts awarded with federal funds in its semi-annual reports.

Table 2 presents contracting opportunities broken down by NAICS codes with weighted amounts for the FFY 2021-FFY 2023 projects.

Table 2: Contracting Opportunities by NAICS Code and Projects Weights

<table>
<thead>
<tr>
<th>NAICS Code</th>
<th>Project</th>
<th>Amount of DOT funds on project:</th>
<th>% of total DOT funds (weight)</th>
</tr>
</thead>
<tbody>
<tr>
<td>541330</td>
<td>Engineering Services</td>
<td>$1,500,000.00</td>
<td>0.8824</td>
</tr>
<tr>
<td>541611</td>
<td>General Management Consulting</td>
<td>$200,000.00</td>
<td>0.1176</td>
</tr>
<tr>
<td><strong>Total FTA-Assisted Contract Funds</strong></td>
<td><strong>$1,700,000.00</strong></td>
<td><strong>1</strong></td>
<td></td>
</tr>
</tbody>
</table>

The base figure was calculated using the methods prescribed in the US DOT *Tips for Goal Setting*, with ready, willing, and able DBEs as the numerator in each work category and all firms (DBEs and non-DBEs) as the denominator. MST did not use past participation in establishing its base figure. Six-digit NAICS codes were used consistently in both the numerator and denominator for each type of contracting opportunity.

Monterey-Salinas Transit examined the relationship between relative availability of DBEs and non-DBEs identified in the CUCP and CBP, according to the type of work performed by each potential contractor as categorized by NAICS codes, within the seven (7) counties identified as MST’s local market area. MST refined the data to ensure that all firms were licensed to conduct work in the state of California, had not been suspended, and were able to perform the type of work required. Table 3 displays the relative availability of DBEs by NAICS codes.

Table 3: Relative Availability (DBEs) / (All Firms) = Relative Availability

<table>
<thead>
<tr>
<th>NAICS Code</th>
<th>Project</th>
<th>DBE Availability</th>
<th>All Firms (including DBEs)</th>
<th>Relative Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>541330</td>
<td>Engineering Services</td>
<td>23</td>
<td>1566</td>
<td>0.0147</td>
</tr>
<tr>
<td>541611</td>
<td>General Management Consulting</td>
<td>12</td>
<td>1352</td>
<td>0.0089</td>
</tr>
<tr>
<td><strong>Combined Totals</strong></td>
<td><strong>35</strong></td>
<td><strong>2918</strong></td>
<td></td>
<td><strong>0.0120</strong></td>
</tr>
</tbody>
</table>
The Step 1 weighted base figure is derived by multiplying the category weight by the relative availability as shown in the equation below:

\[
\text{Base Figure} = \sum \frac{(\text{Number of DBEs Ready, Willing, and Able})}{(\text{Number of All Firms Ready, Willing, and Able})} \times \text{weight} \times 100
\]

### Table 4: Step 1 – Weighted Base Figure

<table>
<thead>
<tr>
<th>NAICS Code</th>
<th>Project</th>
<th>Weight</th>
<th>Availability</th>
<th>Weighted Base Figure</th>
</tr>
</thead>
<tbody>
<tr>
<td>541330</td>
<td>Engineering Services</td>
<td>0.8824</td>
<td>0.0147</td>
<td>0.0130</td>
</tr>
<tr>
<td>541611</td>
<td>General Management Consulting</td>
<td>0.1176</td>
<td>0.0089</td>
<td>0.0010</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>0.0140</td>
</tr>
<tr>
<td></td>
<td>Expressed as a % (*100)</td>
<td></td>
<td></td>
<td>1.4%</td>
</tr>
<tr>
<td></td>
<td>Weighted, Rounded Base Figure:</td>
<td></td>
<td></td>
<td>1.4%</td>
</tr>
</tbody>
</table>

### Step 2: Adjusting the Base Figure

Once the base figure is calculated, DBE regulations require that Monterey-Salinas Transit examine all the evidence available in its jurisdiction to determine what adjustment, if any, is needed to the base figure to arrive at the overall goal. If the evidence does not suggest an adjustment is necessary, then no adjustment shall be made. Several factors must be considered when making the Step 2 adjustment to the base figure. MST considered the following factors to determine the need for a Step 2 adjustment:

1. Past participation (the volume of work DBEs have performed in recent years) or other measures of demonstrated capacity; and
2. Evidence from disparity studies conducted in the market area (including relevant studies commissioned by other contracting agencies in the market area).

### Past Participation

Given that MST programs most of its federal funds for revenue service vehicles, salaries, fringes, and other overhead expenses, the number of federal contracting opportunities per FFY are minimal, and the types of work performed by NAICS codes are similar to previous years.

Upon establishing the base figure, staff reviewed past DBE goal attainment, the possible use of Caltrans 2019 Disparity Study, and considered if there may be other evidence or information that would have an impact on whether to adjust MST’s DBE goal.
Evidence from Disparity Studies

Monterey-Salinas Transit analyzed the 2019 Caltrans FTA Disparity Study to determine whether it would be applicable to its local market area. The study found that many minority and woman-owned businesses are small businesses that often work as subcontractors\(^1\) (28.7%) rather than prime contractors (1.7%). This comports with past participation in MST’s contracting opportunities, the majority of which are transit-related planning, consulting, and architecture/engineering opportunities for which most DBE participation is subcontracted out by prime contractors.

The study also found that minority and woman-owned businesses participated at a higher rate for professional services contracts (22.4%) than goods and services contracts (4.3%)\(^2\). For this reporting period, MST’s contracting opportunities are programmed primarily for professional services; planning consultants (11%), and architecture & engineering (84%), for which prime contractors may subcontract out portions of the work to DBEs. One of MST’s contracting opportunities has already been awarded to a non-DBE prime contractor (architecture & engineering) in the amount of $68,799; therefore, the potential for DBE participation is small for this contract given its size.

Although this study covered the entire State of California, given Monterey-Salinas Transit’s contracting opportunities and past participation in similar types of work, MST concluded that its findings could be relevant to its current DBE goal-setting effort.

Statistical Disparities Relating to Financing, Bonding, and Insurance

The 2019 Caltrans Disparity Study revealed that marketplace conditions indicate that minorities, women, and minority- and woman-owned businesses face substantial barriers obtaining necessary financing, bonding, and insurance nationwide and in California\(^3\).

A May 2020 article by McKinsey & Company\(^4\) reported that the COVID-19 crisis “could disproportionately affect minority-owned small business...they tend to face underlying issues that make it harder to run and scale successfully” and “face structural challenges that underscore the underlying economic fragility of underrepresented groups...” The report found, similar to the business population at large, the hardest hit businesses are in the accommodation and food services, retail, and manufacturing industries.

As stated in Section 26.39 of MST’s DBE Program, Monterey-Salinas Transit will continue to foster small business participation, as with DBEs, by:

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\(^1\) 2019 Caltrans FTA Disparity Study, page 9
\(^2\) 2019 Caltrans FTA Disparity Study, page 13
\(^3\) 2019 Caltrans Disparity Study, page 47.
1. Posting all procurement opportunities on MST’s website.
2. Posting a statement on MST’s website encouraging DBEs and small businesses to pursue our procurement opportunities.
3. Posting contact information on MST’s website of small business associations, small business development centers, and other organizations that provide small business assistance.

Upon consideration of all the above information and applying it to planned projects, Monterey-Salinas Transit has determined that there is no reason to adjust its base figure. The goal of 1.4% appears to be obtainable and remains similar to MST’s previous overall triennial goal (1%).

**PROPOSED OVERALL DBE GOAL**

The final Proposed Overall DBE Goal for FFY2021-2023 for Monterey Salinas Transit’s FTA-assisted contracts is 1.4%. As part of the prescribed goal-setting methodology, MST must project the percentage of its proposed overall goal that can be met utilizing race-neutral and race-conscious measures.

**Race-Conscious & Race-Neutral Projection**

Monterey-Salinas Transit has achieved its goal through race-neutral means over the last seven federal fiscal years. Previous analysis has shown that DBEs perform well in consulting, architecture, engineering, and construction contracts, but have not successfully competed in transportation and other services. Since the projected contracting opportunities during the next triennial period provide for consulting and engineering opportunities and MST has been successful in meeting its overall goal, it will continue to employ an entirely race-neutral program (Table 5). If MST is ever unable to achieve this goal in a Federal fiscal year, a short-fall analysis will be completed.

| Table 5: Race-conscious and Race-neutral Measures |
|---------------------|---------------------|
| **RACE-CONSCIOUS & RACE-NEUTRAL PROJECTIONS**]| |
| DBE Base Figure     | 1.4%                |
| Race-Conscious Component | 0.00%          |
| Race-Neutral Component | 1.4%              |

**Race-Neutral Implementation Measures**

Per Section 26.51(a-c) of MST’s DBE Program, MST will continue to meet its overall goal using race-neutral means of facilitating DBE participation. MST will use one or more of the following race-neutral means to increase DBE participation:

1. Arranging solicitations, times for the presentation of bids, quantities, specifications, and delivery schedules in ways that facilitate participation by DBEs and other small businesses.
2. Encouraging prime contractors to subcontract to DBEs portions of work that they might otherwise perform with their own forces.

3. Posting contact information on MST’s website of small business associations, small business development centers, and other organizations that provide technical assistance to DBEs and small businesses.

4. Providing information in languages other than English, where appropriate.

5. Referring prime contractors to the California Department of Transportation DBE Directory which identifies all firms eligible to participate as DBEs.

Additionally, MST’s procurement staff proactively sends formal solicitations to registered DBEs that have bid on previous contracts, been identified as performing work for MST prime contractors, and those firms which have been identified as ready, willing, and able to perform the required work. Pre-bid and pre-proposal conferences are held for formal procurements, which include a networking component to promote teaming opportunities between prospective prime contractors and the DBE and Small Business contracting community.

Procurement opportunities are posted on MST’s website at https://mst.org/about-mst/procurement/. Information on its DBE program, including contact information for local small business support is maintained on a dedicated page on its website https://mst.org/about-mst/procurement/disadvantaged-business-enterprise/.

Monterey-Salinas Transit will monitor its progress of each year and consider whether adjustments to its DBE goal are needed. All prime contractors will be encouraged to utilize DBE subcontractors to the degree possible. All contracts that have DBE commitments will be monitored for compliance.

PUBLIC PARTICIPATION AND FACILITATION

In establishing an overall goal, MST must provide for consultation and publication. This includes:

1. Consultation with minority, women’s and general contractor groups, community organizations, and other officials or organizations that could be expected to have information concerning the availability of disadvantaged and non-disadvantaged businesses, the effects of discrimination on opportunities for DBEs, and MST’s efforts to establish a level playing field for the participation of DBEs; and

2. A published notice announcing MST’s proposed overall goal before submission to FTA. The notice must be posted on MST’s official website. If the proposed goal changes following review by FTA, the revised goal must be posted on MST’s official website.

Consultation

Monterey-Salinas Transit’s DBELO presented its DBE methodology during two informative and
consultive meetings. Because of the impacts and social distancing requirements in Monterey County and the state of California due to the COVID-19 pandemic, these meetings were held via Zoom platform on August 6, 2020 and August 11, 2020. Attachment 2 includes documentation of the groups invited, meeting agendas and minutes, and comments received during the consultive process.

For those entities or individuals who could not access Zoom due to technical or other limitations, MST allowed for telephone, email, or written requests and correspondence, including in accessible formats, as an alternative to these meetings. All alternative correspondence was offered from the date the Zoom meetings were advertised to the end of day of the final Zoom meeting.

**Publication**

DBE regulations grant recipients the discretion to post the overall goal to other media sources and to provide for a 30-day comment period. Given the COVID-19 pandemic and the small number of contracting opportunities, Monterey-Salinas Transit has opted to post its FFY 2021-FFY 2023 proposed overall DBE goal and methodology on its website prior to submission to FTA, and to post any changes to its overall goal on its website after submission to FTA, as required. MST will not exercise its discretionary option to post its overall goal to other media sources nor will it conduct a 30-day comment period.

If approved by the Board of Directors, Monterey-Salinas Transit will establish a wholly race-neutral DBE goal of 1.4% for its Triennial Overall Goal covering FFY 2021 – FFY 2023.
MEMORANDUM OF UNDERSTANDING  
Participation by Disadvantaged Business Enterprise (DBE)

The California Department of Transportation (Caltrans), the Division of Rail and Mass Transportation (DRMT) is responsible for administering the Federal Transit Administration (FTA) transit grant programs authorized by sections 5310, 5311, and 5339 of Title 49 of the United States Code through delegated authority from the Governor. Caltrans responsibility includes ensuring compliance with 49 CFR Part 26 Participation by Disadvantaged Business Enterprises (DBE).

The subrecipient, MST, is a direct recipient of FTA funds and has submitted a DBE Program Plan through the Transit Award Management System (TiAMS) which has been acknowledged by the FTA with the annotation "Concur."

This Memorandum of Understanding (MOU), establishes terms and conditions for reporting DBE utilization of FTA funding.

TERMS AND CONDITIONS

The term of this MOU is April 1, 2019 through September 30, 2022 and coincides with the DRMT three-year DBE reporting period. Up to 180 days prior to the end of the MOU, the DRMT may request this MOU be reauthorized. Non-compliance with the terms and conditions of this MOU are considered a material breach which may result in the termination of the DOT 213 "Standard Agreement" between the DRMT and the Subrecipient, or other appropriate remedy.

Subrecipient and DRMT shall comply with 49 CFR Part 26, "Participation by Disadvantaged Business Enterprise (DBE)" always.

Subrecipient hereby agree that:

• will include FTA Section 5310, 5311 and/or 5339 funding for the term of this MOU in the Agency’s DBE goal and methodology calculation.
• will report FTA funding on the DBE semi-annual report to the FTA for the term of this MOU.
• will report rollingstock purchases to the FTA in the manner prescribed by the FTA for the term of this MOU.

DRMT hereby agree that:

• It will remain responsible for obligations other than DBE reporting for all FTA grant programs delegated from the Governor. These continued responsibilities include but are not limited to managing funding distributions and other grant oversight functions.
• the 5310, 5311, and 5339 funding for the subrecipient, MST, shall be excluded from the Caltrans triennial DBE goal and methodology calculation.
• It will not include 5310, 5311, or 5339 funding directed to the subrecipient, MST, in the Caltrans DBE semi-annual report.

AUTHORIZATION

The undersigned, through their duly authorized representatives, have executed this MOU on the date indicated below, and certify that they have read, understood, and agreed to the terms and conditions of this MOU.

Subrecipient:  

Signature:  
Authorized Representative:  
Title: General Manager/CEO  
Date: 6/13/2019

Caltrans Division of Rail and Mass Transportation  
Signature:  
Wendy King  
Chief, Office of Transit Grants and Contracts  
Date: 6/14/19
## Consultive Meetings – Invite List

<table>
<thead>
<tr>
<th>Business Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Vitality Corporation</td>
<td>PO Box 4242</td>
<td>San Luis Obispo</td>
<td>CA</td>
</tr>
<tr>
<td>AMBAG</td>
<td>24580 Silver Cloud Cr.</td>
<td>Monterey</td>
<td>CA</td>
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<tr>
<td>Asian Business League of San Francisco</td>
<td>P.O. Box 191345</td>
<td>San Francisco</td>
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<tr>
<td>ATU Local No. 1225</td>
<td>326 Reservation Rd</td>
<td>Marina</td>
<td>CA</td>
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<tr>
<td>BAE Urban Economics, Inc.</td>
<td>2600 Tenth St #300</td>
<td>Berkeley</td>
<td>CA</td>
</tr>
<tr>
<td>Black Chamber of Commerce</td>
<td>33 New Montgomery St. Ste. 210</td>
<td>San Francisco</td>
<td>CA</td>
</tr>
<tr>
<td>Booz Allen Hamilton</td>
<td>50 California StreetSuite 1500</td>
<td>San Francisco</td>
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</tr>
<tr>
<td>Cal Poly CIE SBDC</td>
<td>872 Higuera St.</td>
<td>San Luis Obispo</td>
<td>CA</td>
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<tr>
<td>Cambridge Systematics, Inc.</td>
<td>555 12th St., Ste.1600</td>
<td>Oakland</td>
<td>CA</td>
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<tr>
<td>Capitola Village &amp; Wharf Business Improvement Area</td>
<td>PO Box 806</td>
<td>Capitola</td>
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<td>Central California Builders Exchange</td>
<td>1244 N. Mariposa Street</td>
<td>Fresno</td>
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<td>Central Coast Builders Association</td>
<td>242 E Romie Ln.</td>
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<td>CGR Management Consultants LLC</td>
<td>7526 Rindge Ave.</td>
<td>Playa del Rey</td>
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<td>PO Box 4444</td>
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<td>PO Box 288</td>
<td>Carmel Valley</td>
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<tr>
<td>Chamber of Commerce King City</td>
<td>200 Broadway St. # 40</td>
<td>King City</td>
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<tr>
<td>Chamber of Commerce Monterey Peninsula</td>
<td>353 Camino El Estero</td>
<td>Monterey</td>
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<tr>
<td>Chamber of Commerce Moss Landing</td>
<td>PO Box 41</td>
<td>Moss Landing</td>
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<tr>
<td>Chamber of Commerce North Beach</td>
<td>556 Columbus Ave.</td>
<td>San Francisco</td>
<td>CA</td>
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<tr>
<td>Chamber of Commerce Pacific Grove</td>
<td>PO Box 167</td>
<td>Pacific Grove</td>
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<td>Chamber of Commerce Salinas Valley</td>
<td>119 E. Alisal St.</td>
<td>Salinas</td>
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<td>Chamber of Commerce San Benito County</td>
<td>243 6th St. Ste. 100</td>
<td>Hollister</td>
<td>CA</td>
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<tr>
<td>Chamber of Commerce San Francisco</td>
<td>Russ Building, 235</td>
<td>San Francisco</td>
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<tr>
<td>Chamber of Commerce San Luis Obispo</td>
<td>895 Monterey St.</td>
<td>San Luis Obispo</td>
<td>CA</td>
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<td>Organization</td>
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<td>1730 S Amphlett Blvd. #206</td>
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<td>Chamber of Commerce</td>
<td>505 Broadway Ave.</td>
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<td>3350 Scott Blvd. Building 54</td>
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<td>Chinese Chamber of Commerce</td>
<td>730 Sacramento St.</td>
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<td>Chinese Community Association of Watsonville</td>
<td>345 Brentwood Dr.</td>
<td>Watsonville</td>
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<td>Circlepoint</td>
<td>200 Webster Street, Suite 200</td>
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<td>City of Carmel-by-the-Sea</td>
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<td>650 Canyon Del Rey</td>
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<td>City of Gonzales</td>
<td>PO Box 647</td>
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<td>City of King</td>
<td>212 South Vanderhurst Ave.</td>
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<td>211 Hillcrest Ave.</td>
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<td>County of Monterey Workforce Board</td>
<td>344 Salinas St.</td>
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<td>Diversified Transportation Solutions</td>
<td>19829 Hamilton Avenue</td>
<td>Torrance</td>
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<td>Door to Hope</td>
<td>130 W. Gabilan St.</td>
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<td>Downtown Association of Santa Cruz</td>
<td>740 Front Street, Suite 160 in the Galleria Building</td>
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<td>Downtown San Mateo Association</td>
<td>380 1st Ave.</td>
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<td>Downtown SLO</td>
<td>1135 Chorro St.</td>
<td>San Luis Obispo</td>
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<td>Fehr &amp; Peers</td>
<td>160 W. Santa Clara St., Ste. 675</td>
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<td>Filipino American Chamber of Commerce</td>
<td>2977 Ygnacio Valley Road #103</td>
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<td>100 Bush St. Ste 1450</td>
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<td>Hispanic Chamber of Commerce</td>
<td>3597 Mission St</td>
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<td>iPO Trex Infrastructure, Inc.</td>
<td>PO Box 125</td>
<td>Glendora</td>
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<td>Iteris</td>
<td>1700 Carnegie Ave., Ste. 100</td>
<td>Santa Ana</td>
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<td>Japanese American Citizens League</td>
<td>PO Box 163</td>
<td>Watsonville</td>
<td>CA</td>
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<tr>
<td>Jarrett Walker and Associates</td>
<td>1327 SE Tacoma, Suite 166</td>
<td>Portland</td>
<td>OR</td>
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<tr>
<td>Kimley-Horn</td>
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<td>PO Box 5875</td>
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<td>LTK Engineering Services</td>
<td>100 West Butler Ave.</td>
<td>Ambler</td>
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<td>LULAC Salinas</td>
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<td>Majic Consulting Group</td>
<td>21060 Centre Pointe Pkwy</td>
<td>Santa Clarita</td>
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<td>Marina Rotary</td>
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<td>3180 Imjin Rd., Ste. 104B</td>
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<td>Monterey County Business Council</td>
<td>PO Box 2746</td>
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<td>Moore &amp; Associates</td>
<td>25115 Avenue Stanford Suite 215</td>
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<td>MV Transportation, Inc.</td>
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<td>Salinas</td>
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<td>Nastao Nation</td>
<td>343 Soquel Ave., #252</td>
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<td>Nelson Nygaard Consulting Associates</td>
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<td>New Monterey Business Association</td>
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<td>Arcata</td>
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<td>8102 Birch Bay Square St., Ste. 205</td>
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<td>PTAC - ICSBD</td>
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<td>R.W. Block Consulting, Inc.</td>
<td>871 Outer Rd., Ste. B</td>
<td>Orlando</td>
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<td>Renne Sloan Holtzman Sakai LLP</td>
<td>350 Sansome Stm, Ste. 300</td>
<td>San Francisco</td>
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<tr>
<td>San Luis Obispo SCORE</td>
<td>1228 Broad St.</td>
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<td>San Mateo Small Business Development Center</td>
<td>1700 W. Hillsdale Boulevard</td>
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<td>Stantec</td>
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<td>SUBA</td>
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<td>SunRise Consulting</td>
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<td>Concord</td>
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<td>Tindale-Oliver &amp; Associates, Inc.</td>
<td>1000 N. Ashley Dr., Ste. 400</td>
<td>Tampa</td>
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<tr>
<td>Transit Resource Center</td>
<td>830 Eyrie Dr STE 1</td>
<td>Oviedo</td>
<td>FL</td>
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<td>Transit System Strategies</td>
<td>1902 Wright Place, Ste. 180</td>
<td>Moraga</td>
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<td>Transportation Management and Design</td>
<td>2701 Loker Avenue West, Ste. 110</td>
<td>Carlsbad</td>
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<td>URS Corporation</td>
<td>100 West San Fernando St., Ste. 200</td>
<td>San Jose</td>
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<td>Veterans Transition Center</td>
<td>220 12th St., Martinez Hall</td>
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<td>Wendel</td>
<td>140 John James Audubon Pkwy, Ste. 201</td>
<td>Buffalo</td>
<td>NY</td>
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<tr>
<td>Women's Club of Hollister</td>
<td>PO Box 818</td>
<td>Hollister</td>
<td>CA</td>
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</tbody>
</table>
Consultive Meetings Website Announcement

Disadvantaged Business Enterprise (DBE)

The Board of Directors of Monterey-Salinas Transit (MST) has adopted a Disadvantaged Business Enterprise (DBE) Program to promote the participation of disadvantaged business enterprises (DBE’s) in all areas of MST contracting to the maximum extent practicable. Click here to view the Disadvantaged Business Enterprise Program.

DISADVANTAGED BUSINESS ENTERPRISE PROPOSED OVERALL TRIENNIAL GOAL AND METHODOLOGY
Federal Fiscal Years 2021 – 2023

Notice is hereby given that Monterey-Salinas Transit (MST) is proposing a Disadvantaged Business Enterprise (DBE) Overall Triennial Goal of 1.4% for its federally assisted contracts during Federal Fiscal Years 2020-2023. This proposed goal has been established according to Code of Federal Regulations 49 CFR Part 26.45. To view the proposed goal, click here.

It is the policy of MST to ensure nondiscrimination in the award and administration of the United States Department of Transportation (US DOT)-assisted contracts and to create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.

Monterey-Salinas Transit will hold two Stakeholder Outreach Events to seek input on its Proposed FFY21-FFY23 DBE Overall Triennial Goal via Zoom:

- Thursday, August 6, 2020
  11:00am-12:00pm
- Tuesday, August 11, 2020
  3:00pm-4:00pm
Notice is hereby given that Monterey-Salinas Transit (MST) is proposing a Disadvantaged Business Enterprise (DBE) Overall Triennial Goal of 1.4% for its federally assisted contracts during Federal Fiscal Years 2020-2023. This proposed goal has been established according to Code of Federal Regulations 49 CFR Part 26.45.

It is the policy of MST to ensure nondiscrimination in the award and administration of the United States Department of Transportation (US DOT)-assisted contracts and to create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.

Monterey-Salinas Transit will hold two Stakeholder Outreach Events to seek input on its Proposed FFY21-FFY23 DBE Overall Triennial Goal via Zoom:

- Thursday, August 6, 2020 11:00am-12:00pm
- Tuesday, August 11, 2020 3:00pm-4:00pm

To view the proposed Overall Goal and Goal Methodology and access the Zoom meeting link directly, visit MST’s Disadvantaged Business Enterprise website page at https://mst.org/about-mst/procurement/disadvantaged-business-enterprise/.

Questions or comments concerning MST’s DBE Program can also be submitted by mail to Deanna Smith, Compliance Analyst and DBE Liaison Officer, 19 Upper Ragsdale Dr, Suite 200, Monterey, CA 93901; by email at dsmith@mst.org; by phone at (831) 264-5878 (TTY/TDD: 831-393-8111 or 711 Relay).

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 at the address above.

888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuita / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원
Consultive Meeting Agenda and Minutes

Monterey-Salinas Transit
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93940

DBE Proposed Overall Triennial Goal FFY2020-FFY2023
Consultive Meeting 2020
Thursday, August 6, 2020
11:00am-12:00pm (PST)

Location: Zoom
Join from PC, Mac, Linux, iOS or Android:
https://zoom.us/j/4662587533?pwd=ODQ2MWVaWmJTWVVJhTlpNRTIQTTFNmt09
Password: 790413
Or Telephone:
Dial:
USA 215 861 0674
USA 8883982342 (US Toll Free)
Conference code: 789304

MINUTES

1. Introductions/Background – Deanna Smith, Compliance Analyst/DBELO
   a. Attendees: None

2. Presentation: DBE Goal-setting Methodology – Deanna Smith, Compliance Analyst/DBELO

3. Public Comments and Q&A
   b. N/A

4. Adjournment
   c. 12:00pm

Deanna Smith, DBELO
**MONTEREY-SALINAS TRANSIT**
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93940

**DBE Proposed Overall Triennial Goal FFY2020-FFY2023**

**Consultive Meeting 2020**
Tuesday, August 11, 2020
3:00pm-4:00pm (PST)

**Location: Zoom**
Join from PC, Mac, Linux, iOS or Android:
https://zoom.us/j/4662587533?pwd=ODQ2MWWaWmJTWJhTlpNRTIQTFNmQT09
Password: 790413
Or Telephone:
Dial:
USA 215 861 0674
USA 8883982342 (US Toll Free)
Conference code: 789304

**MINUTES**

1. **Introductions/Background** – Deanna Smith, Compliance Analyst/DBELO
   a. Attendees: None

2. **Presentation: DBE Goal-setting Methodology** – Deanna Smith, Compliance Analyst/DBELO

3. **Public Comments and Q&A**
   b. N/A

4. **Adjournment**
   c. 4:00pm

Deanna Smith, DBELO
COMMENTS RECEIVED DURING CONSULTIVE PROCESS

No comments were received regarding MST’s Proposed DBE Overall Triennial Goal.
To: Board of Directors
From: Deanna Smith, Compliance Analyst
Subject: 2020-2023 Title VI Program Update

RECOMMENDATION:

1. Receive Draft 2020-2023 Title VI Program Update.
2. Adopt Resolution 2021-08 Approving the 2020-2023 Title VI Program Update.

FISCAL IMPACT:

MST cannot receive federal grant funds without a board-approved Title VI Program in place.

POLICY IMPLICATIONS:

Your Board is responsible for conducting programmatic oversight and compliance regarding MST’s federally funded programs. An approved Title VI Program (Program), which includes a Public Participation Plan (PPP) and Language Assistance Plan (LEP), is required for MST to comply with federal regulations.

DISCUSSION:

Per 49 U.S.C. Sections 5307(b), 5307(c)(1)(1) and the Federal Transit Administration’s (FTA) Circular 4702.1B, MST must submit a Title VI Program every three years. MST’s current Program expires on July 31, 2020, and this Program Update must be submitted to FTA by October 1, 2020. This Draft Program Update will cover the period from August 1, 2020 to July 31, 2023.

Title VI of the Civil Rights Act of 1964 (Title VI) states that, “No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The attached Draft Program has been developed to ensure that MST complies with Title VI regulations and includes all FTA-required elements:

- Title VI Notice of Rights
- Title VI complaint form and process
- List of Title VI complaints, investigations, and lawsuits
- Public Participation Plan
• Language Assistance Plan
• Minority representation data of non-elected committees
• Sub-recipient assistance and monitoring
• Title VI equity analysis of site or location of facilities
• Service standards and policies

MST staff recommends approval of the Draft Title VI Program Update in its entirety to maintain compliance with federal regulations.

ATTACHMENT(S):

1. Draft 2020-2023 Title VI Program Update. The Program may be viewed by members of the public within the online agenda at https://mst.org/about-mst/board-of-directors/board-meetings/. Copies may also be requested by contacting MST Clerk to the Board, Jeanette Alegar-Rocha, at clerk@mst.org.

2. Resolution 2021-08

Deanna Smith
Compliance Analyst

Carl Sedoryk
General Manager/CEO
Monterey-Salinas Transit  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

Title VI Contact: Deanna Smith, Title VI Coordinator  
Email: complianceanalyst@mst.org  
Phone: 831-264-5878
MST’S DISTRICT PROFILE

In 2009, Monterey-Salinas Transit (MST) sponsored legislation (AB644 Caballero) creating the Monterey-Salinas Transit District under Public Utilities Code Section 106000, effective July 1, 2010. The District succeeded the Monterey-Salinas Joint Powers Agency, which was formed in 1981 when the City of Salinas joined the Monterey Peninsula Transit Joint Powers Agency.

Each of the 12 cities within Monterey County and the County of Monterey appoints an elected official from their governing council or board to serve on the MST board of directors (Board). Current members of the district include the cities of Carmel-by-the-Sea; Del Rey Oaks; Gonzales; Greenfield; King City; Marina; Monterey; Pacific Grove; Salinas; Sand City; Seaside; Soledad; and the County of Monterey. The MST Board appoints the agency’s General Manager/CEO.

Monterey-Salinas Transit employs over 240 individuals including coach operators; operations, maintenance, and facilities workers; and administrative staff. MST employees operate out of the following facilities:

- Clarence J. Wright Operations Division – Salinas
- Frank J. Lichtanski Administration Building – Monterey
- Monterey Bay Operations and Maintenance Facility – Monterey
- Bus Stop Shop – Monterey
- Mobility Services Center – Salinas
- Salinas Transit Center
- Sand City Station
- Marina Transit Exchange
- Monterey Transit Plaza
- Watsonville Transit Center

MST’S MISSION STATEMENT

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

MST’S VISION STATEMENT

“A fully funded public transit system providing quality, valued, and affordable mobility and transportation services for the people in Monterey County.”
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   - A: FTA 2014 Concurrence Letter and Notice of 2017 Title VI Program Update Due Date
   - B: Corrective Actions and Responses to Concurrence Letter
   - C: Board Approval of Title VI Program
   - D: Notice of Title VI Rights and Posting Locations
   - E: Title VI Complaint Form and Process; Internal Complaint Process
   - F: Title VI Summary of Complaints, Investigations, and Lawsuits
   - G: Public Participation Plan
   - H: Language Assistance Plan and Four Factor Analysis
   - I: Fixed Facility Analysis
   - J: FTA UZA Exemption
1. INTRODUCTION

Monterey-Salinas Transit has prepared this Title VI Program (Program) update in compliance with Title 49 CFR Section 21.9(b) and the Federal Transit Administration’s (FTA) Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” issued on October 1, 2012.

This Program is being submitted to FTA in accordance with their June 14, 2018, concurrence letter (Attachment A) informing MST that its Program status for the triennial cycle August 1, 2017, to July 31, 2020, was “concur,” and establishing June 1, 2020, as the due date for MST’s next Title VI Program update. While MST received concurrence on its Program, the review assessment included several comments on required elements that MST promptly addressed or clarified as instructed. MST’s responses to these comments are included in Attachment B and are addressed where appropriate within the Program.

In April 2020 FTA informed recipients (CR 10) that it had postponed the submission of all Title VI Programs with current or upcoming due dates until October 1, 2020, in response to the COVID-19 pandemic. Although the due date was postponed, this Program update has been prepared to cover all activity through at least March 2020 to retain regular reporting periods and provide continuity with future Program updates.

This Program documents the steps MST has taken and will continue to take to ensure that its transit services are provided without discrimination on the basis of race, color, or national origin. In addition to Title VI protections, MST does not discriminate against any other class of persons protected by federal or state law. A copy of MST’s board report and resolution approving this 2020-2023 Program update can be found in Attachment C.

Any questions regarding this Title VI Program update should be directed to:

Monterey-Salinas Transit
Deanna Smith: Compliance Analyst/Title VI Coordinator
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93940
Email: complianceanalyst@mst.org
Phone: 831-264-5878
2. GENERAL REQUIREMENTS

This section addresses the general requirements outlined in Chapter III of FTA Circular 4702.1B. Supporting documentation is identified within the document or as attachments to this report.

TITLE VI NOTICE OF RIGHTS

MST is committed to ensuring that the public is aware of the rights and protections afforded to them under Title VI. In accordance with 49 CFR 21.9(d) and guidance provided in FTA Circular 4702.1B Chapter III-4.5(a)(b), MST’s Title VI Notice of Rights (Notice) includes:

1. A statement that the agency operates its programs without regard to race, color, or national origin.
2. A description of the procedures the public should follow to request additional information on the recipient’s Title VI obligations.
3. A description of the procedures members of the public shall follow to file a Title VI discrimination complaint.

MST’s Notice has been translated into the four language groups (Safe Harbor) identified in MST’s Language Assistance Plan (LAP) as having Limited English Proficiency (LEP): Spanish, Tagalog, Korean, and Vietnamese. The Notice also includes MST’s Notice of Language Assistance and contact information for assistance obtaining information regarding MST’s Title VI obligations and the procedures for filing a Title VI discrimination complaint.

In MST’s June 14, 2018, concurrence letter, the FTA Region IX Civil Rights Office (CRO) noted that MST’s Notice of Rights did not include instructions on how to file a complaint. An internal review confirmed that MST’s Title VI Notice instructs members of the public (in English and MST’s four Safe Harbor languages) to contact MST for a complaint form and process. The Notice also includes MST’s contact information (mail, website, telephone, TTY/TTD/711 Relay, and email). MST’s complaint form and process explains in detail how to file a Title VI complaint.

MST has, however, revised its Notice of Rights to convey more clearly the required information. A copy of the revised Notice of Rights is included in MST’s Title VI Program. MST will update all Title VI Notices, in all locations, including on MST buses and on its website during FY 2021.

The revised Notice can be found on MST’s website at https://mst.org/title-vi/. A copy of MST’s revised Notice of Rights and list of posting locations is included in Attachment D.

TITLE VI COMPLAINT PROCESS AND COMPLAINT FORM

As part of MST’s commitment to ensuring that no person is discriminated against on the basis of race, color, or national origin, and to ensure compliance with 49 CFR Section 21.9(b) and guidance provided in FTA Circular 4702.1B Chapter III-5.6, MST has developed a Title VI complaint form and process.
MST investigates complaints that allege discrimination based on race, color, or national origin. Complaints must be filed in writing within 180 days from the date of the alleged discrimination, and all Title VI complaints are investigated according to MST’s Title VI complaint process.

MST’s complaint form and process have been translated into all four Safe Harbor languages and can be viewed on MST’s website at https://mst.org/title-vi/. MST’s Title VI complaint form and process is included in English in Attachment E.

LIST OF TITLE VI COMPLAINTS, INVESTIGATIONS, AND LAWSUITS

To ensure compliance with 49 CFR Section 21.9(b) and guidance provided in FTA Circular 4702.1B Chapter III-5.7, MST maintains a list of all complaints, investigations, and lawsuits alleging discrimination by Monterey-Salinas Transit on the basis of race, color, or national origin. As required, the list includes the date of the complaint, investigation, or lawsuit; basis of the complaint, investigation, or lawsuit; and the action taken in response to the complaint, investigation, or lawsuit.

Since October 17, 2016, the date of the last complaint reported in MST’s previous Title VI Program submission, MST has received, investigated, and closed a total of eight Title VI complaints. No lawsuits have been filed against MST. MST customers most often interact with coach operators; therefore, it is to be expected that most Title VI complaints allege discrimination by a coach operator. MST’s general manager/CEO, director of transportation services, communications systems manager, and contract transportation supervisor are also informed of complaints involving coach operators.

MST buses are equipped with digital video and audio recording devices. If the complaint is a valid Title VI concern, the compliance analyst contacts the complainant and begins an investigation into the complaint. If a valid Title VI violation has occurred, the compliance analyst forwards his or her findings to the coach operator’s supervisor and the director of transportation services, who then initiates appropriate disciplinary action in accordance with MST policy, the MST Employee Handbook, Coach Operator Manual, and applicable Collective Bargaining Agreements (CBA) or Memoranda of Understanding (MOU).

If complaints are found to be invalid or when disciplinary action is not warranted, coach operators may be provided with guidance or updated training. Complaints that are incorrectly reported as Title VI complaints are re-routed to the appropriate employee for further investigation. Complaints naming MST employees other than coach operators would follow a similar process.

In all cases, whether a Title VI complaint is found to be substantiated or unsubstantiated, Title VI Coordinator closes the complaint with a letter, phone call, or email, depending on the complainant’s request and available contact information. At all times, the MST employee named in the discrimination complaint is provided an opportunity to have union or other representation present during all interviews and are afforded the right to appeal any agency
decision according to applicable MST policy, employee handbooks, manuals, and applicable CBAs or MOUs.

MST’s internal process for reviewing Title VI complaints is included in Attachment E. A list of Title VI Complaints, Investigations, and Lawsuits can be found in Attachment F.

**PUBLIC PARTICIPATION PLAN**

In accordance with 49 CFR Section 21.9(b), FTA Circular 4702.1B Chapter III-5.8, MST has established a Public Participation Plan (PPP) to identify effective methods to communicate with and engage all of its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency, minority or socioeconomic status, or disability. Additionally, MST’s PPP reflects the principles of FTA Circular 4703.1 which guides public transit providers to integrate the principles of environmental justice into the transportation decision-making process.

Between June 8, 2020 and July 10, 2020, MST provided its proposed Public Participation Plan to various advisory committees, governmental agencies, social and community groups, and members of the public and solicited feedback for consideration and incorporation into the final Plan. The final Public Participation Plan can be found in Attachment G.

A summary of MST’s public participation and outreach efforts since January 2017 are documented within the Public Participation Plan.

**LANGUAGE ASSISTANCE PLAN**

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

In accordance with guidance provided in FTA Circular 4702.1B Chapter III-6, MST has conducted a Four Factor Analysis to determine the level of language assistance that will be provided to LEP individuals within its service area. MST used the following required four factors to determine its obligation to accommodate LEP populations:

**Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee of federal funding.

**Factor 2:** The frequency with which LEP individuals come in contact with the program.

**Factor 3:** The nature and importance of the program, activity, or service provided by the recipient to people’s lives.

**Factor 4:** The resources available to the recipient.
MST updated its 2014 Four Factor Analysis to determine the current language assistance needs of its stakeholders and utilized the results of the analysis to update its Language Assistance Plan (LAP) to provide the appropriate level and type of assistance for its customers.

MST’s Language Assistance Plan and Four Factor Analysis can be found in Attachment H. Census data used to complete the LAP Four Factor Analysis is included within the LAP.

MINORITY REPRESENTATION ON NON-ELECTED COMMITTEES

Pursuant to 49 CFR 21.5(b)(1)(vii) and guidance provided in FTA Circular 4702.1B Chapter III-9, MST retains a table depicting the racial breakdown of the membership of its non-elected planning boards, advisory councils and committees whose members are appointed by MST staff or Board. A description of the efforts made to encourage the participation of minorities on these committees is provided below.

MST’s current relevant committees are:

- Measure Q Oversight Committee (MQC)
- Mobility Advisory Committee (MAC)

Table 1: Racial Breakdown of Committees

<table>
<thead>
<tr>
<th>Committee</th>
<th>WH</th>
<th>AIAN</th>
<th>AS</th>
<th>BL</th>
<th>HI</th>
<th>NHOPI</th>
<th>2+</th>
<th>Total Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>MQC</td>
<td>66%</td>
<td>-</td>
<td>-</td>
<td>17%</td>
<td>17%</td>
<td>-</td>
<td>-</td>
<td>6</td>
</tr>
<tr>
<td>MAC</td>
<td>64%</td>
<td>-</td>
<td>-</td>
<td>9%</td>
<td>27%</td>
<td>-</td>
<td>-</td>
<td>11</td>
</tr>
</tbody>
</table>

Measure Q Oversight Committee

On November 4, 2014, the voters of Monterey County approved the first-ever countywide sales tax measure for public transit. The Monterey-Salinas Transit Local Transit Funding for Seniors, Veterans, and Persons with Disabilities sales tax measure (Measure Q) went into effect in April of 2015 and is expected to raise approximately $8 million per year to provide vital public transit services to these groups. The sales tax will expire after 15 years unless renewed by the voters of Monterey County.

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

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

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

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

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

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

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

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

The Mobility Advisory Committee meets every two months, and meetings are open to the public. The MAC reports directly to the MST board of directors and provides advice and recommendations on improving these services.
In MST’s June 14, 2018, concurrence letter, the FTA Region IX Civil Rights Office (CRO) requested more information on how MST encourages minorities to participate on its advisory committees. In addition to the efforts stated above, MST’s Title VI Coordinator engages with MST staff to share the current demographic makeup of the committee so they can attempt to maintain a racially diverse membership.

MST staff will also make an effort to hold meetings at times and locations that are more convenient and accessible for minority and LEP communities, and to seek input on potential barriers or challenges exist that may prevent minority populations from serving on the committees.

In response to direction from the MST Board, MST’s Title VI Coordinator will work with relevant staff to conduct culturally sensitive public outreach with under-represented populations to help identify challenges or barriers to serving on its committees.

**SUB-RECIPIENT ASSISTANCE AND MONITORING**

Pursuant to 49 CFR 21.5(b)(1)(vii) and guidance provided in FTA Circular 4702.1B Chapter III-10, primary recipients must monitor their sub-recipients for compliance with Title VI regulations. MST does not allocate or pass through funding to sub-recipients; as such, there is no sub-recipient monitoring to report.

MST contracts with MV Transportation, Inc. (MVT) to provide its paratransit service and a portion of its fixed-route service. MST ensures that this contractor complies with Title VI by monitoring the following activities:

1. MST provides its Title VI Program to MVT and receives their acceptance upon each Program update.
2. MST’s compliance analyst provides MVT’s staff with the same Title VI training it provides to its own employees. Train the Trainer sessions have been provided to MVT’s general manager and safety and training manager who in turn provide the training to all new hires. Employees receive regular refresher training in Title VI regulations and responsibilities.
3. MVT maintains a copy of MST’s Title VI Program at their facility in an area fully accessible to its employees. A copy of the Title VI complaint form and process are posted on the employee bulletin board.
4. MST’s Title VI Notice of Rights is posted in all MVT buses.
5. MVT reports all Title VI complaints to MST within 24 hours and MST’s compliance analyst investigates all complaints following the procedures outlined in Attachment E.
TITLE VI EQUITY ANALYSIS OF CONSTRUCTED FACILITIES

In accordance with 49 CFR 21.9 and guidance provided in FTA Circular 4702.1B Chapter III-11, MST is required to conduct a Title VI equity analysis for new facilities to ensure that locations are selected without regard to race, color, or national origin.

FTA Title VI Circular 4702.1B requires that, “The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.”

Many of the buses that serve MST’s southern Monterey County routes are based at MST’s bus facilities in Monterey and Salinas. Realizing the labor and fuel cost savings of servicing, maintaining, inspecting, and storing many of these vehicles at a facility located in southern Monterey County, MST staff began to identify vacant properties as potential sites for a bus operations and maintenance facility.

In MST’s previous Title VI Program Update, MST confirmed that it held two public hearings in King City to inform the public of proposed site selection goals and solicit input. Because southern Monterey County has a small population of LEP Triqui-speakers, MST hired an interpreter to provide language assistance at both meetings. Also provided in the previous Update were the September 19, 2016, Board approval of the site selection goals, and copies of the public notice and public presentation materials that were provided at the public hearings.

While this project did require land acquisition, the parcel was vacant and did not displace residences or businesses. A Facility Equity Analysis (Analysis) was completed that reviewed a variety of impacts associated with the siting of the facility. Section V of the Analysis includes the public presentation slide deck and public notices in English and Spanish. Section VI of the Analysis compared the equity impacts of alternative locations prior to selection of the preferred site.

Section VII of the Analysis gave attention to other facilities in the areas with similar impacts to determine if any cumulative impacts might result from this project. As found in Section VII, it was found that no disparate impact on the basis of race, color, or national origin would result from this project. It was concluded in Section VIII of the Analysis that MST was not required to provide “substantial legitimate justification for the project location” as the siting of the facility would not result in disparate impacts. A copy of the MST Facility Equity Analysis King City Operating Facility is provided in Attachment I.
3. FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

In accordance with 49 CFR 21.9 and guidance provided in FTA Circular 4702.1B Chapter IV, service standards and policies are required for fixed route services and are optional for demand response service. The standards and policies must address how services and amenities are distributed across the transit system and must ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to provide additional demographic and service data; however, MST does not meet this threshold (Attachment J).

SYSTEM-WIDE SERVICE STANDARDS

Specific service standards are required for the following indicators: 1) vehicle load; 2) vehicle headways; on-time performance; and 4) service availability (a measure of how routes are distributed within the service area). In addition to the federal requirements for service allocation standards and policies, the Transportation Development Act in California mandates farebox recovery standards.

The successful delivery of transit service is based on two key components: density and demand.

- **Density** of land uses is one of the most important determinants of transit ridership. Population density is the number of people in a unit of area, such as a square mile or an acre, or more refined units for urban areas. Density can include both residents and employment within the area. The more people there are in an area, the more they will ride transit if it is available. Consequently, population density is considered when determining appropriate service levels. In general, successful transit routes serve corridors with higher population density. The JAZZ service is an example of a route designed based on population density, including trip attractors and generators warranting more frequent levels of service.

- **Demand** is defined as the frequency with which riders use a particular transit service. Demand is often measured in the number of passenger boardings or passenger trips. In areas where population density may be less concentrated, transit demand can occur if there are trip generators or attractors that make transit attractive to the rider.

MST’s service area includes both high and low-density areas, and the demand for transit service varies significantly in the various communities within Monterey County. Due to resource constraints, if demand and/or population density in a corridor falls below one half of MST’s service area average, service may not operate within the standards outlined below.

**Service Availability**

Fixed-route bus service will serve 85 percent (85%) of the population within the urbanized areas within one quarter mile. The urbanized area is defined as having population densities of
at least 7,996 persons per square mile.

Table 2: Vehicle Load, On-Time Performance, Farebox Recovery Ratio

<table>
<thead>
<tr>
<th>Mode</th>
<th>Vehicle Load</th>
<th>On-Time Performance</th>
<th>Farebox Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td></td>
<td></td>
<td>25%</td>
</tr>
<tr>
<td>Local</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commuter</td>
<td>1.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Military</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trolley</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIDES</td>
<td>1.00</td>
<td>75%</td>
<td>11%</td>
</tr>
<tr>
<td>Systemwide</td>
<td></td>
<td>75% on-time</td>
<td>18%</td>
</tr>
</tbody>
</table>

Vehicle Headways – Fixed Route
MST has no headway standard for its local routes, as its services are designed with input from the communities to be served. MST periodically evaluates the productivity of its routes; if productivity falls below the average on-call service productivity, MST works with the community to develop corrective actions to improve, consolidate, or cancel the service.

Table 3: Local Routes (as of March 1, 2020)

<table>
<thead>
<tr>
<th>Route</th>
<th>Weekday Peak / Off Peak Headways</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-CHOMP/Monterey</td>
<td>120/140</td>
</tr>
<tr>
<td>4-Carmel/Carmel Rancho</td>
<td>5 am trips</td>
</tr>
<tr>
<td>46-Natividad/Salinas</td>
<td>90/90</td>
</tr>
<tr>
<td>MST On Call Marina</td>
<td>General Public Dial-a-Ride</td>
</tr>
<tr>
<td>MST On Call Gonzales</td>
<td>General Public Dial-a-Ride</td>
</tr>
<tr>
<td>MST On Call Greenfield</td>
<td>General Public Dial-a-Ride</td>
</tr>
<tr>
<td>MST On Call King City</td>
<td>General Public Dial-a-Ride</td>
</tr>
<tr>
<td>MST On Call Soledad</td>
<td>General Public Dial-a-Ride</td>
</tr>
</tbody>
</table>

The standard for MST’s primary and regional routes is a 60-minute frequency for the corridor. Vehicle headway is determined by ridership demand, population density, and major activity centers, and may be limited by available resources.

Table 4: Primary & Regional Routes (as of March 1, 2020)

<table>
<thead>
<tr>
<th>Primary and Regional Routes</th>
<th>Weekday Peak / Off Peak Headways</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Asilomar/Monterey</td>
<td>60/60</td>
</tr>
<tr>
<td>2-Monterey/Pacific Grove</td>
<td>60/60</td>
</tr>
<tr>
<td>7-Del Rey Oaks/Monterey</td>
<td>Sat, Sun only</td>
</tr>
<tr>
<td>8-Ryan Ranch/Sand City</td>
<td>60/0</td>
</tr>
<tr>
<td>11-Carmel/Sand City</td>
<td>70/0</td>
</tr>
<tr>
<td>16-Marina/The Dunes</td>
<td>60/60</td>
</tr>
</tbody>
</table>
Vehicle headways for MST’s military routes are determined primarily by ridership and the availability of dedicated resources. MST’s goal is to recoup 75 percent (75%) of the fully allocated cost of service provision from outside funding sources. Schedules are focused on serving military base shift times, and the service is designed with input from military personnel. MST’s military partnerships provide significant funding for these routes.

Table 5: Military Routes (as of March 1, 2020)

<table>
<thead>
<tr>
<th>Route</th>
<th>Weekday Peak / Off Peak Headways</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-Monterey/The Dunes</td>
<td>7 trips per day</td>
</tr>
<tr>
<td>14-Monterey/NPS via La Mesa</td>
<td>60/120</td>
</tr>
<tr>
<td>70-Presidio/La Mesa</td>
<td>2 am, 2 pm trips</td>
</tr>
<tr>
<td>72-Presidio/North Salinas Express</td>
<td>1 am, 1 pm trips</td>
</tr>
<tr>
<td>74-Presidio/Preston Park Express</td>
<td>2 am, 1 pm trips</td>
</tr>
<tr>
<td>75-Presidio/ Marshall Park Express</td>
<td>30/120</td>
</tr>
</tbody>
</table>
Commuter service headways are determined by demand, and schedules are focused on transfers to and from connecting regional transportation services.

### Table 6: Commuter Routes (as of March 1, 2020)

<table>
<thead>
<tr>
<th>Route</th>
<th>Weekday Peak / Off Peak Headways</th>
</tr>
</thead>
<tbody>
<tr>
<td>55-Monterey/San Jose Express</td>
<td>2 trips per day</td>
</tr>
<tr>
<td>86-King City/San Jose SJ Airport</td>
<td>1 am, 1 pm trip</td>
</tr>
</tbody>
</table>

MST’s seasonal, California State University Monterey Bay (CSUMB), and special event routes have no frequency standard. Vehicle headways for these routes are determined primarily by demand, and schedules are focused on serving event or class start times. Service is designed with input from university administration, funding sponsors, and/or event managers.

### Table 7: Seasonal/CSUMB/Special Event Routes (as of March 1, 2020)

<table>
<thead>
<tr>
<th>Seasonal/CSUMB/Special Event Routes</th>
<th>Weekday Peak / Off Peak Headways</th>
</tr>
</thead>
<tbody>
<tr>
<td>19-Del Monte Center/CSUMB</td>
<td>90/80</td>
</tr>
<tr>
<td>22-Big Sur/Monterey</td>
<td>3 trips weekdays in summer; 3 trips (weekends all year)</td>
</tr>
<tr>
<td>25-CSUMB/Salinas</td>
<td>60/60 (school year only)</td>
</tr>
<tr>
<td>26-CSUMB/East Campus Express</td>
<td>30/30 (school year only)</td>
</tr>
<tr>
<td>47-Hartnell/Alisal Campus</td>
<td>60/60 (school year only)</td>
</tr>
<tr>
<td>MST Trolley Monterey</td>
<td>10-12/10-12 – summer and winter weekends only</td>
</tr>
</tbody>
</table>

#### Systemwide Service Policies

Systemwide service policies are required for the following service indicators: 1) distribution of transit amenities (including seating, shelters, printed and digital information, escalators, elevators, and waste receptacles) for each fixed-route mode operated; and 2) vehicle assignment for each fixed-route mode operated.

In addition to the following service policies, MST takes extra steps to ensure equity in the distribution of its transit amenities and vehicle assignments by comparing the number of bus stops within one-quarter mile of its routes serving areas with a high percentage of minority populations. MST’s standard is to ensure that all bus stops have at least one transit amenity within one-quarter mile of the stop. Exceptions to this standard would include certain rural or unimproved areas that preclude the ability of MST to provide the amenity.

#### Distribution of Transit Amenities

MST transit amenities include bus stop signs, benches, shelters, waste receptacles, major transfer centers, and information including printed signs, system maps, route maps, schedules,
and digital equipment.

MST implements the following factors in the determination of how bus stops are improved: passenger volume, transfer opportunities, access to major activity centers, site specific considerations, accessibility for persons with disabilities, safety, and availability of financial resources.

MST follows the following general guidelines for specific amenities:

- New bus shelters and benches should be provided at stops where 25 passengers or more per day are expected to board buses (safety, space and resources permitting).
- Bus benches should be provided at stops where 10 passengers or more per day are expected to board buses – safety, space and resources permitting.
- Developments that should provide bus shelters and/or benches include shopping centers, office buildings, hospitals, schools, large apartment complexes, and major residential subdivisions. MST has prepared the “Designing for Transit” manual which describes transit-oriented design guidelines and specifications in Monterey County.
- Free-standing waste receptacles are installed based on the number of passenger boardings at a stop, the level of activity in the area, and the availability of other trash receptacles nearby. Installation of pole-mounted waste receptacles may additionally require identification of an adjacent property owner who agrees to regularly empty the receptacle. New waste receptacles should be located at or near stops where 25 passengers or more per day are expected to board buses – safety, space, and resources permitting.
- Printed information, including system/route maps and schedule information, are provided at the transit centers and on all MST vehicles. In addition, a pole-mounted timetable is provided at bus stops located at major timepoints, as listed in the route’s published schedule. All bus stops in the MST system are identified by a standard MST bus stop sign.
- Provision of new digital information such as real-time transit information signage will be prioritized for Bus Rapid Transit corridors and major activity centers in the MST system, such as transit centers, transfer points for two or more routes, or bus stops where 50 or more passengers per day are expected to board buses.

**Vehicle Assignments**

Throughout MST’s service area, vehicle assignment is generally based on consideration of capacity, ridership, and loads. MST is committed to ensuring vehicle assignment is equitable for all riders by evaluating whether the likelihood of standees. Should standees occur at a higher incidence on lines serving primarily minority areas, MST will strive to ensure capacity is improved on those lines by assigning larger rolling stock or more frequent service.
New vehicles will be assigned in an equitable manner to provide efficient and effective transit throughout the communities MST serves. Vehicles are distributed between the Monterey and Salinas divisions to reduce deadhead miles and are assigned according to the starting point of each route and the number of operator runs assigned to each division. All vehicles are maintained according to MST’s strict standards, regardless of the vehicle’s age.

Vehicle types and sizes, including emissions-reducing vehicles or smaller buses, are assigned based on the following criteria:

- Route Characteristics, such as ridership demand (e.g. high ridership routes may require high capacity, low floor vehicles that can be boarded quickly)
- Street Characteristics, such as narrow streets or intersections (e.g. smaller buses may be assigned to routes with tighter turning radii)

**Performance Monitoring**

MST will periodically review the performance of its routes and the distribution of its assets to assess adherence to its adopted standards and policies. A comprehensive evaluation will be conducted at least triennially, based on data collected for National Transit Database reporting. In addition to the triennial monitoring, MST will attempt to conduct the following monitoring activities:

- On-time performance and farebox recovery rates are reported monthly to the Board of Directors.
- Service availability, headways, and vehicle assignments will be evaluated during major service changes, comprehensive operational analyses, and other similar planning studies.

Based on the results of the performance monitoring, MST will prioritize its corrective actions for the lowest-performing routes and/or corridors.
LIST OF ATTACHMENTS

A: FTA 2014 Concurrence Letter and Notice of 2017 Title VI Program Update Due Date
B: Corrective Actions and Responses to Concurrence Letter
C: Board Approval of Title VI Program
D: Notice of Title VI Rights and Posting Locations
E: Title VI Complaint Form and Process; Internal Complaint Process
F: Title VI Summary of Complaints, Investigations, and Lawsuits
G: Public Participation Plan
H: Language Assistance Plan and Four Factor Analysis
I: Fixed Facility Analysis
J: FTA UZA Exemption
ATTACHMENT A:

FTA Concurrence Letter and Notice of 2020 Title VI Program Due Date
June 14, 2018

Deanna Smith
Monterey-Salinas Transit, Recipient ID: 1688
19 UPPER RAGSDALE DRIVE, SUITE 200, MONTEREY, CA 93940

Re: Triennial Title VI Program Update-concur letter with the understanding that items identified will be addressed.

Dear Deanna Smith,

The Federal Transit Administration (FTA) has received and reviewed Monterey-Salinas Transit’s initial Title VI program submitted on 5/3/2017. This Title VI program will be effective August 1, 2017 - July 31, 2020. The Department of Transportation (DOT) requires recipients of DOT funds to demonstrate compliance with Title VI of the Civil Rights Act of 1964 through regular compliance reports. The Federal Transit Administration’s (FTA) Circular 4702.1B, “Title VI Program Guidelines for Federal Transit Administration Grantees” sets forth the information that should be included in these updates, and requires they be submitted as Title VI Programs submitted every three years.

FTA’s review of your Title VI program considered all elements required by the Department of Transportation regulations found at 49 C.F.R. § 21, as outlined in Circular 4702.1B. The Review Assessment attached to this letter identifies the specific areas reviewed, any concerns, and relevant reviewer comments. To assure you are implementing Title VI program requirements in accordance with the regulations, you must promptly address and correct any concerns identified with a “no” in the Review Assessment. Your program status is now Concur. Your next triennial Title VI program submission is due to FTA on June 1, 2020. Please retain documentation as needed to demonstrate the corrections noted have been addressed. FTA typically verifies corrections have been made and implemented at the next oversight opportunity, but can request this information at any time.

Your Title VI program demonstrates your agency has the procedures and resources to ensure public transportation services are provided in a nondiscriminatory manner, as required by Title VI of the Civil Rights Act of 1964. FTA’s review and concurrence on a Title VI program does not relieve recipients from the requirements and responsibilities outlined in Circular 4702.1B or of the DOT Title VI regulation at 49 CFR part 21. You must properly implement your program to ensure nondiscriminatory service, including full and fair participation in public transportation decision-making, and meaningful access to transit-related programs and activities by persons with limited English proficiency. If you use contractors or have subrecipients, you must monitor
their compliance with Title VI. You can find these monitoring responsibilities in Chapter 2, Section 6 (Contractors) and Chapter 3, Section 12 (Subrecipients) in the FTA Title VI Circular. As a basic requirement for Title VI compliance, you must develop a language assistance plan (LAP). Your LAP must include a Four Factor Analysis—you can find information on this analysis in Chapter 3, Section 6 of the FTA Title VI Circular. If you believe that your agency only serves an English-speaking population, you still must complete a Four Factor Analysis to demonstrate this.

Sincerely,

Lynette Little/s/
Civil Rights Officer, Region 9

cc: Monica McCallum, FTA Civil Rights, Director of Regional Operations
Title VI Program Review Assessment:
Items below identified as “YES” are included in the Title VI program review, and no changes are needed. Items identified as “NO” were not included or were insufficient and must be corrected. Carefully address all insufficient items, as indicated in this review letter, to ensure you are implementing your Title VI program in accordance with the regulations.

Chapter 3:
GENERAL REQUIREMENTS AND GUIDELINES

Does the program submission include appropriate documentation demonstrating that the transit board of directors has approved the Title VI program? Yes

Public Notice

Does the submission include a copy of the public notice informing the public of the protections against discrimination afforded to them under Title VI? Yes

Is there a list of public locations where the notice is posted? Yes

Did you verify the notice is posted on the agency’s website and in public areas of the agency’s offices? Yes

Does the public notice include how to request additional information on your Title VI obligations? Yes

Does the public notice include how to file a complaint? No

Complaint Procedures

Did you include the (internal to the agency) procedures for investigating and tracking Title VI complaints filed against them? No

Did you include the instructions it gives to members of the public about how to file a Title VI discrimination complaint? Not Included

Are the procedures for filing a Title VI discrimination complaint available on the agency website? Not Included

Complaint Form

Does the program include a copy of the complaint form that specifies the three classes protected by Title VI (race, color, and national origin)? Yes

Is the complaint form available on the agency’s website? Yes
Did you include a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and/or complaints naming the grantee? Yes

**Public Participation Plan**

Did you include a Public Participation Plan that describes the proactive strategies, procedures, and desired outcomes of public participation activities? Yes

Does the Public Participation Plan include information on how the grantee considers the needs of, and engages minority and LEP populations in public participation activities? Yes

Did you summarize the public outreach and involvement activities undertaken in the last 3 years? Yes

**Board Selections**

Did you select members to transit-related, non-elected planning boards, advisory councils or committees? Yes

If you select members, did you provide a table with a racial breakdown of the membership of those boards, councils, or committees? Yes

Did you describe how they encourage minorities to participate on these boards, councils, and committees? No

**Subrecipient**

Does the program indicate if you have subrecipients? Yes

If you have subrecipients, did you provide the monitoring procedures and/or efforts you use to ensure subrecipients comply with Title VI? Yes

Did you describe the process used to provide assistance to subrecipients, when needed? No

**LEP Four-Factor Analysis & Plan**

Did you include a Language Assistance Plan? Yes

Does the Language Assistance Plan include a Four-Factor Analysis that determines the appropriate level of LEP assistance and outreach efforts needed? Yes

Did your Language Assistance Plan NOT include something? Not Included

**Facility Site Equity Analysis**
Did you identify a site or location for a new facility (excluding bus shelters) or construct a facility during the period covered by your program? *Yes*

Did you complete and submit an equity analysis conducted during the planning stage for all projects requiring land acquisition and the displacement of persons from their residences and businesses? *No*

Did the site analysis include outreach to persons potentially impacted by the siting of facilities? *No*

Did the site analysis compare the equity impacts of alternative locations prior to selecting the preferred site? *No*

Did you give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result? *No*

Did you determine that the location of the project will result in a disparate impact on the basis of race, color, or national origin? *No*

Did you provide a substantial legitimate justification for the project location? To do so, you must demonstrate that either 1) no alternative locations are available, or 2) any alternative locations, if identified, would result in the same or more disparate impact on the basis of race, color, or national origin. *Not Included*

**Chapter 4:**

**FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS**

**Service Standards**

Did you include your service standards and policies for each specific fixed route mode of service you provide? *Yes*

Which service standards, if any, are NOT included? *No service standards were missing from the submission*

**Service Policies**

Are the current service policies included? *Yes*

Is there a description of how service policies are adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin? *No*
Which service policies, if any, are NOT included? None - All service policies are included

FTA Reviewer Comments:

Monterey Salinas Transit Corporation
-while your notice to the public indicates a complaint form, I am not seeing instructions on how to file.
-I may have missed it, but not seeing INTERNAL complaint procedures.
-How do you encourage minority participation on boards and committees?
-What is your process to assist subs in T6?
-Regarding your facility-was an actual equity analysis conducted?
-If one was conducted what outreach efforts were made to include those that would be impacted? unclear?  
-Did not see how your service policies do not result in discrimination? what steps do you take to make sure this does not happen?

Also, please visit the FTA Civil Rights webpage for more information:
https://www.transit.dot.gov/title6
ATTACHMENT B:

Corrective Actions Taken and Responses to FTA Concurrence Letter
Title VI Program Review Assessment: MST’s responses to and corrective actions taken for items identified as insufficient are provided below.

CHAPTER 3:

Public Notice
Does the public notice include how to file a complaint? **No**

MST Response and Corrective Action(s) Taken
MST’s Title VI notice of rights directs members of the public in English and MST’s four Safe Harbor languages, “For more information or to obtain a Title VI complaint form and process, contact MST directly, below.” At the bottom of the Notice, MST provided mail, website, telephone, TTY/TTD and 711 Relay, and email options for contacting MST to obtain a Title VI complaint form and complaint process, which explains in detail how to file a Title VI complaint.

However, MST has revised its Notice of Rights to convey more clearly the required information. A copy of the revised Notice of Rights is included in MST’s Title VI Program. During FY 2021, MST will update all Title VI Notices, in all locations, including on MST buses and on its website.

Complaint Procedures
Did you include the (internal to the agency) procedures for investigating and tracking Title VI complaints filed against them? **No**

MST Response and Corrective Action(s) Taken
While MST has a uniform process for tracking customer complaints, an internal Title VI Complaint Process was created to specifically address responses to complaints of discrimination based on race, color, and national origin.

Complaint Procedures
Did you include the instructions it gives to members of the public about how to file a Title VI discrimination complaint? **Not Included**

MST Response and Corrective Action(s) Taken
MST did include its complaint form and process (with detailed instructions) in Attachment E of its previous program. The process (instructions) are again included in Attachment E of this program update.

Complaint Procedures
Are the procedures for filing a Title VI discrimination complaint available on the agency website? **Not Included**

MST Response and Corrective Action(s) Taken
MST’s procedures for filing a Title VI discrimination complaint have always been available on its website, within a dedicated Title VI web page (https://mst.org/title-vi/) directly below its Notice of Rights. A complaint can be filed online or a complaint form and process can be downloaded and printed in all Safe Harbor languages. Additionally, MST’s Title VI Coordinator’s contact information is available on the Title VI web page.
**Board Selections**

Did you describe how they encourage minorities to participate on these boards, councils, and committees (transit-related, non-elected planning boards, advisory councils or committees)?

*No*

**MST Response and Corrective Action(s) Taken**

As stated in its previous Program update, “nominations for MQC members are solicited by MST staff from a variety of nonprofit agencies, social service providers, municipalities, and board members, with special consideration given to individuals who are themselves seniors, veterans, or persons with disabilities. MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits.”

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

To further encourage minorities to participate on these committee, MST’s Title VI Coordinator will work with MST staff and board members to share the current demographic makeup of the committee so they can attempt to maintain a racially diverse membership. MST staff will also attempt to hold meetings at times and locations that are more convenient and accessible for minority and LEP communities, and to seek input on potential barriers or challenges exist that may prevent minority populations from serving on the committees.

**Subrecipient**

Did you describe the process used to provide assistance to subrecipients, when needed? *No*

MST’s previous Title VI Program update did in fact state that “MST does not allocate or pass through funding to subrecipients...” MST also explained in detail how it provides assistance and monitors its contract transportation provider’s compliance with Title VI in the same section. MST has included this information again in its Title VI Program update.

**Facility Site Equity Analysis**

Did you complete and submit an equity analysis conducted during the planning stage for all projects requiring land acquisition and the displacement of persons from their residences and businesses? *No*

Did the site analysis include outreach to persons potentially impacted by the siting of facilities? *No*

Did the site analysis compare the equity impacts of alternative locations prior to selecting the preferred site? *No*
Did you give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result? **No**

Did you determine that the location of the project will result in a disparate impact on the basis of race, color, or national origin? **No**

Did you provide a substantial legitimate justification for the project location? To do so, you must demonstrate that either 1) no alternative locations are available, or 2) any alternative locations, if identified, would result in the same or more disparate impact on the basis of race, color, or national origin. **Not Included**

**MST Response and Corrective Action(s) Taken**

*MST provided all reference materials and information available at the time of its previous Program Update submission. Since that time, MST has moved forward with this project, and the above questions have been addressed within the Program Update, including relevant documentation.*

**CHAPTER 4: Service Policies**

Is there a description of how service policies are adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin? **No**

**MST Response and Corrective Action(s) Taken**

*MST has added clarification regarding this item within the Program Update.*
ATTACHMENT C:

Board Approval of MST’s 2020 Title VI Program Update
RESOLUTION 2020-XX
APPROVING THE 2020-2023 TITLE VI PROGRAM

WHEREAS, the Monterey-Salinas Transit District was established under AB644, the Monterey-Salinas Transit District Act, signed into law on October 11, 2009 and found at California Public Utilities Code Section 106000; and

WHEREAS, Monterey-Salinas Transit receives federal funds to provide public transportation to Monterey County; and

WHEREAS, Monterey-Salinas Transit is committed to ensuring that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any MST program, service, or activity regardless of the funding source; and

WHEREAS, Monterey-Salinas Transit must promote full and fair participation in public transportation decision-making; and

WHEREAS, Monterey-Salinas Transit must ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, Monterey-Salinas Transit is required by the Federal Transit Administration to prepare and submit a Title VI Program reaffirming its commitment to nondiscrimination every three years.

THEREFORE, BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit approves its 2020-2023 Title VI Program Update.

THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION XXXX-XX this 14th day of September, 2020.

________________________________________  _______________________________________
Dan Albert, Chairperson               Carl Sedoryk, GM/CEO
PASSED AND ADOPTED BY THE BOARD OF DIRECTORS OF MONTEREY-SALINAS
TRANSIT this 14th day of September, 2020 by the following vote:

AYES:
NOES:
ABSENT:

ATTEST:

_____________________________________
Board Secretary (Deputy)
ATTACHMENT D:

Title VI Notice of Rights and Posting Locations
Title VI Notice of Rights

MST operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination as prohibited by Title VI, you may file a written complaint with MST. For more information on MST’s civil rights program and the procedures to file a complaint, contact MST below.

You may also file a complaint directly with the Federal Transit Administration / También puede presentar una queja directamente a la Administración Federal de Tránsito / Maaari ka ring mag-file ng reklamo nang direkta sa Federal Transit Administration / Quý vỉ cũng có thể nộp đơn khiếu nại trực tiếp cho Ban Quản trị Hệ thống Giao thông Công cộng Liên bang / 혹은 다음의 주소로 연방교통관리국(FTA)에 직접 민원을 접수하실 수 있습니다.

888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원
List of Title VI Notice Posting Locations

1. Frank J. Lichtanski Administration Building
   a. Reception area
   b. Board room
   c. Conference room

2. Monterey Bay Operations and Maintenance Facility
   a. Training rooms

3. Bus Stop Shop – Monterey
   a. Reception room/customer service window
   b. Conference room

4. Salinas Transit Center
   a. Customer service window

5. Mobility Services Center
   a. Reception room/training rooms

6. Marina Transit Exchange
   a. Customer service window

7. All MST buses
ATTACHMENT E:

Title VI Complaint Form, Complaint Process, and Title VI Customer Service Report
Internal Process
TITLE VI COMPLAINT FORM

Section I:

Name:
Address:
Telephone (Home/Cell):  Telephone (Work):
Email:
Do you require an accessible format?  Large Print  Audio Tape
    TTY/TDD  Other

Section II:

Are you filing this complaint on your own behalf?  Yes  No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are filing:

Have you obtained permission from this person?  Yes  No

Please explain why you are filing for this person:

Section III:

I believe the discrimination I experienced was based on (check all that apply):

[ ] Race  [ ] Color  [ ] National Origin

Date of Alleged Discrimination (Month, Day, Year): __________________

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
### Section IV

Have you previously filed a Title VI complaint with MST?  

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Contact name:  

Telephone number:

### Section V

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?  

[ ] Yes  [ ] No

If yes, check all that apply:  

[ ] Federal Agency: ______________________  [ ] Federal Court: ______________________  

[ ] State Agency: ________________________  [ ] State Court: ______________________  

[ ] Local Agency: ________________________  [ ] Local Court: ______________________

Please provide contact information for the person you spoke to at the above agency:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Title:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Agency:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address:</th>
<th></th>
</tr>
</thead>
</table>

| Telephone: |  |

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

| Signature: | Date: |

---

Monterey-Salinas Transit (MST) operates without regard to race, color, or national origin.

If you need assistance completing this form, contact MST at:  

888-678-2871● TTY/TDD 831-393-8111● 711 Relay or email customerservice@mst.org.

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

**Please submit this form in person or by mail to:**

Monterey-Salinas Transit  
Attn: Compliance Analyst/Title VI Coordinator  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940
Title VI Complaint Process

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR Part 21), Monterey-Salinas Transit (MST) operates without regard to race, color, or national origin. Any person who believes he or she has been discriminated against by MST on the basis of race, color, or national origin may file a Title VI complaint.

A Title VI complaint form can be downloaded at www.mst.org or by calling 888-678-2871 (TTY/TDD 831-393-8111). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or MST staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. MST will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by MST within 5 days of request*.

2. MST will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of Title VI regulations.

3. MST will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified. A written investigation report will be prepared, including a summary description of the incident, investigative findings, and recommended corrective action.

4. A closing letter will be provided to the complainant. The complainant will have 5 business days from receipt of the closing letter to file an appeal. If no appeal is filed, the complaint will be closed.

5. MST will forward a copy of the investigation report to the appropriate federal agency, if required.

*MST will process and investigate all complaints that meet the requirements of Title VI discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.

Complaint forms should be mailed to Monterey-Salinas Transit, Attn: Compliance Analyst/Title VI Coordinator, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940

Complaints may also be filed with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 or online at http://www.fta.dot.gov/civilrights/12884.html.

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

Title VI Complaint Log
### Title VI Summary of Complaints

<table>
<thead>
<tr>
<th>#</th>
<th>ID</th>
<th>Date of Complaint</th>
<th>Basis</th>
<th>Complaint Summary</th>
<th>Date Closed</th>
<th>Finding</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>10731</td>
<td>4/13/2018</td>
<td>Race</td>
<td>CO nearly ran into RP b/c of race.</td>
<td>4/19/2018</td>
<td>Unsubstantiated. RP contacted by MST.</td>
</tr>
<tr>
<td>3</td>
<td>11210</td>
<td>9/21/2018</td>
<td>National Origin</td>
<td>CO made announcements in Spanish only in spite of requests for English.</td>
<td>9/25/2018</td>
<td>Unsubstantiated. RP contacted by MST.</td>
</tr>
<tr>
<td>4</td>
<td>11704</td>
<td>4/1/2019</td>
<td>National Origin</td>
<td>CO mocked RP’s wife and incited passengers to follow suit.</td>
<td>4/10/2019</td>
<td>Unsubstantiated. RP contacted by MST.</td>
</tr>
<tr>
<td>7</td>
<td>12012</td>
<td>8/2/2019</td>
<td>Race w/Injury</td>
<td>RP accused CO of closing door, causing him to fall.</td>
<td>8/7/2019</td>
<td>Unsubstantiated. RP contacted by MST.</td>
</tr>
<tr>
<td>8</td>
<td>12550</td>
<td>1/15/2020</td>
<td>Race/Color</td>
<td>RP lost his camera on a bus; CSRs laughed at him because he is black.</td>
<td>1/24/2020</td>
<td>Unsubstantiated. RP was contacted by MST.</td>
</tr>
</tbody>
</table>

### Lawsuits

None

### Title VI Complaints

None
ATTACHMENT G:

Public Participation Plan
Monterey-Salinas Transit

PUBLIC PARTICIPATION PLAN

EFFECTIVE: AUGUST 1, 2020 – JUNE 31, 2023

Monterey-Salinas Transit
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93940

Title VI Contact: Deanna Smith, Compliance Analyst
complianceanalyst@mst.org
1-888-678-2871
ACKNOWLEDGMENTS

The following individuals assisted with the preparation of this Public Participation Plan:

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Eva Perez, Office Administrator

Association of Monterey Bay Area Governments:
Will Condon, Planner, AMBAG
Heather Adamson AICP, Director of Planner, AMBAG
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INTRODUCTION

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

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

Because each transportation decision is unique and might affect populations and individuals within MST’s service area differently, the techniques used during the public participation process may vary according to each circumstance and should be viewed as a “toolbox” of options rather than rigid obligations with the goal of most effectively reaching out to MST’s diverse communities. MST has also established baseline methods for its public outreach to ensure that every effort is made to achieve the standards it has set.

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

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

Monterey-Salinas Transit (MST) was created by California law AB 644 and formed on July 1, 2010. The District succeeded the MST Joint Powers Agency (formed in 1981) when the City of Salinas joined the Monterey Peninsula Transit Joint Powers Agency (formed in 1972). Current members of the District include the cities of Carmel-by-the-Sea, Del Rey Oaks, Gonzales, Greenfield, King City, Marina, Monterey, Pacific Grove, Salinas, Sand City, Seaside, Soledad, and the County of Monterey. The MST Board of Directors appoints the District’s General Manager/CEO.

MST is a public transit operator that provides fixed-route, demand response, and special seasonal transit service to a 295-square mile area of Monterey County, Santa Cruz County, Santa Clara County, and San Luis Obispo County. From San Jose to Paso Robles, MST operates service that extends one-fifth the length of the entire State of California.

MST operates more than 50 fixed routes and serves a population of approximately 435,594 based upon the area within a three-quarter mile of established routes within the County. In FY 2019, MST carried over 4,272,000 passengers and operated over 4,684,000 service miles on fixed route. MST’s fixed route budget for FY 19 was over $42 million. Of that amount, approximately 64% came from state and local funds. Federal sources fund 19% of the operating budget. Another 16% of the operating budget is generated from fares. The remaining 1% of the operating budget is comprised of other funding sources. MST employs over 200 individuals, including coach operators; operations, maintenance, and facilities workers; and administrative staff who operate out of the following facilities:

- Monterey Bay Operations and Maintenance Facility, Monterey, CA
- Clarence J. Wright Operations Division, Salinas, CA
- Frank J. Lichtanski Administrative Offices, Monterey, CA
- Mobility Services Center, Salinas, CA
- Bus Stop Shop, Monterey, CA
- Monterey Transit Plaza
- Salinas Transit Center
- Sand City Station
- Marina Transit Exchange
- Watsonville Transit Center

MST’S SERVICE AREA BOUNDARIES

MST provides public transportation to an approximate 294 square-mile area of Monterey, Southern Santa Cruz, Northern San Luis Obispo, and Santa Clara counties. Although MST provides service connections within these neighboring counties, its official jurisdictional boundary – as defined within its enabling legislation AB 644 – is confined to the 12 cities and unincorporated areas of Monterey County¹ (Figure 1). For the purposes of this PPP, population and other statistical data used to determine limited English proficiency have been limited to its official jurisdictional boundaries.

¹ AB 644 (106010) states: “There is hereby created the Monterey-Salinas Transit District. The jurisdiction of the district extends throughout the county, including all of the incorporated and unincorporated territory.”
Figure 1: MST's Regional Map
2. MST’S STAKEHOLDERS

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

MST is accountable to the diverse population of individuals who reside, work, and travel within the 12 cities and unincorporated areas of Monterey County. Monterey County demographic data estimates Monterey County’s population of 433,212 to be 51 percent male and 49 percent female, with a median age of 34 years² (Table 1). Monterey County’s population is 58.3 percent Hispanic or Latino, 30.3 percent white, and 5.5 percent Asian (Table 2).

Table 1: Monterey County Population Estimates by Sex and Age

<table>
<thead>
<tr>
<th>Subject</th>
<th>Monterey County 2014-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>433,212</td>
</tr>
<tr>
<td>Male</td>
<td>51%</td>
</tr>
<tr>
<td>Female</td>
<td>49%</td>
</tr>
<tr>
<td>Median Age</td>
<td>34.1</td>
</tr>
<tr>
<td>18 years and over</td>
<td>73.7%</td>
</tr>
<tr>
<td>Male</td>
<td>51%</td>
</tr>
<tr>
<td>Female</td>
<td>49%</td>
</tr>
<tr>
<td>21 years and over</td>
<td>68.9%</td>
</tr>
<tr>
<td>62 years and over</td>
<td>15.8%</td>
</tr>
<tr>
<td>65 years and over</td>
<td>12.8%</td>
</tr>
<tr>
<td>Male</td>
<td>45.4%</td>
</tr>
<tr>
<td>Female</td>
<td>54.6%</td>
</tr>
</tbody>
</table>

Table 2: Monterey County Population Estimates by Race and Ethnicity

<table>
<thead>
<tr>
<th>Subject</th>
<th>Monterey County 2014-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>433,212</td>
</tr>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>58.3%</td>
</tr>
<tr>
<td>White alone</td>
<td>30.3%</td>
</tr>
<tr>
<td>Asian alone</td>
<td>5.5%</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>2.4%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>2.7%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>.5%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>.2%</td>
</tr>
</tbody>
</table>

² Source: Demographic and Housing Characteristics, 2014-2018, Monterey County. Rounding difference of .1% reported as published.
USDOT has adopted the Department of Justice’s (DOJ) Safe Harbor Provision, which stipulates that if a recipient of federal funds provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action will be considered strong evidence of compliance with the recipient’s written translation obligations.

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

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

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

MST values the partnerships it has established with its stakeholders, understanding that they provide vital links between MST and its customers. Information-sharing is an important component of public outreach and MST will continue to preserve and increase its partnerships within our communities.

---

3 MST’s Language Assistance Plan can be found in Attachment H of its 2020-2023 Title VI Program Update.
3. MST’S STRATEGIC APPROACH TO PUBLIC PARTICIPATION

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

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

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

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

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

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

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

**Make Public Participation Accessible**
MST will make every effort to ensure public participation opportunities are accessible to persons with disabilities.

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

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

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

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

**Maintain Public Safety, Health, and Welfare**
MST will offer electronic, video, and other means of communication to maximize the health, safety, and welfare of the public during times of emergency due to natural or man-made disasters, civil emergencies, or pandemics. MST may also make short term service adjustments when responding to local, state, or nationally declared emergencies prior to seeking public input if it is deemed in the best interest of the community to do so.
MST’S PUBLIC PARTICIPATION GUIDING PRINCIPLES

To assist Monterey-Salinas Transit in achieving its public participation goals, the following guiding principles have been identified to assist MST staff when planning for changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects. These guiding principles create a “communication loop” of early, continuous, and meaningful public participation (Figure 2).

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

**Figure 2: Public Participation Communication Loop**

> Public participation is most effective for both stakeholders and transit staff when it is early, continuous, and meaningful.

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

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

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

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

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

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

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

Techniques
MST staff may use a variety of techniques to identify impacted stakeholders, preferable outreach methods, determine meeting locations/frequency, and create the overall outreach timeline, such as:

- Review and analyze demographic maps, transit routes, etc.

5 The techniques identified in this PPP represent only a sample of tools available. Detailed descriptions of the techniques listed in this document, as well as many others, can be found in the U.S. Department of Transportation and Federal Transportation Administration’s “Public Involvement Techniques for Transportation Decision-making.”
• Solicit input from advisory committees and other groups who represent underserved populations.
• Create a database of meeting locations that are transit-convenient, ADA accessible, located within impacted communities, and familiar to impacted stakeholders.
• Use Gantt charts or other project management tools to establish an outreach timeline.
• Schedule meetings at locations and frequencies that are convenient and transit-accessible for minority and LEP communities.
• Consider different meeting sizes and formats. Examples include:
  o Board meetings, public hearings
  o Community meetings, drop-in centers
  o Focus groups
  o Open houses, workshops, charrettes
  o Information booths
• Determine the need for language translation or interpretation

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

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

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

• Create a database of media outlets and other non-traditional opportunities to notice public meetings, including those that target impacted stakeholders. Examples include:
  o Traditional media (print, radio, television)
  o Social media (Twitter, Facebook, Instagram)
  o Magazines and other publications that are widely distributed
  o Magazines and other publications that serve minority and LEP populations
  o Schools, libraries, or other locations frequented by impacted stakeholders
  o Online public participation platforms (Zoom, NextDoor, MindMixer, Crowdbrite, etc.)
  o MST website www.mst.org
• Use alternative distribution formats to notice public meetings. Examples include:
  o Brochures, newsletters, flyers
  o Direct mailers
  o Email lists
  o Press releases
  o Public service announcements
  o Social media (Twitter, Facebook, Instagram)
  o MST website www.mst.org
  o Advisory committees and groups who represent or serve underserved populations
• Provide opportunities for public comment other than attending meetings and clearly advertise the opportunities. Examples include:
3. PROVIDE
The third phase of the communication loop involves providing the public with relevant information and materials and informing them of their potential for influence.

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

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

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

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

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

MST operates within a regulatory environment that may at times preclude certain requests from being implemented; additionally, there may be technical, budgetary, or other barriers that may limit MST’s ability to implement certain requests. For this reason, the evaluation phase of the public participation process most often will be conducted by MST staff and/or consultants.
The goal of the public outreach effort is to ensure positive outcomes, better solutions, and a transit system that acknowledges the concerns, needs, and values of its stakeholders. For this reason, public input is evaluated for integration into the final project or decision to the extent it is relevant, constructive, and financially and administratively feasible.

**Techniques**

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

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

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

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

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

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

5. **INTEGRATE**

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

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

**Techniques**

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

- Revise draft plans, programs, and policies for final approval by the MST Board of Directors
- Record all public comments received from relevant sources
  - Minutes of all public meetings
  - Written, email, telephonic submissions
  - Surveys
  - Comments received from social media
- Comments received on MST website [www.mst.org](http://www.mst.org)
- Drop-in centers, pop-up booths

- Describe the mechanism(s) used to evaluate/analyze public comments
  - SWOT analysis
  - FOOD analysis
  - Mapping, planning, and scheduling comparisons
  - Resource availability analysis
  - Budget analysis
  - Legal review

- Include the reasons for accepting or rejecting public comments
  - Administrative feasibility
  - Ethical conformity
  - Financial feasibility
  - Project effectiveness
  - Technical feasibility

6. **INFORM**

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

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

- Include all public comments received:
  - In the appendix of the final plan/project
  - In staff memos presented to the MST Board
  - On the MST website [www.mst.org](http://www.mst.org)
  - In other public information efforts (e.g., emails, mailers, etc.)

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

- Include the reasons for accepting or rejecting public comments:
  - In the appendix of the final plan/project
  - In staff memos presented to the MST Board
  - On the MST website [www.mst.org](http://www.mst.org)
  - In other public information efforts (e.g., emails, mailers, etc.)
4. MST’S BASELINE METHODS FOR PUBLIC OUTREACH

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

While MST may implement a range of outreach techniques to increase public participation, a baseline of methods has been established to ensure MST meets the basic requirements for public participation. All public outreach efforts incorporate the requirements of MST’s Language Assistance Plan to ensure meaningful access to persons with limited English proficiency. MST’s baseline public participation methods are described below.

Monthly Board Meetings

The MST Board of Directors holds monthly public meetings of the full Board and alternates its Operations Performance and Administrative Performance Committees. A public comment period is provided at every Board and committee meeting allowing stakeholders the opportunity to comment on any issue of concern, whether on or not on the agenda.

- All Board meetings are noticed at least 72 hours in advance on MST’s website, at meeting locations, and on social media.
- Agendas are available to the public at least 72 hours in advance of Board meetings on MST’s website and by mail or email upon request.
- Public comments may be submitted in writing, by telephone (including TDD/TYY/711 Relay), or by other accessible formats upon request.
- Accessible formats and language translation or interpretation is provided with three working days’ advance notice, and instructions on obtaining these services are provided on every agenda.
- Bilingual (English/Spanish) Customer Service Representatives are present at every Board and committee meeting.

Public Hearings

In accordance with 49 USC Chapter 53, Federal Transit Laws, Section 5307 (c)(1)(l), a grantee must have a “locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transportation.” The regulation does not require that fare decreases, service increases, or “special fares” be preceded by public comment. The grantee is not required to hold a public meeting but must offer an opportunity for one. The grantee must establish guidelines or thresholds for what it considers a “major” reduction to be.

The MST Board defines a “major reduction of transportation” as one that results in a 20% or greater decrease in total vehicle service hours or any permanent increase in fare structure for fixed-route or paratransit service. Changes not meeting this threshold do not require a public comment process. The District’s Public Hearing Policy is provided below:

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6 MST provides free language translation and interpretation services in Spanish, Tagalog, Korean, and Vietnamese per its Language Assistance Plan.
OBJECTIVE: To establish a locally developed process for soliciting and considering public comments for major service changes and fare increases.

Definition of Public Hearing Requirement
In accordance with 49 USC Chapter 53, Federal Transit Laws, Section 5307, a grantee must have a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction in service. The regulation does not require that fare decreases, service increases, or “special fares” be preceded by public comment. The grantee is not required to hold a public meeting but must offer an opportunity for one. The grantee must establish guidelines or thresholds for what it considers a “major” change to be.

Threshold for Public Hearing Requirement
The MST Board defines a major change as one that results in a 20% or greater decrease in vehicle service hours, changes in routing that result in MST vehicles utilizing new public streets and/or corridors not previously used by any route (excluding major arterial and collector streets, streets designated as a truck route, or a State-owned roadway), or any increase in fare structure. Changes not meeting this threshold do not require a public comment process.

Exceptions to the Public Hearing Requirement
1. A reassignment of route numbers resulting from combining existing routes, which results in the creation of a new route “number”.
2. Standard seasonal variations, unless the variation, as compared to operations during the previous season, falls within the definitions of major adjustments of transit service listed above.
3. Emergency service changes, including changes in routes or service frequencies which may be necessitated due to a disaster which severely impairs public health or safety, changes in access to public streets, or the ability of District equipment to travel on public streets.
4. The restoration of service which had been eliminated within the past ten years due to budget constraints, provided the service runs substantially on the same route as it had prior to its elimination, subject to minor deviations which do not exceed the major adjustment of transit service requirements above.
5. The introduction or discontinuance of short-term or temporary service which will be/has been funded primarily through grants or third-party contracts.
6. Changes to service on a route with fewer than ten total trips in a typical service day.
7. Reassignment of a route from one fare category to another fare category.

Public Hearing Guidelines
1. The General Manager/CEO or the MST Board of Directors will authorize the holding of a public hearing(s) when required and if appropriate, a public hearing officer will be assigned.
2. When appropriate, public hearings may be held on the Monterey Peninsula, within the City of Salinas, and/or within a jurisdiction(s) of the Central Salinas Valley.
3. The Executive Assistant/Clerk to the Board with guidance from the Assistant General Manager and General Manager/CEO or their designate shall seek input from Board members regarding the time, location and public notice requirements for the public hearing(s) to be held.

4. Special consideration should be given on the timing, location, and public notice of the event to ensure that the public is able to provide comment by attending the meeting or submitting written, email, or verbal comments.

5. At least two weeks’ notice to the public shall be given prior to each hearing.

6. The public shall be invited to submit written, email, or verbal comments if they cannot attend the hearing.

7. Publicity for the hearing and written comments shall at a minimum include:
   
   - Advertisements in the Herald and/or the Californian (depending on the location(s) of the meeting(s), and at least one Spanish language medium during the minimum two-week notice period.
   - Legal notice in the Herald and/or the Californian (depending on the location(s) of the meeting(s) during the minimum two-week notice period.
   - Car cards in all MST coaches during the minimum two-week notice period.
   - A press release for local media.

8. Media releases related to the public hearing must be reviewed by General Manager/CEO, Assistant General Manager or his/her designate.

9. The Executive Assistant/Clerk to the Board shall notify all MST Board members and their respective alternates of the time and location for the public hearing as part of the public notification process.

Consideration of Public Comments

1. MST staff shall provide the Board of Directors with all comments submitted by the public.

2. The Board will consider all comments submitted during the public hearing process.

3. The Executive Assistant/Clerk to the Board shall record each speaker’s name and a summary of their comments.

4. The Board will take no final action until the public’s written and oral comments have been presented at the final public hearing.
Notice of Accessibility, Language Assistance, and Public Comment

Examples of MST’s notice of accessibility, language assistance, and public comment options for Board meeting, public hearings, and other publicly noticed meetings are provided below:

Accessibility, Language Assistance, Public Comments – MST Board and Committee Agendas

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

Upon request, Monterey-Salinas Transit will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

Mail: MST, Attn: Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940
Website: https://mst.org/contact-us/ ● Email: clerk@mst.org ● Phone: (888) 678-2871
TTY/TDD: 831-393-8111 ● 711 Relay

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

Accessibility, Language Assistance, Public Comments – Public Hearings and Other Public Meetings

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

Upon request, Monterey-Salinas Transit will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item under consideration by contacting MST:

Mail: MST, Attn: Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940
Website: https://mst.org/contact-us/ ● Email: clerk@mst.org ● Phone: (888) 678-2871
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888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원
Advisory Committees

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

**Measure Q Oversight Committee**

On November 4, 2014, the voters of Monterey County approved the first-ever countywide sales tax measure for public transit. The MST Local Transit Funding for Seniors, Veterans, and Persons with Disabilities sales tax measure (Measure Q) went into effect in April of 2015 and is expected to raise approximately $8 million per year to provide vital public transit services to these groups. The sales tax will expire after 15 years unless renewed by the voters of Monterey County.

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

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

MQC members meet at least twice per year to review and report on the revenue and expenditure of funds from the tax to ensure that all funds are spent to benefit seniors, veterans, and persons with disabilities. All Measure Q meetings are open to the public. Nominations for MQC members are solicited by MST staff from a variety of nonprofit agencies, social service providers, municipalities, and Board members, with special consideration given to individuals who are themselves seniors, veterans, or persons with disabilities.

MST staff makes every attempt to maintain a racially diverse committee membership and seeks out and encourages minority participation when filling vacancies due to attrition or term limits. Members of the MST Board of Directors are informed when vacancies occur, and their assistance in identifying members of their communities for service on the committee is requested. Current members of the committee also provide recommendations from among their social and professional networks. The Title VI Coordinator monitors the racial makeup of MST’s advisory committees and makes diversity recommendations when vacancies occur.
**Mobility Advisory Committee**

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

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

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

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

A breakdown of the racial/ethnic composition of MST’s advisory committees is provided in Table 3. Current representation on the MAC and MQC does not closely reflect the racial diversity of MST’s service area population. White individuals are disproportionately over-represented on both committees although this group makes up only 30.3% of the population, and Hispanic individuals are under-represented on both committees considering they make up 58.8% of Monterey County population totals.

MST’s Title VI Coordinator has discussed with its executive leadership and committee staff members the process for recruiting minorities to participate on its advisory committees. Over the next three years, MST staff will continue to encourage participation among minority groups and will evaluate methods to encourage this participation by implementing the public participation goals and methods of outreach as identified in this Public Participation Plan.

**Table 3: Racial Composition of MST’s Advisory Committees.**

<table>
<thead>
<tr>
<th>Committee</th>
<th>WH</th>
<th>AIAN</th>
<th>AS</th>
<th>BL</th>
<th>H/L</th>
<th>NHPI</th>
<th>2+</th>
<th>Total No. Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>MQC</td>
<td>66.7%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>33.3%</td>
<td>0%</td>
<td>0%</td>
<td>6</td>
</tr>
<tr>
<td>MAC</td>
<td>44%</td>
<td>0%</td>
<td>13%</td>
<td>6%</td>
<td>37%</td>
<td>0%</td>
<td>0%</td>
<td>16</td>
</tr>
</tbody>
</table>
Surveys

Monterey-Salinas Transit regularly conducts surveys in both English and Spanish to gauge the opinions of its customers and the community at large. Market research activities allow MST to identify program strengths and weaknesses while developing strategies for enhancing service, thereby improving mobility for those who live and work within MST’s service area.

In 2018, MST conducted three market research studies to gain objective insight into MST customer opinions regarding its service lines and to compile a demographic profile of the typical MST rider: an onBoard rider survey, a community non-rider survey, and a targeted Free 40s onBoard rider survey. The majority of the rider and non-rider surveys were collected via intercept methodology May 18-21.

Rider surveys were collected according to a route-specific sampling plan. The community survey was fielded at activity centers throughout Monterey, Salinas, and other nearby areas. The Free 40s survey was conducted via intercept methodology on targeted routes on April 14 and 15. In total, 655 surveys were collected for the rider survey, 439 for the community survey, and 384 for the Free 40s survey. All surpassed the targets of 375, 375, and 200 surveys, respectively. Survey data can be viewed in its entirety in MST’s Title VI Program. The key findings of each survey are summarized below.

2018 Rider Survey
The profile rider is an English-speaking person under 35 years of age, currently employed, with an annual household income of $20,000 or less. Survey participants were ride-dependent, with nearly 68% citing lack of access to a personal vehicle as the reason for riding public transit; more than half of respondents do not have a valid driver license.

The majority of respondents (83.4%) completed the survey in English; over half (52.2%) ride five or more days per week; and 67.7% ride because they have no car available. When queried as to how these riders learn about MST service changes or obtain assistance with trip planning, a majority reported accessing written, verbal, or social media sources (Chart 1).

Chart 1: How Do You Learn About MST Service?

How do you usually learn about MST service changes or obtain assistance with trip planning? (Select up to 3)
The majority of these riders reported that English (76.5%) and/or Spanish (41.2%) are spoken at home (Chart 2).

**Chart 2: Languages Spoken at Home**

What languages are spoken in your home?  
(Select all that apply)

*English* 76.50%  *Spanish* 41.20%  *Tagalog* 4.60%  *Korean* 1.70%  *Vietnamese* 0.60%  *Other* 6.30%  *Prefer not to answer* 6.10%

**2018 Community Survey**

This profile non-rider was an English-speaking person age 34 years or under, currently employed, with an annual household income of $40,000 or more. More than 40% of the respondents indicated that they preferred driving their own vehicle to riding public transit. MST values the input of the non-riding public and analyzes survey responses to gauge their opinion of MST’s value to the community and environment, and to understand what might incentivize non-riders to consider using public transit. The majority of respondents have lived in Monterey County for more than 10 years (52.2%) and live in a household where either English or Spanish is spoken (Chart 3).

**Chart 3: Language Spoken at Home**

What languages are spoken in your home?  
(Select all that apply)

*English* 83.10%  *Spanish* 43.10%  *Tagalog* 2.30%  *Korean* 1.80%  *Vietnamese* 1.80%  *Other* 2.30%  *Prefer not to answer* 3.60%
This group cited “more frequent service” as the primary motivator for potential transit usage (Chart 4).

**Chart 4: Possible Improvements**

Which of the following improvements might encourage you to ride MST? (Select up to three)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>If each trip took less...</td>
<td>27.1%</td>
</tr>
<tr>
<td>If buses ran more often</td>
<td>29.2%</td>
</tr>
<tr>
<td>If stops were more...</td>
<td>23.2%</td>
</tr>
<tr>
<td>If buses ran later in...</td>
<td>15.7%</td>
</tr>
<tr>
<td>If buses were on time...</td>
<td>9.1%</td>
</tr>
<tr>
<td>If MST served new...</td>
<td>10.7%</td>
</tr>
<tr>
<td>Nothing would...</td>
<td>13.4%</td>
</tr>
<tr>
<td>If each trip took less...</td>
<td>28.9%</td>
</tr>
</tbody>
</table>

**Free 40s Survey**
The profile of a Free 40s rider is a Spanish-speaking resident of Salinas, 35 years old or older, with an annual household income of $20,000 or less. Two-thirds of riders rely on MST due to lack of access to a vehicle. The Free 40s program began offering no-fare service on weekends and holidays on five of its Salinas routes on September 2, 2017 and will continue until June 2021. The program is funded in part with the California Climate Investment grant to promote ridership and benefit disadvantaged communities. Shopping was the most common reason for riding the bus on these lines (Chart 5).

**Chart 5: Reason for Trip**

Why are You Taking This Trip?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>21.1%</td>
</tr>
<tr>
<td>School</td>
<td>10.7%</td>
</tr>
<tr>
<td>Visiting friends/relatives</td>
<td>21.1%</td>
</tr>
<tr>
<td>Shopping</td>
<td>54.2%</td>
</tr>
<tr>
<td>Healthcare/social services</td>
<td>16.1%</td>
</tr>
<tr>
<td>Other</td>
<td>12.0%</td>
</tr>
</tbody>
</table>
While the majority of these riders live in a geographic region in Salinas with a high level of Spanish speakers, all three surveys revealed a similar concentration of both English and Spanish speaking riders throughout MST’s system (Chart 6).

**Chart 6: Language Spoken at Home**

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>52.6%</td>
</tr>
<tr>
<td>Spanish</td>
<td>66.7%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>0.8%</td>
</tr>
<tr>
<td>Korean</td>
<td>1.0%</td>
</tr>
<tr>
<td>Other</td>
<td>2.9%</td>
</tr>
<tr>
<td>Decline to state</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

**Community Outreach**

**Community Meetings**

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

- Drop-in centers
- Focus groups
- Open houses
- Workshops
- Charrettes
- Transportation fairs
- Presentations at senior centers, community organizations, etc.
- Zoom, Webex, or other website platforms

To maximize participation by the public, a variety of methods are utilized, including:

- Community meetings are held at locations, days, and times relative to the purpose of the meeting and the target audience.
- At least two weeks’ notice is provided for community meetings.
- Community meetings are advertised in both English and Spanish and include MST’s Safe Harbor notice of language services in English, Spanish, Tagalog, Vietnamese, and Korean.
- Community meetings are advertised in print and/or other formats, as appropriate for the purpose of the meeting and the target audience.
• Community meetings are advertised on the MST website.
• Accessible formats and language translation or interpretation are provided with three working days’ advance notice, and instructions on obtaining these services are provided in all ads.
• Bilingual (English/Spanish) Customer Service Representatives are present at every community meeting.
• All meeting presentation materials are provided in English and Spanish. If the meeting targets specific language groups and communities, translation and interpretation are provided in those languages, including presentation materials.

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

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

MST employs a bilingual (English/Spanish) Community Relations Coordinator dedicated to community engagement and the support and promotion of MST’s services. This person maintains regular contact with various community and interest groups such as schools, nonprofits, clubs, social service providers, senior living communities, and other organizations.

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

• Salinas Valley Memorial Healthcare Cancer Center Visit
• California Highway Patrol Age Well Drive Smart Event
• West End Celebration MST Information Booth
• Migrant Education Parents Group
• Monterey County Jail Job and Resource Fair
• Rancho Cielo Job Fair
• Veteran Connect at the County Fair

**MST Travel Trainers**

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

• How to plan a bus trip
• How to understand route maps, stops, bus schedules and landmarks
• How to Board and de-Board a bus safely
• How to pay fares and purchase bus passes
• How to transfer to other buses
• How to use a mobility device
• Support for those with cognitive challenges
Paratransit Outreach

Monterey-Salinas Transit is committed to assisting persons with disabilities or other travel challenges to ensure they receive the same level of mobility and independence on public transit that other customers enjoy. To this end, MST operates a robust ADA-compliant mobility and travel assistance program, including:

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

**MST RIDES ST**
MST RIDES Special Transportation (ST) service is for riders with disabilities who reside in parts of unincorporated north and south Monterey County that are outside of MST’s ADA service area.

**Senior Shuttle**
MST’s Senior Shuttles are specially designed routes that transport seniors to locations without requiring them to transfer from bus to bus. Many Monterey County seniors live in senior communities and in locations outside of city centers, and these riders often need to reach vital services such as medical appointments, grocery stores, and pharmacies. These routes are generally planned and scheduled with input from the senior populations being served.

**MST Navigators**
To support both fixed route and paratransit customers, MST offers education and training services to assist individuals in successfully riding the bus. MST Navigators are volunteers who work side-by-side with MST staff to promote mobility for individuals with travel challenges. Navigators perform a variety of tasks and outreach activities to MST’s customers and potential customers, including:

- Teaching people or groups to navigate the bus system
- Providing public education and community outreach
- Visiting senior centers to answer transportation questions and provide travel training
- Providing general assistance for paratransit customers
- Giving presentations at service-related organizations, groups, and senior centers
- Staffing information booths at fairs, events, and workshops
- Regularly using MST’s programs and services and providing feedback on service quality

**MST TRIPs**
MST’s Transportation Reimbursement Incentive Program (TRIPs) reimburses seniors, persons with disabilities, and veterans living within Monterey County but outside of MST’s service area to help reduce their travel costs. Eligible individuals designate their own volunteer driver, who is a family member, friend, or neighbor. In return, MST reimburses .40 cents per mile up, to 250 miles per month, to compensate the volunteer for their time and vehicle costs used for transport.
Taxi Voucher Program
MST’s Taxi Voucher Program assists seniors, persons with disabilities, and veterans with accessing important locations within their communities. Eligible individuals receive up to 10 taxi vouchers per month, and each $3 voucher is valid for a one-way trip to be used as payment to any participating taxicab company.

Routine Public Information

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

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

For questions or comments, please contact MST:
Mail: MST, Attn: Marketing Manager, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940
Website: https://mst.org/contact-us/ ● Email: customerservice@mst.org ● Phone: (888) 678-2871
TTY/TDD: 831-393-8111 ● 711 Relay
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Social Media
MST uses several social media formats to keep its customers informed of issues such as holiday schedules, route detours, and late buses. MST currently uses the following social media platforms:

- Facebook: https://www.facebook.com/montereysalinas.transit
- Twitter: https://twitter.com/MST_BUS
- Twitter (2nd acct): https://twitter.com/MST_TransitNew
- Transit App: https://transitapp.com/
- YouTube: https://m.youtube.com/user/MontereySalinasTrans
- Instagram: https://www.instagram.com/mst_bus/

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

- Brochures
  - MST Special Visitor Route Brochures*
  - MST Trolley Brochures*
  - ADA Paratransit Services*
  - Travel Training*
  - Taxi Voucher Program*
Established Navigators
- Comprehensive Annual Financial Report

- Fact Sheets
  - JAZZ Bus Rapid Transit
  - MST Fares**
  - Special Projects**
  - Special and Discount Fares**

Rider’s Guide**

**Materials are bilingual in English and Spanish

Website
MST maintains a website [www.mst.org](http://www.mst.org) to provide a wealth of valuable information***, including in part:

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

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

Language Assistance

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

To comply with federal regulations and guidelines, and to encourage participation by minorities and LEP persons, MST has established minimum thresholds for providing language assistance to its stakeholders, per its Language Assistance Plan:
- All MST Customer Service Representatives are bilingual in Spanish and English, and a representative is present at every publicly noticed meeting.
- Board meetings and public meetings are publicized in English and Spanish with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.
- Translation or interpretation services for Board meetings and public hearings are provided free of charge in Spanish, Tagalog, Vietnamese, and Korean with three working days’ advance notice, and instructions on obtaining these services are provided on every agenda and public hearing notice.
- MST offers Google Translate on its website, providing visitors with the ability to translate every page on MST’s website in addition to the MST Rider’s Guide.
- MST contracts with Language Line Solutions to provide telephone or in-person interpretation.
- MST Customer Service Representatives, Coach Operators, and Transportation Operations Supervisors are trained in accessing Language Line Services and interacting with LEP customers.

**Accessibility Methods**

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

The following public hearings, scoping meetings and requests for public comment took place over the last three years. Public hearings were noticed per MST’s Public Hearing Guidelines and Public Hearing Policy. MST also maintains a history of public information and press releases on its website at https://mst.org/about-mst/news/

- On August 11, 2016, MST held a public scoping meeting in King City to seek input from the public regarding the proposed South County Facility Plan and Site Selection Criteria. Spanish and Triqui interpreters were present and materials were translated into Spanish. Triqui does not have a formal written language; therefore, interpreters are relied upon to describe written documents.

- On August 13, 2016, MST held a public scoping meeting in King City to seek input from the public regarding the proposed South County Facility Plan and Site Selection Criteria. Spanish and Triqui interpreters were present and materials were translated into Spanish. Triqui does not have a formal written language; therefore, interpreters were relied upon to describe written documents. The minutes and public comments received at these meetings were included in the September 2016 Board agenda.

- On September 19, 2016, the MST Board approved the site selection goals for the proposed South County Bus Facility to comply with FTA Circular 4702.1B equity analysis requirements.

- On February 6, 2017, MST’s Title VI Coordinator informed the Board of the Title VI Public Participation Plan public review and comment period. The comment period was open from February 6, 2017-March 3, 2017. Staff review of public comments took place from March 6-10, 2017. The Title VI Program Update was presented to the Board for approval on April 10, 2017 and included all public comments received during the comment period.

- On March 6, 2017, MST conducted a public hearing for its FY 2017 Program of Projects. Public hearing notices were published per MST policy on January 28, 2017. The Program of Projects was revised with a public hearing on September 11, 2017. The revision corrected the estimated amount of MST’s full year allocation. Public hearing notices were published per MST policy on July 29, 2017.

- On April 9, 2018, MST presented the MST Board with the results of a poll of 400 likely Monterey County voters assessing their sentiments of the November 2018 effort to repeal new state transportation funding recently enacted by the legislature and the governor of California.

- On May 14, 2018, MST conducted a public hearing for its FY 2018 Program of Projects. Public hearing notices were published per MST policy on April 11, 2018. The Program of Projects was revised with a public hearing on June 11, 2018. The revision corrected the estimated amount of MST’s full year allocation. Public hearing notices were published per MST policy on May 21, 2018.

- On October 8, 2018, MST held a public hearing at its Board meeting regarding potential service reductions and/or fare increases pending repeal of transportation funding as proposed in Proposition 6. Service reductions and/or fare increases would take effective as early as December 15, 2018 if Proposition 6 passes in November. The Proposition did not pass, and service reductions and fare increases were not implemented. Public hearings were also advertised per MST’s public hearing policy and held in Seaside, Greenfield, and all public comments were received and documented in the Board agenda.
• On May 13, 2019, MST conducted a public hearing for its FY 2019 Program of Projects. Public hearing notices were published per MST policy on April 18, 2019.
• On March 9, 2020, MST conducted a public hearing for its FY 2020 Program of Projects. Public hearing notices were published per MST policy on February 19, 2020.
• On March 19, 2020, MST held an emergency meeting to declare a Fiscal Emergency in response to COVID-19 Pandemic. The public hearing was conducted via teleconference and the public was provided an opportunity to call in via teleconference. No public comments were received.

The following community events, presentations, and collaborative meetings were attended by MST staff from May 2017-January 2020 (Table 4).

Table 4: Outreach Events, Presentations, Meetings

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT/LOCATION</th>
<th>CITY</th>
<th>ATTENDEES</th>
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<tbody>
<tr>
<td>May 2017</td>
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<td>Frank Ledesma Elementary School</td>
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<td>5/12/17</td>
<td>Jack Franscioni Elementary School</td>
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<td>7/12/17</td>
<td>SVMH Cancer Center</td>
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<td>8/2/17</td>
<td>CHP Age Well Drive Smart</td>
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<td>8/15/17</td>
<td>Greenfield Library</td>
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<td>Hartnell - Real Time</td>
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<td>8/24/17</td>
<td>Merrill Garden</td>
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<td>Migrant Education- Parents Group</td>
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<td>Whole Person Care- Collaborative</td>
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<td>MCOE Summer Program to Mobility Center</td>
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<td>Blue Zone Kick-off Project</td>
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<td>City of Salinas Wellness Employee Fair</td>
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<tr>
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<td>Cyclovia</td>
<td>Salinas</td>
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<tr>
<td>10/9/19</td>
<td>Alisal High Parents Group</td>
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<td>10/10/19</td>
<td>Gathering for Women</td>
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<tr>
<td>10/20/19</td>
<td>Harvest Festival</td>
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<tr>
<td>10/23/19</td>
<td>Gathering for Women</td>
<td>Monterey</td>
<td>11</td>
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<tr>
<td>11/1/19</td>
<td>Mary Chapa Academy Career Day</td>
<td>Greenfield</td>
<td>63</td>
</tr>
<tr>
<td>11/6/19</td>
<td>Hospitality Recognition Luncheon</td>
<td>Monterey</td>
<td>50+</td>
</tr>
</tbody>
</table>
COVID-19 – First Actions Taken

On March 19, 2020, MST held an emergency Board meeting and public hearing declaring a fiscal emergency due to COVID-19 Pandemic. At this meeting, the Board of Directors adopted Resolution 2020-18, enabling the implementation of emergency service reductions and delegating to the General Manager/CEO and/or his designates authority to take action to commit District resources and expenditures and to provide purchasing authority to the General Manager/CEO and/or his designee up to $250,000 to respond to the COVID-19 pandemic.

The public was notified that MST’s leadership and employees were diligently working on developing actions and plans that would allow MST to meet community needs for transportation in a manner that limited MST riders and employees to exposure to COVID-19.

To ensure MST was ready to respond to the unknown effects and impacts of this pandemic, A COVID-19 Response Team was formed to plan and address multiple outcome scenarios, establish communications with local public safety and health officials, coordinate services and support efforts on behalf of the public, and communicate regularly with union leadership and MST staff members on any decisions that might affect working conditions.

MST would look to the Centers for Disease Control and World Health Organization to implement best practices in safety and service protocols, with plans for new operating procedures to be in place within days. Since the declaration of fiscal emergency, MST has taken the following actions to address the local impacts of the pandemic:


Health and Safety: Supplied additional hand sanitizer, gloves, and masks for MST employees and posted hand washing reminders and CDC information.

COVID-19 Response Team: Formed a response team and assigned areas of responsibility, activated the Incident Command Structure.

MST Website: MST created a “Coronavirus Updates” web page to include a history of MST Press Releases, Local/State Links and Resources, Federal Links and Resources, and copies of Health and Safety Posters for the public’s benefit.

Google Translate is available on MST's website for translation of its entire website, including links and attachments. Links to social media are prominently displayed on the website homepage, as well as
MST’s Notice of Language Assistance. Website visitors are provided multiple ways to contact MST and submit comments or complaints on its Contact Us page.

**MST Board Meetings and Public Hearings:** In response to federal, state, and local “shelter in place” orders, MST moved its public meetings to a Zoom format. All agendas were posted in accordance with MST’s routine policies and procedures; however, public meetings were postponed.

MST has updated its public accommodation notices and opportunities to submit public comments as stated in Chapter 4 of this Public Participation Plan. MST began to publish the revised notices in its agendas upon completion of this Plan.
6. CONCLUSION

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

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

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

MST thanks its stakeholders for their comments and input.

June 1, 2020

Carl Sedoryk
General Manager/CEO
7. APPENDICES

Appendix A: MST Stakeholder List
Appendix B: PPP Public Notice and Comments received
### MST Public Outreach Stakeholder List

<table>
<thead>
<tr>
<th>All Ways Caring HomeCare</th>
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<tbody>
<tr>
<td>Alliance on Aging</td>
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<tr>
<td>Always Best Care</td>
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<td>AMBAG</td>
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<td>ATU Local No. 1225</td>
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<tr>
<td>Bicycling Monterey</td>
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<tr>
<td>Big Sur Land Trust</td>
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<td>Blind &amp; Visually Impaired Center</td>
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<td>Blue Zone Project</td>
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<td>Boys &amp; Girls Club</td>
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<td>California Department of Corrections</td>
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<tr>
<td>Carmel Chamber of Commerce</td>
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<tr>
<td>Carmel Foundation</td>
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<tr>
<td>Carmel Valley Chamber of Commerce</td>
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<td>Central California Alliance for Health</td>
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<td>CCC-Independent Living</td>
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<tr>
<td>Central Coast Senior Services</td>
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<td>Central Coast VNA and Hospice</td>
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<tr>
<td>CHISPA</td>
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<tr>
<td>CHOMP</td>
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<td>City of Carmel-by-the-Sea</td>
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<td>City of Del Rey Oaks</td>
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<td>City of King</td>
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<td>City of Marina</td>
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<td>Clinica de Salud del Valle de Salinas</td>
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<td>CF-Monterey County</td>
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<td>Community Human Services</td>
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<td>COPA</td>
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<td>County of Monterey</td>
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<tr>
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<td>CSUMB</td>
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<tr>
<td>Deaf and Hard of Hearing Service</td>
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<td>Defense Language Institute</td>
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<td>Door to Hope</td>
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<tr>
<td>Dorothy's Place</td>
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<tr>
<td>Drake House</td>
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<tr>
<td>Elder Focus LLC</td>
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<td>LULAC</td>
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<td>Monterey County Behavioral Health</td>
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<td>Monterey County Office of Education</td>
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<td>Monterey Peninsula Foundation</td>
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<td>OMBA</td>
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<td>Old Fisherman's Wharf Association</td>
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<td>Pacific Grove Chamber of Commerce</td>
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<tr>
<td>Prunedale Senior Center</td>
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<tr>
<td>Rancho Cielo</td>
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<tr>
<td>Salinas Adult School</td>
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<tr>
<td>Salinas Firehouse Recreation Center</td>
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<td>Salinas Memorial Healthcare System</td>
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<td>Salinas Unified High School District</td>
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<td>Salinas Valley Chamber of Commerce</td>
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</tbody>
</table>
Appendix B: Public Notice & Public Comments Received

Press Release to Media Outlets

FOR IMMEDIATE RELEASE

June 8, 2020

Contact: Deanna Smith
Compliance Analyst
831-264-5878

MST PUBLIC PARTICIPATION PLAN PUBLIC COMMENT PERIOD

Monterey-Salinas Transit (MST) is seeking public comments on its Draft 2020-2023 Public Participation Plan (Plan). The Plan is a requirement of the Federal Transit Administration and complies with Title VI of the Civil Rights Act of 1964.

MST’s Public Participation Plan has been developed to ensure that MST provides the public with meaningful opportunities for inclusive and accessible public engagement during the transportation decision-making process. The Plan identifies the strategic approach, goals, and guiding principles MST has established to foster public participation and defines how MST will incorporate these standards into its transportation decision-making process.

MST has posted the Plan at www.mst.org and will provide a copy by request. MST will provide written or verbal translation of the document in Spanish by request; and will provide highlights of the document in Tagalog, Vietnamese, and Korean by request.

Members of the public who wish to view the Public Participation Plan, obtain a copy of the Plan, including accessible formats, or provide comments on the Plan can contact MST directly:

Mail: MST, Attn: Compliance Analyst, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940
Website: https://mst.org/contact-us/ ● Email: complianceanalyst@mst.org ● Phone: (888) 678-2871
TTY/TDD: 831-393-8111 ● 711 Relay

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

Deadline to receive comments: Friday, July 10 by 5:00 p.m.

###
Press Release Posted to MST’s Website

For Immediate Release

MST PUBLIC PARTICIPATION PLAN PUBLIC COMMENT PERIOD

0 June 2020

MST, the Monterey-Salinas Transit (MST) is seeking public comments on its Draft 2020-2023 Public Participation Plan (PPP). This Plan is a requirement of the Federal Transit Administration and complies with Title VI of the Civil Rights Act of 1964.

MST’s Public Participation Plan has been developed to ensure that MST provides the public with meaningful opportunities for inclusive and accessible public engagement during the transportation decision-making process. This Plan outlines the strategic approach, goals, and guiding principles MST has established to foster public participation and defines how MST will incorporate these standards into its transportation decision-making process.

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Members of the public who wish to view the Public Participation Plan, obtain a copy of the Plan, including accessible formats, or provide comments on the Plan can contact MST directly:

Mail: MST, Attn: Compliance Analyst, 19 Upper Ragsdale Dr, Suite 200, Monterey, CA 93940

Website: https://www.mst.org

Phone: (831) 670-2871, TTY: 831-353-0111, 711 Relay

Email: complianceanalyst@mst.org

For language assistance, call 831-353-0111 and ask to be transferred to the interpreter department.

Deadline to receive comments: Friday, July 10 by 5:00 p.m.
<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
<th>Date</th>
<th>Comment</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve McShane</td>
<td>City Councilmember City of Salinas</td>
<td>6/23/20</td>
<td>Outstanding work with the MST Public Participation Plan. MST is doing such great work.</td>
<td>Email response.</td>
</tr>
<tr>
<td>Sid Williams</td>
<td>Member, Measure Q Oversight Committee</td>
<td>6/12/20</td>
<td>I am impressed with the level of detail and the proposed efforts to include the public in the decision-making process. As a member of the Measure Q Oversight Committee, I am particularly happy to see the extra efforts made to support participation by the senior, veteran, and disabled populations. If there is some way to expand the map to a full-page size it would allow for the display of the routes that serve the VA Clinic in Marina. It would be helpful to veterans if they can see that information to help them plan their use of MST to seek healthcare at this facility.</td>
<td>Email response.</td>
</tr>
<tr>
<td>Theresa Wright</td>
<td>TAMC</td>
<td>7/7/2020</td>
<td>Great PPP! Comprehensive and well-thought out.</td>
<td>Email response.</td>
</tr>
<tr>
<td>Anna Vasquez</td>
<td>Board Member MST</td>
<td>7/13/20</td>
<td>With regard to MST’s advisory committees, I recommend conducting outreach in a culturally sensitive manner that allows participation for the under-represented populations, and that we also take a look at what challenges or barriers exist that prevent minority populations from serving on the committees.</td>
<td>Response during meeting that staff will implement this effort.</td>
</tr>
</tbody>
</table>
ATTACHMENT H:

Language Assistance Plan
Monterey-Salinas Transit

LANGUAGE ASSISTANCE PLAN

EFFECTIVE: AUGUST 1, 2020 – JULY 31, 2023

Monterey-Salinas Transit
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93940

Title VI Contact: Deanna Smith, Compliance Analyst
complianceanalyst@mst.org
1-888-678-2871
ACKNOWLEDGMENTS

The following individuals assisted with the preparation of this Public Participation Plan:

**Monterey-Salinas Transit:**

Deanna Smith, Compliance Analyst/Title VI Coordinator (lead preparer)

Lisa Rheinheimer, Assistant General Manager

Michelle Overmeyer, Director of Planning and Innovation

Ikuyo Yoneda-Lopez, Marketing and Customer Service Manager

Cristy Sugabo, Mobility Services Manager

Beronica Carriedo, Community Relations Coordinator

Eva Perez, Office Administrator

**Association of Monterey Bay Area Governments:**

Will Condon, Planner, AMBAG

Heather Adamson AICP, Director of Planner, AMBAG
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Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity that receives federal financial assistance.

In compliance with Title VI regulations, including U.S. Department of Justice (DOJ) 28 CFR § 42.401 et seq., and 28 CFR § 50.3; U.S. Department of Transportation (DOT) 49 CFR part 21; and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” (2000), Monterey-Salinas Transit (MST) has developed this Language Assistance Plan (LAP). Per guidance found in the Federal Transit Administration’s (FTA) Circular 4702.1B and DOT Limited English Proficiency (LEP) Guidance 70 FR 74087, December 14, 2005, Monterey-Salinas Transit (MST) has taken “reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who have limited-English proficiency.” Title VI regulations define (LEP) individuals as those who speak, read, write, or understand English “less than very well.”

MST supports the goal of Title VI and believes that providing language assistance will have a positive impact on Monterey County’s LEP population and its ridership in general. This LAP, effective August 1, 2020 to July 31, 2023, reflects MST’s compliance with federal Title VI regulations and its continuous efforts to ensure meaningful access to transit services for all persons, regardless of race, color, or national origin.

Using the four-factor analysis proscribed by USDOT, MST has assessed the language needs within its service area, which includes the cities of Carmel-by-the-Sea, Del Rey Oaks, Gonzales, Greenfield, King, Marina, Monterey, Pacific Grove, Salinas, Sand City, Seaside, Soledad, and the County of Monterey.

According to USDOT guidance and Circular 4702.1B Chapter III-7 Section 9(a), the federally funded recipient’s obligation to accommodate LEP populations is determined by balancing the following four factors:

- **Factor 1:** the number or proportion of LEP persons eligible to be served, or likely to be encountered, by a program, activity, or service.
- **Factor 2:** the frequency with which LEP individuals come in contact with the program, activity, or service.
- **Factor 3:** the nature and importance of the program, activity, or service to people’s lives.
- **Factor 4:** the resources available to the recipient.

To address **Factor 1**, Monterey-Salinas Transit incorporated the most recently available data from the U.S. Census 2014-2018 American Community Survey (ACS) 5-year estimate and the California Department of Education (CDE) through the California Longitudinal Pupil Achievement Data System (CALPADS). The data identified three (3) LEP language groups within MST’s service area meeting the DOJ’s Safe Harbor threshold of “five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered” by MST. These languages
include Spanish, Tagalog, and Korean. Vietnamese, which was identified as a Safe Harbor language in MST’s previous LAP, fell below the 1% threshold for this period; however, given its population level (970 persons) MST will continue to identify this language group as an LEP population for this LAP period.

To address Factors 2 and 3, MST reviewed employee survey responses, tracked language assistance activity provided by MST’s language interpretation provider, and analyzed responses from its most recent 2018 Onboard Rider Survey to determine the frequency with which LEP individuals come in contact with its programs, activities, or services, and how important these programs, activities, or services are to their daily lives.

To address Factor 4, MST weighed the demand for language assistance against its current financial and personnel resources will continue to implement the following four LAP elements:

1. Identifying LEP individuals who need language assistance.
2. Providing language assistance.
3. Training MST staff.
4. Providing notice to LEP customers.
5. Monitoring and updating the LAP.

By continuing to build on the success of its Language Assistance Plan, MST ensures that its employees have the tools to provide Monterey County’s residents and visitors with meaningful and equal access to public transportation regardless of their English proficiency. A copy of all census data used to complete the Four Factor Analysis can be found in Appendix A of this document.
2. INTRODUCTION

Monterey-Salinas Transit was created by California law AB 644 and formed on July 1, 2010. The District succeeded the Monterey-Salinas Transit Joint Powers Agency (formed in 1981) when the City of Salinas joined the Monterey Peninsula Transit Joint Powers Agency (formed in 1972). Current members of the District include the cities of Carmel-by-the-Sea, Del Rey Oaks, Gonzales, Greenfield, King City, Marina, Monterey, Pacific Grove, Salinas, Sand City, Seaside, Soledad, and the County of Monterey. The MST board of directors appoints the agency’s General Manager/CEO.

MST is a public transit agency that provides fixed-route, demand response, and special seasonal transit service to a 295-square mile area of Monterey County, Santa Cruz County, Santa Clara County, and San Luis Obispo County. From San Jose to Paso Robles, MST operates service that extends one-fifth the length of the entire State of California.

MST operates more than 50 fixed routes and serves a population of approximately 435,594 based upon the area within a three-quarter mile of established routes within the County. In FY 2019, MST carried over 4,272,000 passengers and operated over 4,684,000 service miles on fixed route. MST’s fixed route budget for FY 19 was over $42 million. Of that amount, approximately 64% came from state and local funds. Federal sources fund 19% of the operating budget. Another 16% of the operating budget is generated from fares. The remaining 1% of the operating budget is comprised of other funding sources. MST employs over 200 individuals, including coach operators; operations, maintenance, and facilities workers; and administrative staff who operate out of the following facilities:

- Monterey Bay Operations and Maintenance Facility, Monterey, CA
- Clarence J. Wright Operations Division, Salinas, CA
- Frank J. Lichtanski Administrative Offices, Monterey, CA
- Mobility Services Center, Salinas, CA
- Bus Stop Shop, Monterey, CA
- Monterey Transit Plaza
- Salinas Transit Center
- Sand City Station
- Marina Transit Exchange
- Watsonville Transit Center

MST’S SERVICE AREA BOUNDARIES

MST provides public transportation to an approximate 295 square-mile area of Monterey, Southern Santa Cruz, Northern San Luis Obispo, and Santa Clara counties. Although MST provides service connections within these neighboring counties, its official jurisdictional boundary – as defined within its enabling legislation AB 644 – is confined to the 12 cities and unincorporated areas of Monterey County1 (Figure 1). For the purposes of this LAP, population and other statistical data used to determine limited English proficiency have been limited to its official jurisdictional boundaries.

---

1 AB 644 (106010) states: “There is hereby created the Monterey-Salinas Transit District. The jurisdiction of the district extends throughout the county, including all of the incorporated and unincorporated territory.”
SERVICE AREA POPULATION

MST is accountable to a diverse population of individuals who reside, work, and travel within Monterey County. Monterey County demographic data estimates Monterey County’s population of 433,212 to be 51 percent male and 49 percent female, with a median age of 34 years (Table 1). Monterey County’s population is 58.3 percent Hispanic or Latino, 30.3 percent white, and 5.5 percent Asian (Table 2).

Table 1: Monterey County Population Estimates by Sex and Age

<table>
<thead>
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<th>Subject</th>
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<tr>
<td>Total Population</td>
<td>433,212</td>
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<tr>
<td>Male</td>
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</tr>
<tr>
<td>Female</td>
<td>49%</td>
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<tr>
<td>Median Age</td>
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<tr>
<td>18 years and over</td>
<td>73.7%</td>
</tr>
<tr>
<td>Male</td>
<td>51%</td>
</tr>
<tr>
<td>Female</td>
<td>49%</td>
</tr>
<tr>
<td>21 years and over</td>
<td>68.9%</td>
</tr>
<tr>
<td>62 years and over</td>
<td>15.8%</td>
</tr>
<tr>
<td>65 years and over</td>
<td>12.8%</td>
</tr>
<tr>
<td>Male</td>
<td>45.4%</td>
</tr>
<tr>
<td>Female</td>
<td>54.6%</td>
</tr>
</tbody>
</table>

Table 2: Monterey County Population Estimates by Race and Ethnicity

<table>
<thead>
<tr>
<th>Subject</th>
<th>Monterey County 2014-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>433,212</td>
</tr>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>58.3%</td>
</tr>
<tr>
<td>White alone</td>
<td>30.3%</td>
</tr>
<tr>
<td>Asian alone</td>
<td>5.5%</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>2.4%</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>2.7%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>.5%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>.2%</td>
</tr>
</tbody>
</table>

To determine MST’s obligation to accommodate LEP populations within its service area, the FTA recommended four-factor analysis was conducted and is detailed in the following chapter.

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2 Source: Demographic and Housing Characteristics, 2014-2018, Monterey County. Rounding difference of .1% reported as published.
3. FOUR-FACTOR ANALYSIS

The Safe Harbor provision of FTA Circular 4702.1B stipulates “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

MST has identified four LEP populations of 1,000 or more individuals who speak English “less than very well” and for whom notice of language assistance and written translation of vital documents is required: Spanish, Tagalog, Korean, and Vietnamese.

According to USDOT guidance and Circular 4702.1B Chapter III-7 Section 9(a), the federally-funded recipient’s obligation to accommodate LEP populations is determined by balancing the following four factors:

- **Factor 1:** the number or proportion of LEP persons eligible to be served, or likely to be encountered, by a program, activity, or service
- **Factor 2:** the frequency with which LEP individuals come in contact with the program, activity, or service
- **Factor 3:** the nature and importance of the program, activity, or service to people’s lives
- **Factor 4:** the resources available to the recipient

**FACTOR 1: IDENTIFICATION OF LEP INDIVIDUALS**

“The greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language services are needed...” (DOT LEP Guidance Section V (1)).

**American Community Survey Data**

To address **Factor 1**, Monterey-Salinas Transit incorporated the most recently available data from the 2014-2018 American Community Survey (ACS) 5-year estimate to determine the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service provided by MST.

The data identified three (3) LEP language groups within MST’s service area meeting the DOJ’s Safe Harbor threshold of “five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered” by MST. These languages include Spanish, Korean, and Tagalog, respectively.

ACS census data estimate that of the total population in the MST service area aged five years and over who speaks a language other than English, 113,175 individuals speak English less than very well. This

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3 To decrease redundancy, Vietnamese will be identified as an LEP language group throughout this document even though census data did not reach the five percent or 1,000 person threshold.
4 Source: ACS 2014-2018 5-Yr. Estimate, Monterey County LEP Estimates for the Population 5 Years and Over
number represents MST’s LEP population and is 28.23 percent of the total MST service area population of 400,894.

The most prevalent non-English language spoken in the MST service area is Spanish (102,765 persons), and these LEP speakers account for 25.63 percent of the total population within this service area. Tagalog LEP speakers (2,219 persons) account for .55 percent of the population, and Korean LEP speakers (1,277) represent .32 percent of the population. Although Vietnamese LEP speakers dropped below the 1,000 person threshold for this reporting period, MST will continue to serve this language group for LEP purposes. MST’s four LEP language groups are highlighted in Table 3, below.

<table>
<thead>
<tr>
<th>Language</th>
<th>Total Population</th>
<th>ACS LEP Population (Speaks English less than very well)</th>
<th>% of Total Population</th>
<th>% of Total LEP Population</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Population ACS 2014-2018</strong></td>
<td>400,894</td>
<td>113,175</td>
<td>28.23%</td>
<td>100%</td>
</tr>
<tr>
<td>Spanish</td>
<td>102,765</td>
<td>25.63%</td>
<td>90.80%</td>
<td></td>
</tr>
<tr>
<td>Tagalog (incl. Filipino)</td>
<td>2,219</td>
<td>0.55%</td>
<td>1.96%</td>
<td></td>
</tr>
<tr>
<td>Korean</td>
<td>1,277</td>
<td>0.32%</td>
<td>1.13%</td>
<td></td>
</tr>
<tr>
<td>Vietnamese</td>
<td>970</td>
<td>0.24%</td>
<td>0.86%</td>
<td></td>
</tr>
<tr>
<td>Other Asian and Pacific Island languages</td>
<td>1,580</td>
<td>0.39%</td>
<td>1.40%</td>
<td></td>
</tr>
<tr>
<td>Other Indo-European languages</td>
<td>1,412</td>
<td>0.35%</td>
<td>1.25%</td>
<td></td>
</tr>
<tr>
<td>Chinese (incl. Mandarin, Cantonese)</td>
<td>887</td>
<td>0.22%</td>
<td>0.78%</td>
<td></td>
</tr>
<tr>
<td>Other and unspecified languages</td>
<td>688</td>
<td>0.17%</td>
<td>0.61%</td>
<td></td>
</tr>
<tr>
<td>Arabic</td>
<td>648</td>
<td>0.16%</td>
<td>0.57%</td>
<td></td>
</tr>
<tr>
<td>Russian, Polish, or other Slavic languages</td>
<td>371</td>
<td>0.09%</td>
<td>0.33%</td>
<td></td>
</tr>
<tr>
<td>German or other West Germanic languages</td>
<td>214</td>
<td>0.05%</td>
<td>0.19%</td>
<td></td>
</tr>
<tr>
<td>French, Haitian, or Cajun</td>
<td>144</td>
<td>0.04%</td>
<td>0.13%</td>
<td></td>
</tr>
<tr>
<td><strong>Total LEP</strong></td>
<td>113,175</td>
<td>28.23%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Using ACS data, MST’s four LEP language groups were identified by their estimated populations within each of MST’s represented cities in Monterey County (Table 4). This information will assist MST in identifying concentrations of specific language groups within its service area and providing appropriate language assistance for public hearings, meetings, written materials, and other outreach efforts.

The cities of Marina, Salinas, Seaside, and Soledad are the most diverse communities by LEP population, although the City of Salinas, the county seat of Monterey, has the highest overall population of LEP speakers.
Table 4: Monterey County LEP Population by City

<table>
<thead>
<tr>
<th>Geography</th>
<th>Spanish</th>
<th>Tagalog</th>
<th>Korean</th>
<th>Vietnamese</th>
<th>Total LEP Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carmel-by-the-Sea</td>
<td>45</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>45</td>
</tr>
<tr>
<td>Del Rey Oaks</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>Gonzales</td>
<td>2,610</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>2,625</td>
</tr>
<tr>
<td>Greenfield</td>
<td>7,418</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7,418</td>
</tr>
<tr>
<td>King City</td>
<td>6,889</td>
<td>0</td>
<td>15</td>
<td>0</td>
<td>6,904</td>
</tr>
<tr>
<td>Marina</td>
<td>1,664</td>
<td>431</td>
<td>582</td>
<td>421</td>
<td>3,098</td>
</tr>
<tr>
<td>Monterey</td>
<td>1,050</td>
<td>69</td>
<td>65</td>
<td>0</td>
<td>1,184</td>
</tr>
<tr>
<td>Pacific Grove</td>
<td>163</td>
<td>11</td>
<td>90</td>
<td>0</td>
<td>264</td>
</tr>
<tr>
<td>Salinas</td>
<td>52,497</td>
<td>1,037</td>
<td>255</td>
<td>399</td>
<td>54,188</td>
</tr>
<tr>
<td>Sand City</td>
<td>39</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>39</td>
</tr>
<tr>
<td>Seaside</td>
<td>5,406</td>
<td>338</td>
<td>45</td>
<td>123</td>
<td>5,912</td>
</tr>
<tr>
<td>Soledad</td>
<td>6,721</td>
<td>65</td>
<td>12</td>
<td>13</td>
<td>6,811</td>
</tr>
<tr>
<td><strong>Total Monterey County by Incorporated Cities</strong></td>
<td><strong>84,514</strong></td>
<td><strong>1,966</strong></td>
<td><strong>1,064</strong></td>
<td><strong>956</strong></td>
<td><strong>88,500</strong></td>
</tr>
</tbody>
</table>

GIS Analysis of the American Community Survey

All data sources used to determine the number or proportion of LEP persons eligible to be served, or likely to be encountered by a program, activity, or service provided by MST confirm that Spanish is the primary LEP language group in Monterey County, representing 25.63 percent of its total population of 400,894 and 90.8 percent of its total LEP population of 113,175.

The additional three LEP populations identified during this Title VI Program Update cycle – Tagalog, Korean, and Vietnamese – together represent just over 1 percent of Monterey County’s total population and 3.95 percent of its total LEP population.

The City of Salinas has the highest number of Spanish LEP individuals, with a primary concentration occurring along the Salinas Valley corridor. Tagalog, Vietnamese, and Korean LEP populations cluster primarily in the northern portion of the county, as well as in the City of Salinas, and Marina and Seaside on the Monterey Peninsula.

To provide a geographic picture of where concentrations of LEP individuals live within MST’s service area, LEP populations were identified by census tract and are represented in the following series of maps. **Figure 2** identifies the total LEP population concentration by census tract as a percentage of Monterey County’s total population, and **Figures 3-6** identify each of the four LEP language groups individually by census tract as a percentage of Monterey County’s total population.
Figure 2: Composition of LEP Population by Census Tract in Monterey County
Figure 3: LEP Population that speak Spanish by Census Tract
Figure 4: LEP Population that speak Tagalog by Census Tract
Figure 5: LEP Population that speak Korean by Census Tract
Figure 6: LEP Population that speak Vietnamese by Census Tract
California Department of Education Data

FTA guidelines recommend that alternate and local sources of data are analyzed when conducting a four-factor analysis. MST reviewed data from the California Department of Education (CDE) through the California Longitudinal Pupil Achievement Data System (CALPADS) to identify the number of English-learner students enrolled in Monterey County’s 25 school districts. Of Monterey County’s total 2017-2018 end of school year enrollment, 30,553 students were English learners (Table 5).

Table 5: Total 2017-2018 Monterey County English Learner Enrollment

<table>
<thead>
<tr>
<th>Total Monterey County Cumulative Enrollment</th>
<th>82,041</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total area English learner population</td>
<td>30,553 (39.2% of total school population)</td>
</tr>
<tr>
<td>Number of languages spoken by English learners</td>
<td>54</td>
</tr>
</tbody>
</table>

MST also reviewed 2017-2018 CDE enrollment data which broke down the total number of English learner students by the top five (5) non-English languages spoken in the county (Table 6). The “all other” category includes all languages spoken that are not included in the total of more than 65 languages reported by California schools. Although Mixteco and Arabic are identified among the top six English learner languages, Arabic did not meet the FTA Safe Harbor threshold of five percent or 1,000 persons within MST’s service area.

It should be noted that the Mixtec, Zapotec, and Triqui are a closely-related group of indigenous people that share a common origin and belong to the same Oto-Manguean language group – identified together in the data as “Mixteco.” They typically live in the Mexican states of Oaxaca, Pueblo, and Guerrero, and have steadily migrated to areas of California since the mid-twentieth century to escape poverty and discrimination in their home country. A small population of Mixteco speakers resides within the MST service area, particularly in southern Monterey County. Because they do not have a formal written language and prefer verbal interpretation to written translation, Mixteco will be considered as a language group within Monterey County’s Spanish-speaking LEP population. Efforts to engage and provide language assistance to this population will be discussed later in this document.

Table 6: 2017-2018 English Learner Students by Language

<table>
<thead>
<tr>
<th>Language</th>
<th>Total English Learners</th>
<th>Percent of Total English Learners</th>
<th>Percent of Total Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>28,757</td>
<td>94.12%</td>
<td>35.05%</td>
</tr>
<tr>
<td>Mixteco</td>
<td>451</td>
<td>1.48%</td>
<td>.55%</td>
</tr>
<tr>
<td>Arabic</td>
<td>208</td>
<td>.68%</td>
<td>.25%</td>
</tr>
<tr>
<td>Tagalog</td>
<td>164</td>
<td>.54%</td>
<td>.20%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>73</td>
<td>.09%</td>
<td>.09%</td>
</tr>
<tr>
<td>All other languages</td>
<td>900</td>
<td>1.10%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Total</td>
<td>30,553</td>
<td>100%</td>
<td>37.24%</td>
</tr>
</tbody>
</table>

**Summary**
MST began the Factor 1 assessment by reviewing the most recent U.S. Census American Community Survey data. The results of this assessment confirmed that Spanish, Tagalog, and Korean met FTA’s Safe Harbor threshold. MST will continue to include Vietnamese as a safe harbor language group, and will refer to all four languages without distinction in the remainder of this LAP.

To provide a geographic picture of where concentrations of LEP individuals live within MST’s service area, LEP populations were identified by census-tract and represented in a series of GIS maps as a percentage of Monterey County’s total population. Each of the four LEP language groups meeting FTA’s Safe Harbor threshold were also mapped individually by census tract as a percentage of Monterey County’s total population.

Finally, data from the California Department of Education identified Monterey County’s school population of English learners, which – with the exception of Arabic and Mixteco – aligned with ACS data. Since Arabic met neither the five percent nor the 1,000 person threshold, it will not be included as one of MST’s Safe Harbor language groups. Mixteco represents a large group of indigenous languages of Mexico, several of which are present in Monterey County. Mixteco will be addressed specifically within MST’s Language Assistance Plan as part of the Spanish LEP language group later in this document.

Given the substantially higher population of LEP Spanish speakers within MST’s service area and the relatively low population of Tagalog, Vietnamese, and Korean LEP speakers, MST will continue to assign two categories to classify its LEP language groups for the purpose of developing this Language Assistance Plan: Primary and Secondary (Table 7). This LEP classification will be used to determine the level of language assistance MST will implement as a result of this Language Assistance Plan.

**Table 7: MST LEP Language Groups**

<table>
<thead>
<tr>
<th>Category</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>Spanish</td>
</tr>
<tr>
<td>Secondary</td>
<td>Tagalog, Korean, Vietnamese</td>
</tr>
</tbody>
</table>

**FACTOR 2: FREQUENCY OF CONTACT BY LEP PERSONS WITH MST SERVICES**

“Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed.” (DOT LEP Guidance Section V (2))

MST used three sources to determine how frequently LEP individuals use MST services and how often MST staff comes in contact with or assists LEP individuals:

1. MST employee survey.
2. Language interpretation and translation data.
3. MST onboard rider survey.
**Employee Survey**

MST surveys its customer service representatives, coach operators, operations supervisors, and mobility staff to assist in determining the language assistance needs of its ridership. These frontline employees most often interact personally with MST’s ridership and are trained to provide varying levels of language assistance. Response rates for each job title (Table 8) were aggregated and expressed in the following charts:

**Table 8: Employee Survey Response Rate**

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Staffing Level</th>
<th>Respondents</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coach Operators</td>
<td>131</td>
<td>72</td>
<td>55%</td>
</tr>
<tr>
<td>Customer Service Representatives</td>
<td>5</td>
<td>5</td>
<td>100%</td>
</tr>
<tr>
<td>Mobility Staff</td>
<td>7</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>Transit Operations Supervisors</td>
<td>8</td>
<td>4</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>151</strong></td>
<td><strong>88</strong></td>
<td><strong>58%</strong></td>
</tr>
</tbody>
</table>

**Question 1: How many times over the past three years have you encountered a customer who could not speak English?**

Two-thirds of respondents have encountered ten or more non-English speaking customers over the past three years (Chart 1). MST’s customer service representatives receive all public complaints, requests for service-related assistance and lost and found inquiries, and directly provide Spanish language assistance – including connecting LEP individuals with MST’s language interpretation service.

MST’s mobility department provide an array of supportive services for MST riders, including in person or telephone meetings that may require language interpretation or translation assistance. Spanish interpretation is primarily conducted in-house by bilingual employees.

**Chart 1: Interaction w/Non-English Speakers**
Question 2: How many times in the past year have you encountered a customer who spoke the following languages?

About eight in ten respondents have encountered a customer who spoke Spanish more than ten times in the past year (Chart 2). This high rate of interaction with Spanish-speakers correlates with ACS and other census LEP population data. Employees reported encountering customers speaking Tagalog, Vietnamese, or Korean at much lower frequencies than those who speak Spanish.

**Chart 2: Employee interaction with MST Limited English Populations**

<table>
<thead>
<tr>
<th>Language</th>
<th>Interpretation</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tagalog</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Korean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vietnamese</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Language Interpretation Data

MST contracts with Language Line Solutions\(^8\) to provide telephone and in-person interpretation and translation assistance in over 240 languages. MST customer service representatives, operations supervisors, and mobility management staff are trained to access this service directly on behalf of LEP individuals. Coach operators are trained to effectively interact with LEP customers and connect them with MST staff who can directly assist them when necessary. Additionally, all of MST’s customer service representatives speak Spanish.

\(^8\) Language Line Solutions, based in Monterey, CA, provides phone, video, and onsite interpreting, translation and localization, and interpreter training services, using highly trained and professional linguists.

[https://www.languageline.com/](https://www.languageline.com/)
MST evaluated its language interpretation and translation service data to determine the number of LEP individuals for whom language assistance was provided during the previous three years (Chart 3). During this time, eight customers accessed language interpretation services by telephone. Of these, six spoke Mandarin, one spoke Cantonese, and one spoke Korean. Language assistance was not requested by LEP customers speaking Tagalog or Vietnamese.

In addition to the language assistance provided below, MST provided a Trique interpreter for its South County Facility public outreach meetings.

**Chart 3: Language Assistance Provided to LEP Individuals**

![Chart 3: Language Assistance Provided to LEP Individuals](image)

**2018 Transit Rider Survey**

Monterey-Salinas Transit regularly conducts surveys in both English and Spanish to gauge the opinions of its customers and the community at large. Market research activities allow MST to identify program strengths and weaknesses while developing strategies for enhancing service, thereby improving mobility for those who live and work within MST’s service area.

In 2018, MST conducted three market research studies to gain objective insight into MST customer opinions regarding its service lines and to compile a demographic profile of the typical MST rider: an onBoard rider survey, a community non-rider survey, and a targeted Free 40s onBoard rider survey. The majority of rider and non-rider surveys were collected via intercept methodology May 18-21.

Rider surveys were collected according to a route-specific sampling plan. The community survey was fielded at activity centers throughout Monterey, Salinas, and other nearby areas. The Free 40s survey was conducted via intercept methodology on targeted routes on April 14 and 15. In total, 655 surveys were collected for the rider survey, 439 for the community survey, and 384 for the Free 40s survey. All surpassed the targets of 375, 375, and 200 surveys, respectively. Survey data can be viewed in its entirety in MST’s Title VI Program. The key findings of each survey are summarized below.

The profile rider is an English-speaking person under 35 years of age, currently employed, with an annual household income of $20,000 or less. Survey participants were ride-dependent, with nearly 68% citing lack of access to a personal vehicle as the reason for riding public transit; more than half of respondents do not have a valid driver license.

Most respondents (83.4%) completed the survey in English; of these riders, 76.5% reported speaking English and/or Spanish (41.2%) at home (Chart 4).
While nearly twenty percent (19.3%) of respondents reported speaking a language other than English or Spanish at home, the question did not isolate those who do not speak English or who speak another language exclusively in the home. For future rider surveys, MST will revise the survey questions to result in more specific data.

**Chart 4: Language Spoken at Home (All that apply)**

When queried as to how these riders learn about MST service changes or obtain assistance with trip planning, a majority reported accessing written, verbal, or social media sources **(Chart 5)**.

**Chart 5: How Do You Learn About MST Service? (All that apply)**
Summary
While MST used external census data to determine the number or proportion of LEP persons eligible or likely to be served or encountered by MST in the provision of transit services, both external and internal resources were used to determine how frequently LEP individuals use MST services and how often MST staff come in contact with or assist persons with limited English proficiency. All three data sources confirmed that MST staff most often come in contact with and assist Spanish-speaking LEP individuals.

Although data from the 2018 Rider Survey confirm that English is the primary language spoken at home by the majority of MST’s riders, all other data reviewed by MST confirm that its primary LEP language group is Spanish. Given the lower response rates for those who speak Tagalog, Korean, and Vietnamese in the home, and the lower rates of language assistance requests and direct interaction with MST front line workers, continuing to classify these three languages as a secondary LEP language group is supported by all three data sources.

FACTOR 3: IMPORTANCE OF PROGRAMS, ACTIVITIES, & SERVICES TO LEP PERSONS

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed...A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.” (DOT LEP Guidance Section V (3))

To analyze the importance of MST’s services to LEP riders, MST again reviewed its 2018 Rider Survey to complete the following Factor Three analysis. As shown in Chart 6, over half of all survey respondents reported riding the bus five or more times per week.

Chart 6: How Many Times Per Week Do You Ride MST?
The typical MST rider overwhelmingly relies on public transportation because they have no car or because they are unable to drive. For this rider, the ability to access public transportation is a vital necessity (Chart 7).

**Chart 7: Why Do You Ride MST? (Select up to two)**

![Chart 7 Diagram]

We can see that the typical MST rider relies on public transit five to seven days a week overwhelmingly because they have no personal means of transportation. This data, when viewed in context with Chart 5, reveals that this typical rider learns about service changes and plans or obtains assistance with trip planning from MST’s printed materials and signage (68.5%) and through social media or app-based platforms (45%).

**SUMMARY**

At this point in the Four Factor Analysis, factors one, two, and three have confirmed that:

- The most prevalent non-English language spoken in the MST service area is Spanish, accounting for 25.6 percent of MST’s total service area population.
- Tagalog, Korean, and Vietnamese LEP speakers together represent just over 1 percent of MST’s total service area population.
- Of the four MST LEP language groups, all except Korean are represented in the top six English-learner students in Monterey County schools.
- The majority of MST employee survey respondents have encountered a non-English speaking customer 6-10 times over the last three years.
- The majority of language assistance has been provided in Spanish by MST customer service representatives.
- Language assistance was not requested by LEP customers speaking Tagalog or Vietnamese over the last three years.
- Over 67 percent of MST riders are transit dependent and do not have access to a car.
It can be concluded that MST’s primary LEP language group is Spanish. While the number of Tagalog and Korean LEP individuals meets the FTA Safe Harbor threshold within Monterey County and MST will retain Vietnamese as an LEP language group, these populations nevertheless represent a small percentage of MST’s total service area population. To this end, MST will continue to categorize its LEP language groups into two categories for the purpose of developing this Language Assistance Plan: Primary (Spanish), and Secondary (Tagalog, Korean, and Vietnamese).

The final step of the required Four Factor analysis will discuss the resources available to develop a language implementation plan to ensure meaningful access for LEP individuals.

**FACTOR 4: RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS**

“A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons.” (DOT LEP Guidance Section V (4))

Factor Four is designed to weigh the demand for language assistance against current and projected financial and personnel resources. According to the Department of Transportation, “Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ‘reasonable steps’ may cease to be reasonable where the costs imposed substantially exceed the benefits.” USDOT has advised recipients to carefully explore the most cost-effective means of delivering “competent and accurate” language services to address resource concerns.

**CURRENT LANGUAGE ASSISTANCE MEASURES AND COSTS**

MST currently provides a wide range of information and services in Spanish.

- All MST Customer Service Representatives are bilingual in English and Spanish.
- At least one Spanish interpreter is present at all public meetings.
- Public Hearings are noticed in English and Spanish.
- Public Hearing materials are provided in English and Spanish.
- Telephone interpretation and translation is available through Language Line Solutions in over 240 languages.
- MST’s website utilizes Google Translate, providing translation in nearly 100 languages.
- MST’s vital documents are available in Spanish on the MST website and by request.
- Nearly all of MST’s printed materials, including Rider’s Guide and brochures are available in English and Spanish.
- Informational transit-related signage on buses is in English and Spanish.

Current annual costs associated with providing language assistance and translation for Spanish-speakers is estimated to be between $27,000 and $32,000. Given the percentage of Spanish-speaking LEP individuals in MST’s service area, and their reliance on MST’s transit service, it is fitting that MST continues to provide enhanced written translation and verbal interpretation services to this population.
4. LANGUAGE IMPLEMENTATION PLAN

Department of Transportation LEP guidance notes that effective language implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

ELEMENT 1: IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE

As discussed in the Four Factor Analysis, MST reviewed a number of sources to identify its LEP populations. MST has identified four LEP language groups that met the Safe Harbor threshold of five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered within MST’s service area (retaining Vietnamese although this language fell below the threshold).

Given the substantially higher population of LEP Spanish speakers within MST’s service area and the relatively low population of Tagalog, Korean, and Vietnamese LEP speakers, MST has created two categories (Table 8) to classify its LEP language groups: Primary and Secondary. This LEP classification will be used to determine the level of language assistance MST will implement for each Safe Harbor language:

Table 8: LEP Language Groups by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRIMARY</td>
<td>Spanish</td>
</tr>
<tr>
<td>SECONDARY</td>
<td>Tagalog, Korean, Vietnamese</td>
</tr>
</tbody>
</table>

ELEMENT 2: PROVIDING LANGUAGE ASSISTANCE MEASURES

This is the second Title VI Program Update cycle during which a language other than Spanish has met the FTA Safe Harbor threshold. MST will continue to provide the same language assistance measures that were developed in response to the addition of its three secondary LEP language groups.

Mixteco represents a large group of indigenous languages of Mexico, one of which is Triqui, a language group that is present in Monterey County although not identified individually within ACS census data although it was identified as an English learner group. In the past, MST has provided professional interpreters at public hearings and other public meetings held in areas that have been known to have a high concentration of populations who speak this language. Local Triqui speakers and interpreters have confirmed that local Triqui populations typically prefer verbal interpretation to written translation. MST will continue to provide assistance to this LEP language group as determined by the location of public meetings and the populations who would likely be affected by fare increases, service changes, reductions, or losses, as well as other major transportation projects that may require public hearings. Triqui speakers who request language assistance will be provided appropriate assistance free of charge, in keeping with MST’s other four LEP populations.

Vital Documents

MST is required to provide written translation of its vital documents into all of its Safe Harbor languages. According to FTA Circular 4702.1B Chapter III-9, “vital written documents include, but are
not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreased in benefits or services; and notices advising LEP individuals of free language assistance services.”

MST has created three tiers to classify its written translation efforts: 1) Tier One – to include vital documents; 2) Tier Two – to include supporting documents; and 3) Tier Three – to include proposed supporting documents that will be implemented as needed and/or as financial resources allow.

### Table 9: Tier One Vital Documents

<table>
<thead>
<tr>
<th>Document</th>
<th>Language Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Rights Complaint Forms/Processes &amp; Determination Letters</td>
<td>All</td>
</tr>
<tr>
<td>Reasonable Modification Request Form &amp; Determination Letters</td>
<td>All</td>
</tr>
<tr>
<td>Paratransit Applications</td>
<td>All</td>
</tr>
<tr>
<td>Title VI Notice of Rights</td>
<td>All</td>
</tr>
<tr>
<td>Notice of Public Hearings – Fares/Service Changes/Major Projects</td>
<td>All</td>
</tr>
<tr>
<td>Notice of Language Assistance</td>
<td>All</td>
</tr>
</tbody>
</table>

MST has translated its civil rights (ADA, Title VI) complaint and reasonable modification forms and processes into all its Safe Harbor languages. The forms are available on the MST website in PDF format or can be filled out directly online using Google Translate. Determination letters are translated into the Safe Harbor language that corresponds with the submitted complaint form. MST has also translated its MST RIDES/paratransit applications into all its Safe Harbor languages. Language assistance continues to be provided through Language Line Solutions or other professional translators for in-person meetings during the application process.

Copies of MST’s English-language Title VI complaint form and process can be found in **Attachment E of MST’s Title VI Program**. MST’s complaint form and process, reasonable modification request form and process, and MST RIDES paratransit application in all Safe Harbor Languages can be found on MST’s website at [https://mst.org/title-vi/](https://mst.org/title-vi/); [https://www.mstmobility.org/reasonable-accommodation.htm](https://www.mstmobility.org/reasonable-accommodation.htm); and [https://www.mstmobility.org/ada-paratransit-rides.htm](https://www.mstmobility.org/ada-paratransit-rides.htm), respectively. MST’s Title VI Notice of Rights is translated into all Safe Harbor languages and is posted at all customer service windows, on MST buses, and at all public meeting locations. The notice is also posted on the MST website and includes MST’s Notice of Language Assistance. A copy of MST’s Notice of Rights can be found in **Attachment D of MST’s Title VI Program**.

MST currently posts its public hearing notices for fare increases; major service changes, reductions, or losses; and other major projects in English and Spanish. MST includes its Notice of Language Assistance on all public hearing notices and translates the notices in all its Safe Harbor languages based on the affected area or population. All requests for language assistance will be free of charge to individuals speaking one of MST’s Safe Harbor languages, although MST will make every effort to affordably accommodate LEP persons who speak other languages. MST’s Notice of Language Assistance alerts the public of this service (**Figure 7**).

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9 MST has defined its threshold for a major service change within its Public Hearing Policy (Attachment C of its Public Participation Plan).
Table 10: Tier Two Supporting Documents

<table>
<thead>
<tr>
<th>Document</th>
<th>Language Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fare Structure</td>
<td>Primary</td>
</tr>
<tr>
<td>Taxi Voucher Program</td>
<td>Primary</td>
</tr>
<tr>
<td>Onboard Fare Increases/Major Service Changes</td>
<td>Primary &amp; Secondary</td>
</tr>
<tr>
<td>Onboard Notice of Security Cameras</td>
<td>Primary</td>
</tr>
<tr>
<td>Paratransit/Travel Training Information</td>
<td>Primary</td>
</tr>
<tr>
<td>Onboard Safety &amp; Security Information</td>
<td>Primary, use of Symbols/Pictographs when possible.</td>
</tr>
<tr>
<td>Public Hearing Materials/Presentations</td>
<td>Primary, Secondary by affected location or as requested.</td>
</tr>
<tr>
<td>Construction/Other Courtesy Notices</td>
<td>Primary, Secondary by affected location.</td>
</tr>
</tbody>
</table>

MST will continue to provide its supporting documents in both English and Spanish. As resources allow, onboard safety and security information will be updated to integrate symbols and pictographs. MST will also monitor other written information that could be improved by the use of symbols and pictographs.

Public Hearing materials/presentations and construction or other courtesy notices will be provided in English and Spanish. These materials will be provided in Tagalog, Korean, or Vietnamese as determined by affected locations or as requested. MST will provide written and/or verbal translation of all supporting documents in Tagalog, Korean, or Vietnamese upon request or as financial resources allow. In certain circumstances, MST may opt to provide verbal translation or a written summary, such as bullet points or highlights, of certain documents in lieu of a full translation.

Table 11: Tier Three Proposed Documents

<table>
<thead>
<tr>
<th>Document</th>
<th>Language Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Rights Brochure</td>
<td>Primary &amp; Secondary</td>
</tr>
<tr>
<td>Onboard Safe Riding/How to Ride Pamphlet</td>
<td>Primary &amp; Secondary</td>
</tr>
<tr>
<td>General Promotional Materials (Brochures, pamphlets, etc.)</td>
<td>Primary. Secondary as resources allow.</td>
</tr>
</tbody>
</table>

As resources allow, MST will develop a civil rights brochure to include both Title VI and ADA Notice of Rights, including information on language assistance resources, procedures and contact information for filing a complaint, and reasonable modification information in all Safe Harbor language groups. These brochures will be available onboard MST buses and at all customer service locations. MST will also consider developing an Onboard Safe Riding/How to Ride pamphlet in all Safe Harbor language groups.

---

10 MST has defined its threshold for a major service change within its Public Participation Plan.)
as resources allow. Both the civil rights brochure and the safe riding/how to ride pamphlet would supplement information currently within its Rider’s Guide.

MST currently prints a variety of promotional brochures that highlight local tourist attractions such as the historic area of Old Monterey, the rugged coastline of Big Sur, and Monterey County’s wineries via MST’s Grapevine Express. Since these brochures are not vital to fully accessing MST’s transit services, they will be printed or translated as resources allow. Written translation of the current brochures will incur a translation fee. It should be noted that MST Rider’s Guide is currently printed in English and Spanish and is currently available on the MST website. The online Rider’s Guide and can be translated into nearly 100 languages with Google Transit.

**ELEMENT 3: TRAINING STAFF**
MST currently trains all newly hired employees in Title VI regulations and their responsibility to assist LEP customers in obtaining language assistance. Tailored training modules have been created for customer service representatives/mobility management, operations supervisors, and coach operators with each module designed to highlight the specific obligations and level of interaction each job group may face.

Coach operators and operations supervisors receive regular Title VI refresher training throughout the year. Customer service representatives periodically receive updated training on accessing language assistance through Language Line Solutions. All of these employees are provided support materials such as language identification cards and instructions on accessing language assistance directly.

**ELEMENT 4: PROVIDING NOTICE TO LEP PERSONS**
MST will use a variety of methods to ensure LEP persons are aware of existing and new language assistance measures by:

- Including MST’s Notice of Language Assistance on all vital documents;
- Including MST’s Notice of Language Assistance in its Rider’s Guide;
- Including MST’s Notice of Language Assistance on its website;
- Posting MST’s Title VI Notice of Rights, including its Notice of Language Assistance, on all MST buses, at customer service locations, and at all public meeting locations;
- Including MST’s Notice of Language Assistance on all board agendas; and
- Including MST’s Notice of Language Assistance on all public-facing materials, as resources allow.

**ELEMENT 5: MONITORING AND UPDATING THE PLAN**
MST will monitor its implementation of this Title VI Language Assistance Plan as follows:

- MST staff will continue to track the number of language assistance calls placed to its language interpretation service on an annual basis.
- MST will survey its employees triennially regarding their interaction with LEP individuals.
• Whenever public hearings are noticed, MST will consider the impact the proposed fare increase; service change, reduction, or loss; or major project will have on MST’s Safe Harbor language populations and will provide notice in appropriate languages.

• MST’s Notice of Language Assistance will be included in all notices of public meetings, including board agendas.

• Whenever public hearings or other public meetings are held, MST will review existing data on the Safe Harbor language populations within the immediate geographic area and seek to provide translation or interpretation services as appropriate.

• MST will seek to create and maintain contact with nonprofit, social, or other groups who support LEP populations.

• MST tracks its language-related expenses and will seek to implement new language resources as the need and financial resources allow.

• On a triennial basis, MST will review and update census and other LEP data and update its Language Assistance Plan accordingly.
### APPENDIX A: CENSUS DATA

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SEX AND AGE</strong></td>
<td></td>
</tr>
<tr>
<td>Total population</td>
<td>433,212</td>
</tr>
<tr>
<td>Male</td>
<td>51.0%</td>
</tr>
<tr>
<td>Female</td>
<td>49.0%</td>
</tr>
<tr>
<td>Sex ratio (males per 100 females)</td>
<td>104.1</td>
</tr>
<tr>
<td>Under 5 years</td>
<td>7.5%</td>
</tr>
<tr>
<td>5 to 9 years</td>
<td>7.3%</td>
</tr>
<tr>
<td>10 to 14 years</td>
<td>7.4%</td>
</tr>
<tr>
<td>15 to 19 years</td>
<td>7.0%</td>
</tr>
<tr>
<td>20 to 24 years</td>
<td>7.4%</td>
</tr>
<tr>
<td>25 to 34 years</td>
<td>14.6%</td>
</tr>
<tr>
<td>35 to 44 years</td>
<td>12.9%</td>
</tr>
<tr>
<td>45 to 54 years</td>
<td>11.9%</td>
</tr>
<tr>
<td>55 to 59 years</td>
<td>5.9%</td>
</tr>
<tr>
<td>60 to 64 years</td>
<td>5.2%</td>
</tr>
<tr>
<td>65 to 74 years</td>
<td>7.4%</td>
</tr>
<tr>
<td>75 to 84 years</td>
<td>3.5%</td>
</tr>
<tr>
<td>85 years and over</td>
<td>1.9%</td>
</tr>
<tr>
<td><strong>Median age (years)</strong></td>
<td>34.1</td>
</tr>
<tr>
<td>Under 18 years</td>
<td>26.3%</td>
</tr>
<tr>
<td>16 years and over</td>
<td>76.5%</td>
</tr>
<tr>
<td>18 years and over</td>
<td>73.7%</td>
</tr>
<tr>
<td>21 years and over</td>
<td>68.9%</td>
</tr>
<tr>
<td>62 years and over</td>
<td>15.8%</td>
</tr>
<tr>
<td>65 years and over</td>
<td>12.8%</td>
</tr>
<tr>
<td>18 years and over</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>51.0%</td>
</tr>
<tr>
<td>Female</td>
<td>49.0%</td>
</tr>
<tr>
<td>Sex ratio (males per 100 females)</td>
<td>103.9</td>
</tr>
<tr>
<td>65 years and over</td>
<td>55,515</td>
</tr>
<tr>
<td>Male</td>
<td>45.4%</td>
</tr>
<tr>
<td>Female</td>
<td>54.6%</td>
</tr>
<tr>
<td>Sex ratio (males per 100 females)</td>
<td>83.3</td>
</tr>
<tr>
<td>RACE</td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Total population</strong></td>
<td><strong>433,212</strong></td>
</tr>
<tr>
<td>One race</td>
<td>95.8%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>4.2%</td>
</tr>
<tr>
<td>One race</td>
<td>95.8%</td>
</tr>
<tr>
<td>White</td>
<td>59.3%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>2.6%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>0.7%</td>
</tr>
<tr>
<td>Cherokee tribal grouping</td>
<td>0.0%</td>
</tr>
<tr>
<td>Chippewa tribal grouping</td>
<td>0.0%</td>
</tr>
<tr>
<td>Navajo tribal grouping</td>
<td>0.0%</td>
</tr>
<tr>
<td>Sioux tribal grouping</td>
<td>0.0%</td>
</tr>
<tr>
<td>Asian</td>
<td>5.6%</td>
</tr>
<tr>
<td>Asian Indian</td>
<td>0.6%</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.6%</td>
</tr>
<tr>
<td>Filipino</td>
<td>2.5%</td>
</tr>
<tr>
<td>Japanese</td>
<td>0.5%</td>
</tr>
<tr>
<td>Korean</td>
<td>0.6%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other Asian</td>
<td>0.4%</td>
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<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>0.5%</td>
</tr>
<tr>
<td>Native Hawaiian</td>
<td>0.1%</td>
</tr>
<tr>
<td>Guamanian or Chamorro</td>
<td>0.1%</td>
</tr>
<tr>
<td>Samoan</td>
<td>0.1%</td>
</tr>
<tr>
<td>Other Pacific Islander</td>
<td>0.2%</td>
</tr>
<tr>
<td>Some other race</td>
<td>27.1%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>4.2%</td>
</tr>
<tr>
<td>White and Black or African American</td>
<td>0.6%</td>
</tr>
<tr>
<td>White and American Indian and Alaska Native</td>
<td>0.6%</td>
</tr>
<tr>
<td>White and Asian</td>
<td>1.2%</td>
</tr>
<tr>
<td>Black or African American and American Indian and Alaska Native</td>
<td>0.0%</td>
</tr>
<tr>
<td>Race alone or in combination with one or more other races</td>
<td></td>
</tr>
<tr>
<td><strong>Total population</strong></td>
<td><strong>433,212</strong></td>
</tr>
<tr>
<td>White</td>
<td>62.7%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>3.6%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>1.7%</td>
</tr>
<tr>
<td>Asian</td>
<td>7.8%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>1.0%</td>
</tr>
<tr>
<td>Some other race</td>
<td>28.1%</td>
</tr>
<tr>
<td>HISPANIC OR LATINO AND RACE</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Estimate</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Total population</td>
<td>433,212</td>
</tr>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>58.3%</td>
</tr>
<tr>
<td>Mexican</td>
<td>54.4%</td>
</tr>
<tr>
<td>Puerto Rican</td>
<td>0.5%</td>
</tr>
<tr>
<td>Cuban</td>
<td>0.1%</td>
</tr>
<tr>
<td>Other Hispanic or Latino</td>
<td>3.3%</td>
</tr>
<tr>
<td>Not Hispanic or Latino</td>
<td>41.7%</td>
</tr>
<tr>
<td>White alone</td>
<td>30.3%</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>2.4%</td>
</tr>
<tr>
<td>American Indian and Alaska Native alone</td>
<td>0.2%</td>
</tr>
<tr>
<td>Asian alone</td>
<td>5.5%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>0.5%</td>
</tr>
<tr>
<td>Some other race alone</td>
<td>0.1%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>2.7%</td>
</tr>
<tr>
<td>Two races including Some other race</td>
<td>0.0%</td>
</tr>
<tr>
<td>Two races excluding Some other race, and</td>
<td></td>
</tr>
<tr>
<td>Three or more races</td>
<td>2.6%</td>
</tr>
<tr>
<td>Total housing units</td>
<td>141,155</td>
</tr>
</tbody>
</table>

### CITIZEN, VOTING AGE POPULATION

<table>
<thead>
<tr>
<th>Category</th>
<th>Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizen, 18 and over population</td>
<td>230,717</td>
</tr>
<tr>
<td>Male</td>
<td>50.4%</td>
</tr>
<tr>
<td>Female</td>
<td>49.6%</td>
</tr>
</tbody>
</table>

### C16001: LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER - Universe: Population 5 years and over 2014-2018 American Community Survey 5-Year Estimates

<table>
<thead>
<tr>
<th>Language</th>
<th>Estimate</th>
<th>Margin of Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total:</td>
<td>400,894</td>
<td>+/-105</td>
</tr>
<tr>
<td>Speak only English</td>
<td>180,053</td>
<td>+/-2,350</td>
</tr>
<tr>
<td>Spanish:</td>
<td>194,210</td>
<td>+/-2,261</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>91,445</td>
<td>+/-1,928</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>102,765</td>
<td>+/-2,536</td>
</tr>
<tr>
<td>French, Haitian, or Cajun:</td>
<td>934</td>
<td>+/-242</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>790</td>
<td>+/-232</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>144</td>
<td>+/-54</td>
</tr>
<tr>
<td>Language Category</td>
<td>Estimate</td>
<td>Margin of Error</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>-----------</td>
<td>-----------------</td>
</tr>
<tr>
<td>German or other West Germanic languages:</td>
<td>1,393</td>
<td>+/-278</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,179</td>
<td>+/-257</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>214</td>
<td>+/-101</td>
</tr>
<tr>
<td>Russian, Polish, or other Slavic languages:</td>
<td>1,303</td>
<td>+/-259</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>932</td>
<td>+/-197</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>371</td>
<td>+/-124</td>
</tr>
<tr>
<td>Other Indo-European languages:</td>
<td>5,015</td>
<td>+/-632</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>3,603</td>
<td>+/-499</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,412</td>
<td>+/-343</td>
</tr>
<tr>
<td>Korean:</td>
<td>2,360</td>
<td>+/-436</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,083</td>
<td>+/-317</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,277</td>
<td>+/-269</td>
</tr>
<tr>
<td>Chinese (incl. Mandarin, Cantonese):</td>
<td>1,765</td>
<td>+/-345</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>878</td>
<td>+/-211</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>887</td>
<td>+/-264</td>
</tr>
<tr>
<td>Vietnamese:</td>
<td>1,452</td>
<td>+/-381</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>482</td>
<td>+/-166</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>970</td>
<td>+/-286</td>
</tr>
<tr>
<td>Tagalog (incl. Filipino):</td>
<td>5,344</td>
<td>+/-563</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>3,125</td>
<td>+/-476</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>2,219</td>
<td>+/-314</td>
</tr>
<tr>
<td>Other Asian and Pacific Island languages:</td>
<td>4,026</td>
<td>+/-602</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>2,446</td>
<td>+/-404</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>1,580</td>
<td>+/-329</td>
</tr>
<tr>
<td>Arabic:</td>
<td>1,881</td>
<td>+/-520</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>1,233</td>
<td>+/-387</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>648</td>
<td>+/-264</td>
</tr>
<tr>
<td>Other and unspecified languages:</td>
<td>1,158</td>
<td>+/-369</td>
</tr>
<tr>
<td>Speak English &quot;very well&quot;</td>
<td>470</td>
<td>+/-164</td>
</tr>
<tr>
<td>Speak English less than &quot;very well&quot;</td>
<td>688</td>
<td>+/-335</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates
## DISABILITY CHARACTERISTICS, 2014 - 2018 MONTEREY COUNTY

<table>
<thead>
<tr>
<th>Total civilian noninstitutionalized population</th>
<th>Total</th>
<th>With Disability</th>
<th>Percent with a disability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>416,906</td>
<td>37,176</td>
<td>8.90%</td>
</tr>
</tbody>
</table>

### SEX

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>With Disability</th>
<th>Percent with a disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>206,851</td>
<td>18,481</td>
<td>8.90%</td>
</tr>
<tr>
<td>Female</td>
<td>210,055</td>
<td>18,695</td>
<td>8.90%</td>
</tr>
</tbody>
</table>

### RACE AND HISPANIC OR LATINO ORIGIN

<table>
<thead>
<tr>
<th>Race and Origin</th>
<th>Total</th>
<th>With Disability</th>
<th>Percent with a disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>White alone</td>
<td>245,923</td>
<td>25,577</td>
<td>10.40%</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>8,546</td>
<td>1,372</td>
<td>16.10%</td>
</tr>
<tr>
<td>American Indian and Alaska Native alone</td>
<td>3,011</td>
<td>532</td>
<td>17.70%</td>
</tr>
<tr>
<td>Asian alone</td>
<td>23,555</td>
<td>2,620</td>
<td>11.10%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander alone</td>
<td>1,955</td>
<td>301</td>
<td>15.40%</td>
</tr>
<tr>
<td>Some other race alone</td>
<td>116,612</td>
<td>5,087</td>
<td>4.40%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>17,304</td>
<td>1,687</td>
<td>9.70%</td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino</td>
<td>124,706</td>
<td>17,848</td>
<td>14.30%</td>
</tr>
<tr>
<td>Hispanic or Latino (of any race)</td>
<td>247,176</td>
<td>13,764</td>
<td>5.60%</td>
</tr>
</tbody>
</table>

### AGE

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total</th>
<th>With Disability</th>
<th>Percent with a disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 5 years</td>
<td>32,318</td>
<td>147</td>
<td>0.50%</td>
</tr>
<tr>
<td>5 to 17 years</td>
<td>81,667</td>
<td>3,062</td>
<td>3.70%</td>
</tr>
<tr>
<td>18 to 34 years</td>
<td>100,018</td>
<td>3,991</td>
<td>4.00%</td>
</tr>
<tr>
<td>35 to 64 years</td>
<td>148,572</td>
<td>12,522</td>
<td>8.40%</td>
</tr>
<tr>
<td>65 to 74 years</td>
<td>31,757</td>
<td>6,082</td>
<td>19.20%</td>
</tr>
<tr>
<td>75 years and over</td>
<td>22,574</td>
<td>11,372</td>
<td>50.40%</td>
</tr>
<tr>
<td>DISABILITY TYPE BY DETAILED AGE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>With a hearing difficulty</td>
<td>(X)</td>
<td>11,415</td>
<td>2.70%</td>
</tr>
<tr>
<td>Population under 18 years</td>
<td>113,985</td>
<td>519</td>
<td>0.50%</td>
</tr>
<tr>
<td>Population under 5 years</td>
<td>32,318</td>
<td>147</td>
<td>0.50%</td>
</tr>
<tr>
<td>Population 5 to 17 years</td>
<td>81,667</td>
<td>372</td>
<td>0.50%</td>
</tr>
<tr>
<td>Population 18 to 64 years</td>
<td>248,590</td>
<td>3,455</td>
<td>1.40%</td>
</tr>
<tr>
<td>Population 18 to 34 years</td>
<td>100,018</td>
<td>672</td>
<td>0.70%</td>
</tr>
<tr>
<td>Population 35 to 64 years</td>
<td>148,572</td>
<td>2,783</td>
<td>1.90%</td>
</tr>
<tr>
<td>Population 65 years and over</td>
<td>54,331</td>
<td>7,441</td>
<td>13.70%</td>
</tr>
<tr>
<td>Population 65 to 74 years</td>
<td>31,757</td>
<td>2,318</td>
<td>7.30%</td>
</tr>
<tr>
<td>Population 75 years and over</td>
<td>22,574</td>
<td>5,123</td>
<td>22.70%</td>
</tr>
<tr>
<td>With a vision difficulty</td>
<td>(X)</td>
<td>7,080</td>
<td>1.70%</td>
</tr>
<tr>
<td>Population under 18 years</td>
<td>113,985</td>
<td>626</td>
<td>0.50%</td>
</tr>
<tr>
<td>Population under 5 years</td>
<td>32,318</td>
<td>121</td>
<td>0.40%</td>
</tr>
<tr>
<td>Population 5 to 17 years</td>
<td>81,667</td>
<td>505</td>
<td>0.60%</td>
</tr>
<tr>
<td>Population 18 to 64 years</td>
<td>248,590</td>
<td>3,500</td>
<td>1.40%</td>
</tr>
<tr>
<td>Population 18 to 34 years</td>
<td>100,018</td>
<td>806</td>
<td>0.80%</td>
</tr>
<tr>
<td>Population 35 to 64 years</td>
<td>148,572</td>
<td>2,694</td>
<td>1.80%</td>
</tr>
<tr>
<td>Population 65 years and over</td>
<td>54,331</td>
<td>2,954</td>
<td>5.40%</td>
</tr>
<tr>
<td>Population 65 to 74 years</td>
<td>31,757</td>
<td>1,025</td>
<td>3.20%</td>
</tr>
<tr>
<td>Population 75 years and over</td>
<td>22,574</td>
<td>1,929</td>
<td>8.50%</td>
</tr>
<tr>
<td>With a cognitive difficulty</td>
<td>(X)</td>
<td>13,872</td>
<td>3.60%</td>
</tr>
<tr>
<td>Population under 18 years</td>
<td>81,667</td>
<td>2,190</td>
<td>2.70%</td>
</tr>
<tr>
<td>Population</td>
<td>Under Age</td>
<td>Between Age</td>
<td>Over Age</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------</td>
<td>-------------</td>
<td>----------</td>
</tr>
<tr>
<td>Population 18 to 64 years</td>
<td>248,590</td>
<td>6,924</td>
<td>2.80%</td>
</tr>
<tr>
<td>Population 18 to 34 years</td>
<td>100,018</td>
<td>2,226</td>
<td>2.20%</td>
</tr>
<tr>
<td>Population 35 to 64 years</td>
<td>148,572</td>
<td>4,698</td>
<td>3.20%</td>
</tr>
<tr>
<td>Population 65 years and over</td>
<td>54,331</td>
<td>4,758</td>
<td>8.80%</td>
</tr>
<tr>
<td>Population 65 to 74 years</td>
<td>31,757</td>
<td>1,151</td>
<td>3.60%</td>
</tr>
<tr>
<td>Population 75 years and over</td>
<td>22,574</td>
<td>3,607</td>
<td>16.00%</td>
</tr>
<tr>
<td>With ambulatory difficulty</td>
<td>(X)</td>
<td>18,815</td>
<td>4.90%</td>
</tr>
<tr>
<td>Population under 18 years</td>
<td>81,667</td>
<td>490</td>
<td>0.60%</td>
</tr>
<tr>
<td>Population 18 to 64 years</td>
<td>248,590</td>
<td>7,580</td>
<td>3.00%</td>
</tr>
<tr>
<td>Population 18 to 34 years</td>
<td>100,018</td>
<td>899</td>
<td>0.90%</td>
</tr>
<tr>
<td>Population 35 to 64 years</td>
<td>148,572</td>
<td>6,681</td>
<td>4.50%</td>
</tr>
<tr>
<td>Population 65 years and over</td>
<td>54,331</td>
<td>10,745</td>
<td>19.80%</td>
</tr>
<tr>
<td>Population 65 to 74 years</td>
<td>31,757</td>
<td>3,470</td>
<td>10.90%</td>
</tr>
<tr>
<td>Population 75 years and over</td>
<td>22,574</td>
<td>7,275</td>
<td>32.20%</td>
</tr>
<tr>
<td>With self-care difficulty</td>
<td>(X)</td>
<td>8,939</td>
<td>2.30%</td>
</tr>
<tr>
<td>Population under 18 years</td>
<td>81,667</td>
<td>834</td>
<td>1.00%</td>
</tr>
<tr>
<td>Population 18 to 64 years</td>
<td>248,590</td>
<td>3,429</td>
<td>1.40%</td>
</tr>
<tr>
<td>Population 18 to 34 years</td>
<td>100,018</td>
<td>941</td>
<td>0.90%</td>
</tr>
<tr>
<td>Population 35 to 64 years</td>
<td>148,572</td>
<td>2,488</td>
<td>1.70%</td>
</tr>
<tr>
<td>Population 65 years and over</td>
<td>54,331</td>
<td>4,676</td>
<td>8.60%</td>
</tr>
<tr>
<td>Population 65 to 74 years</td>
<td>31,757</td>
<td>1,116</td>
<td>3.50%</td>
</tr>
<tr>
<td>Population 75 years and over</td>
<td>22,574</td>
<td>3,560</td>
<td>15.80%</td>
</tr>
<tr>
<td>With independent living difficulty</td>
<td>(X)</td>
<td>13,583</td>
<td>4.50%</td>
</tr>
</tbody>
</table>
### DEMOGRAPHIC AND HOUSING CHARACTERISTICS, 2014 - 2018, MONTEREY COUNTY

<table>
<thead>
<tr>
<th>Sex and Age</th>
<th>Estimate</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total population</td>
<td>433,212</td>
<td>433,212</td>
</tr>
<tr>
<td>Male</td>
<td>220,967</td>
<td>51.00%</td>
</tr>
<tr>
<td>Female</td>
<td>212,245</td>
<td>49.00%</td>
</tr>
<tr>
<td>Sex ratio (males per 100 females)</td>
<td>104.1 (X)</td>
<td>(X)</td>
</tr>
<tr>
<td>Under 5 years</td>
<td>32,318</td>
<td>7.50%</td>
</tr>
<tr>
<td>5 to 9 years</td>
<td>31,786</td>
<td>7.30%</td>
</tr>
<tr>
<td>10 to 14 years</td>
<td>32,230</td>
<td>7.40%</td>
</tr>
<tr>
<td>15 to 19 years</td>
<td>30,473</td>
<td>7.00%</td>
</tr>
<tr>
<td>20 to 24 years</td>
<td>31,877</td>
<td>7.40%</td>
</tr>
<tr>
<td>25 to 34 years</td>
<td>63,216</td>
<td>14.60%</td>
</tr>
<tr>
<td>35 to 44 years</td>
<td>56,042</td>
<td>12.90%</td>
</tr>
<tr>
<td>45 to 54 years</td>
<td>51,701</td>
<td>11.90%</td>
</tr>
<tr>
<td>55 to 59 years</td>
<td>25,456</td>
<td>5.90%</td>
</tr>
<tr>
<td>60 to 64 years</td>
<td>22,598</td>
<td>5.20%</td>
</tr>
<tr>
<td>65 to 74 years</td>
<td>32,072</td>
<td>7.40%</td>
</tr>
<tr>
<td>Age Group</td>
<td>Population</td>
<td>Percentage</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>75 to 84 years</td>
<td>15,291</td>
<td>3.50%</td>
</tr>
<tr>
<td>85 years and over</td>
<td>8,152</td>
<td>1.90%</td>
</tr>
<tr>
<td>Median age (years)</td>
<td>34.1</td>
<td>(X)</td>
</tr>
<tr>
<td>Under 18 years</td>
<td>114,125</td>
<td>26.30%</td>
</tr>
<tr>
<td>16 years and over</td>
<td>331,250</td>
<td>76.50%</td>
</tr>
<tr>
<td>18 years and over</td>
<td>319,087</td>
<td>73.70%</td>
</tr>
<tr>
<td>21 years and over</td>
<td>298,655</td>
<td>68.90%</td>
</tr>
<tr>
<td>62 years and over</td>
<td>68,415</td>
<td>15.80%</td>
</tr>
<tr>
<td>65 years and over</td>
<td>55,515</td>
<td>12.80%</td>
</tr>
<tr>
<td>18 years and over</td>
<td>319,087</td>
<td>319,087</td>
</tr>
<tr>
<td>Male</td>
<td>162,610</td>
<td>1</td>
</tr>
<tr>
<td>Female</td>
<td>156,477</td>
<td>49.00%</td>
</tr>
<tr>
<td>Sex ratio (males per 100 females)</td>
<td>104</td>
<td>(X)</td>
</tr>
<tr>
<td>65 years and over</td>
<td>55,515</td>
<td>55,515</td>
</tr>
<tr>
<td>Male</td>
<td>25,229</td>
<td>0</td>
</tr>
<tr>
<td>Female</td>
<td>30,286</td>
<td>54.60%</td>
</tr>
<tr>
<td>Sex ratio (males per 100 females)</td>
<td>83</td>
<td>(X)</td>
</tr>
</tbody>
</table>

**RACE**

<table>
<thead>
<tr>
<th>Race</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total population</td>
<td>433,212</td>
<td>433,212</td>
</tr>
<tr>
<td>One race</td>
<td>414,869</td>
<td>96%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>18,343</td>
<td>4.20%</td>
</tr>
<tr>
<td>One race</td>
<td>414,869</td>
<td>95.80%</td>
</tr>
<tr>
<td>White</td>
<td>256,709</td>
<td>59.30%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>11,200</td>
<td>2.60%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>3,221</td>
<td>0.70%</td>
</tr>
<tr>
<td>Cherokee tribal grouping</td>
<td>209</td>
<td>0.00%</td>
</tr>
<tr>
<td>Chippewa tribal grouping</td>
<td>21</td>
<td>0.00%</td>
</tr>
<tr>
<td>Navajo tribal grouping</td>
<td>61</td>
<td>0.00%</td>
</tr>
<tr>
<td>Sioux tribal grouping</td>
<td>11</td>
<td>0.00%</td>
</tr>
<tr>
<td>Asian</td>
<td>24,342</td>
<td>5.60%</td>
</tr>
<tr>
<td>Asian Indian</td>
<td>2,439</td>
<td>0.60%</td>
</tr>
<tr>
<td>Chinese</td>
<td>2,661</td>
<td>0.60%</td>
</tr>
<tr>
<td>Filipino</td>
<td>10,615</td>
<td>2.50%</td>
</tr>
<tr>
<td>Japanese</td>
<td>2,214</td>
<td>0.50%</td>
</tr>
<tr>
<td>Race</td>
<td>Population</td>
<td>Percentage</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------</td>
<td>------------</td>
</tr>
<tr>
<td>Korean</td>
<td>2,689</td>
<td>0.60%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>1,956</td>
<td>0.50%</td>
</tr>
<tr>
<td>Other Asian</td>
<td>1,768</td>
<td>0.40%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>2,011</td>
<td>0.50%</td>
</tr>
<tr>
<td>Native Hawaiian</td>
<td>335</td>
<td>0.10%</td>
</tr>
<tr>
<td>Guamanian or Chamorro</td>
<td>307</td>
<td>0.10%</td>
</tr>
<tr>
<td>Samoan</td>
<td>350</td>
<td>0.10%</td>
</tr>
<tr>
<td>Other Pacific Islander</td>
<td>1,019</td>
<td>0.20%</td>
</tr>
<tr>
<td>Some other race</td>
<td>117,386</td>
<td>27.10%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>18,343</td>
<td>4.20%</td>
</tr>
<tr>
<td>White and Black or African American</td>
<td>2,481</td>
<td>0.60%</td>
</tr>
<tr>
<td>White and American Indian and Alaska Native</td>
<td>2,419</td>
<td>0.60%</td>
</tr>
<tr>
<td>White and Asian</td>
<td>5,360</td>
<td>1.20%</td>
</tr>
<tr>
<td>Black or African American and Alaska Native</td>
<td>200</td>
<td>0.00%</td>
</tr>
<tr>
<td>Race alone or in combination with one or more other races</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total population</td>
<td>433,212</td>
<td>43321200.00%</td>
</tr>
<tr>
<td>White</td>
<td>271,654</td>
<td>62.70%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>15,663</td>
<td>3.60%</td>
</tr>
<tr>
<td>American Indian and Alaska Native</td>
<td>7,183</td>
<td>2%</td>
</tr>
<tr>
<td>Asian</td>
<td>33,610</td>
<td>7.80%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>4,348</td>
<td>1.00%</td>
</tr>
<tr>
<td>Some other race</td>
<td>121,680</td>
<td>28.10%</td>
</tr>
</tbody>
</table>

**HISPANIC OR LATINO AND RACE**

<p>| Total population                          | 433,212    | 43321200.00% |
| Hispanic or Latino (of any race)          | 252,588    | 58.30%      |
| Mexican                                   | 235,557    | 54.40%      |</p>
<table>
<thead>
<tr>
<th>Race</th>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Puerto Rican</td>
<td>2,367</td>
<td>0.50%</td>
</tr>
<tr>
<td>Cuban</td>
<td>308</td>
<td>0%</td>
</tr>
<tr>
<td>Other Hispanic or Latino</td>
<td>14,356</td>
<td>3.30%</td>
</tr>
<tr>
<td>Not Hispanic or Latino</td>
<td>180,624</td>
<td>41.70%</td>
</tr>
<tr>
<td>White alone</td>
<td>131,238</td>
<td>30.30%</td>
</tr>
<tr>
<td>Black or African American alone</td>
<td>10,606</td>
<td>2.40%</td>
</tr>
<tr>
<td>American Indian and Alaska Native alone</td>
<td>1,046</td>
<td>0.20%</td>
</tr>
<tr>
<td>Asian alone</td>
<td>23,647</td>
<td>5.50%</td>
</tr>
<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>1,963</td>
<td>0.50%</td>
</tr>
<tr>
<td>Some other race alone</td>
<td>530</td>
<td>0.10%</td>
</tr>
<tr>
<td>Two or more races</td>
<td>11,594</td>
<td>2.70%</td>
</tr>
<tr>
<td>Two races including Some other race</td>
<td>136</td>
<td>0.00%</td>
</tr>
<tr>
<td>Two races excluding Some other race, and Three or more races</td>
<td>11,458</td>
<td>2.60%</td>
</tr>
<tr>
<td><strong>Total housing units</strong></td>
<td>141,155</td>
<td>(X)</td>
</tr>
</tbody>
</table>

**CITIZEN, VOTING AGE POPULATION**

<table>
<thead>
<tr>
<th>Population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizen, 18 and over population</td>
<td>230,717</td>
</tr>
<tr>
<td>Male</td>
<td>116,281</td>
</tr>
<tr>
<td>Female</td>
<td>114,436</td>
</tr>
</tbody>
</table>

**Source:** ACS DEMOGRAPHIC AND HOUSING ESTIMATES; 2014-2018 ACS 5 year Estimate.
<table>
<thead>
<tr>
<th>INCOME AND BENEFITS (IN 2018 INFLATION-ADJUSTED DOLLARS)</th>
<th>Total</th>
<th>Percent of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total households</td>
<td>126,052</td>
<td>126,052</td>
</tr>
<tr>
<td>Less than $10,000</td>
<td>4,820</td>
<td>3.80%</td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>4,179</td>
<td>3.30%</td>
</tr>
<tr>
<td>$15,000 to $24,999</td>
<td>9,561</td>
<td>7.60%</td>
</tr>
<tr>
<td>$25,000 to $34,999</td>
<td>10,842</td>
<td>8.60%</td>
</tr>
<tr>
<td>$35,000 to $49,999</td>
<td>15,983</td>
<td>12.70%</td>
</tr>
<tr>
<td>$50,000 to $74,999</td>
<td>24,256</td>
<td>19.20%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>17,300</td>
<td>13.70%</td>
</tr>
<tr>
<td>$100,000 to $149,999</td>
<td>19,706</td>
<td>15.60%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>9,041</td>
<td>7.20%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>10,364</td>
<td>8.20%</td>
</tr>
<tr>
<td>Median household income (dollars)</td>
<td>66,676</td>
<td>(X)</td>
</tr>
<tr>
<td>Mean household income (dollars)</td>
<td>93,636</td>
<td>(X)</td>
</tr>
<tr>
<td>Median family income (dollars)</td>
<td>72,659</td>
<td>(X)</td>
</tr>
</tbody>
</table>

Source: SELECTED ECONOMIC CHARACTERISTICS; 2014-2018 ACS 5 year Estimate.

Other data sources cited within this document can be accessed at:

Ed Data Education Data Partnership CDE/EdSource/FCMAT:
https://www.ed-data.org/county/Monterey

CDS Code 27-00000-000000:
https://www.ed-data.org/county/Monterey

The Mixtec, Zapotec, and Triqui Indigenous Peoples of Mexico:
ATTACHMENT I:

Fixed Facility Analysis
MST Facility Equity Analysis
King City Operating Facility

August 2017
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I. Executive Summary

Prior to constructing new facilities, recipients of federal transportation funding must consider how the location of the proposed facility may impact the affected minority and low-income community. While the impacts of constructing and operating a facility need to be environmentally analyzed for potential impacts, the selection of the site location must also be scrutinized to ensure that the site was selected in a non-discriminatory manner.

As required by Title VI of Civil Rights Act of 1964, MST has conducted a Fixed Facility Equity Analysis intended to ensure that the location is selected without regard to race, color, or national origin. Along with data and studies undertaken as part of the environmental process, MST has determined that the selection of the proposed South County Operating Facility in King City would not result in a disparate impact to minority populations.

II. Background

TITLE VI REQUIREMENT

Under Title VI of the Civil Rights Act of 1964, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. As a recipient of federal funds, MST is required to conduct a Fixed Facility Equity Analysis, highlighted in both the federal Title VI guidance1 and under Title 49 of the Code of Federal Regulation,2 that is intended to ensure that the location is selected without regard to race, color, or national origin. This analysis must also “give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result.”

TITLE VI POLICIES

MST has developed policies and procedures to satisfy all requirements established by federal guidance under the federal circular C4702.1B. The MST polices were established so that no person would be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity provided by MST. The policies also provide for meaningful access to programs for persons with Limited English Proficiency (LEP). MST provides public notice of its policy to uphold and assure full compliance with Title VI on their agency website (https://mst.org/contact-us/civil-rights/title-vi/). Information regarding MST’s Title VI policies and the procedures for filing civil rights complaints are provided in English, Spanish, Tagalog, Vietnamese and Korean.

AGENCY OVERVIEW

MST is a transit district that provides fixed route, demand-response, and special seasonal transit service to a 293.9-square mile area of Monterey County with connections to Santa Cruz County in Watsonville and Santa Cruz; Santa Clara County in Gilroy, Morgan Hill, and San Jose; and San Luis Obispo County in Paso Robles and Templeton. MST provides a variety of fixed-route services to meet the unique needs of the rural, small, and medium sized communities it serves. High frequency commuter services in Salinas, Monterey, and Seaside complement local and neighborhood services in Pacific Grove, Carmel, Marina, and Del Rey Oaks.

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1 Federal Circular C4702.1B Chapter III-11
2 Title 49 CFR Section 21.9(b)(3) and Appendix C, Section (3) (iv)
MST operates 55 fixed-routes within a service area comprised of an estimated 433,898 people and has a total of 73 35- and 40-foot standard diesel buses, 6 MCI 45-foot commuter coaches, 7 diesel trolley style buses, one electric trolley style bus, 25 medium gasoline powered buses, and 4 hybrid diesel-electric medium buses. On the demand response side, MST operates 41 medium gasoline powered buses; 34 for paratransit and 7 for general public dial-a-ride service in the neighborhoods of Marina, Gonzales, Greenfield, Soledad, and King City.

The vehicles are maintained and stored in one of three bus yards: the Thomas D. Albert Division in Monterey, the Clarence J. Wright Division in central Salinas, and the MV Transportation (a contract transit service provider) facility in southwest Salinas near the city limits. Transit services operate through two major transit hubs in Monterey and Salinas as well as secondary hubs in Marina and at the Edgewater Shopping Center in Sand City. Annual boardings on the fixed-route system total 4.3 million (FY 2016).

**PROJECT CONTEXT**
Since 2002, MST has provided fixed-route transit service between the Salinas Valley communities of Chualar, Gonzales, Soledad, Greenfield and King City. What began as a handful of round trips per day has grown into nearly hourly service along the Highway 101 corridor connecting these communities. Over the last five years, MST started and expanded long distance fixed-route services to further areas of southern Monterey County. The incorporated cities of Soledad, Greenfield, and King City, and the unincorporated communities of Fort Hunter Liggett, San Lucas, San Ardo, and San Miguel are served by these new routes, which also provide connections to the City of Paso Robles in San Luis Obispo County.

There are currently four long-distance commuter routes that serve approximately 10,000 passenger boardings each year, including one regional route with nearly 200,000 boardings last year, and four local general public dial-a-ride services, one in each of the incorporated cities of southern Monterey County, that in total carried over 40,000 passengers last year. MST complements this fixed-route service with equivalent paratransit service that is restricted to those individuals who are unable to access regular transit services due to their physical and/or cognitive difficulties as required by the federal Americans with Disabilities Act (ADA).

Currently, MST deploys these fixed-route buses from either its Monterey bus yard, which is 40 miles away, or from the Salinas bus yard, which is 30 miles away. This type of operation is inefficient due to significant deadhead miles and hours and causes unnecessary wear and tear on transit buses, which can drive up maintenance costs. Additionally, the South County communities are expected to grow in the coming years, as this is one of few areas of the county that has “water rights” to develop residential units. With increased development, there would be additional demand for public transit service. As a result, MST has considered building a bus maintenance and storage facility in southern Monterey County to accommodate the future transit needs of the area’s rural communities.

**SITE SELECTION CONSIDERATION**
The MST Facilities Committee meets twice each year to discuss agency issues, including operational and potential storage and maintenance yard needs. The following criteria were considered in selecting potential sites for the proposed operating facility:
- Existing Availability (shared use, or developable land)
- Functionality (size, ease of use)
- Service Efficiency (proximity to beginning/end of bus lines)
Based on a number of factors, King City was determined to be the most centrally located and economically feasible option that had the fewest impacts on residential areas, including those with primarily minority occupants. Multiple industrial parcels were considered within King City, but ultimately the proposed project site was selected because it has access to two public roads, allowing for alternate egress if one of the two roads were blocked due to a natural disaster or vehicular accident. The proposed site is also one mile from a planned multi-modal transit center that will be served by MST buses and future passenger rail. In addition, there are no easements or right-of-way issues. The proposed facility is described in Section II of this report.

PUBLIC PROCESS ON SITE SELECTION
Before taking the site selection to the public, it was necessary to ensure that the site would be available, cost effective, and eligible to receive grant funds or loans for development. As a result, conducting aspects of the site development such as seeking funding, consulting with local planning agencies regarding the ability to construct on the site, and considering the impacts to Title VI communities has delayed engaging the public-at-large until it was clear that the site should be further considered. Additionally, because the site is located within a former redevelopment area, it was necessary to conduct further consultation with the State of California and the City of King regarding its legal ability to sell the property.

Once funding was being secured and the City of King was given approval to sell the property, MST was able to commence its public engagement process. Along with the analysis of Title VI impacts to minority residents and businesses, the public engagement process set the stage for environmental clearance—both under the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA)—and will help frame any community issues that may arise as a result of the site development.

ENVIRONMENTAL CLEARANCE TIMELINE AND/OR ACTIVITIES
The project is currently undergoing both state and federal environmental review. The site is associated with a Site Specific Plan Initial Study Mitigated Negative Declaration (IS/MND) that was previously completed and analyzed in 2007. Technical studies were undertaken to determine if conditions and related data had changed from the IS/MND, resulting in additional impacts.

Several technical studies analyzing the potential environmental impacts of the proposed South County Operations and Maintenance Facility Project have been conducted. The analyses determined that the proposed project would not result in significant impacts to the environment. In accordance with the USDA’s National Environmental Policy Act (NEPA) Regulations, the proposed project could be classified under § 1970.53, “Categorical Exclusions (CE) Involving Small-scale Development”

It is anticipated that the CE declarations and substantiating documentation would be available for public review fall 2017.
III. Project Description

The Monterey-Salinas Transit (MST) South County Operations and Maintenance Facility Project (proposed project) consists of developing an approximately 4.8-acre, vacant parcel in King City, California, to construct an operations and maintenance facility for vehicles that primarily serve southern Monterey County. The proposed project would accommodate future transit needs in the surrounding rural communities of southern Monterey County. The proposed project includes a maintenance area; an administration area; an area for parts storage, mezzanine, steam cleaning and other miscellaneous uses; and parking.

The proposed project site is part of the existing industrial park site for which King City has approved the East Ranch Business Park Specific Plan (Specific Plan). The Specific Plan Final Initial Study/Mitigated Negative Declaration (Final IS/MND) was certified as adequate and the Specific Plan was approved by the King City Council on August 14, 2007. The proposed project is allowed under the Specific Plan as an industrial type use pursuant to acquiring a Conditional Use Permit and Architectural Review approval.

PROJECT LOCATION
The proposed project is located at an approximately 4.8-acre, vacant parcel in King City, California (project site) (Figure 1). The site is bounded to the west by a vacant lot, to the south by San Antonio Drive, to the north by the King City Energy Center, and to the east by Don Bates Way (Figure 2). The site is flat, surrounded by industrial uses, and is heavily disturbed due to mowing and maintenance activities (Figure 3). The approximate elevation of the proposed project site is 340 feet above mean sea level.

The proposed project site is part of the existing industrial park site for which King City has approved the East Ranch Business Park Specific Plan (Specific Plan). The Specific Plan planning area consists of approximately 107 acres of industrial and related uses located northeast of King City. The Specific Plan planning area is bordered by Metz Road to the west, Bitterwater Road to the south, and Airport Drive to the east. San Antonio Road dissects the East Ranch Business Park.

The Specific Plan planning area is located in the M-1 (Industrial) District, and provides an area of larger land parcels with enhanced aesthetic standards where manufacturing and other industries can locate and operate away from the restricting influences of non-industrial uses. The Specific Plan planning area is characterized by industrial and commercial development (Specific Plan, 2007).

PLANNED USE
A 4,600 square foot (sq ft) maintenance area would be constructed with 3 maintenance bays to service buses. The one-story building would include services for drivers, mechanics, and equipment related to bus maintenance. The new facility would be capable of maintaining 40 buses of varying sizes and types, including vendor vehicles which have been serviced off site due to lack of facilities on-site. Additionally, the building would include: a machine and rebuild shop for engines, transmissions, and small components; overhead consumable services as required throughout the service bays; special dedicated HVAC and exhaust systems; parts storage areas; and utilities and parts cleaning facilities.

The southeast half of the building would include a 2,830 sq ft administrative area for office work stations, restrooms, break room, training room, storage, and a dispatch communication center. The drivers’ facilities would include: a drivers’ lounge with adjacent day lockers, a quiet room, kitchen with vending machine area, and toilet rooms with showers.
The northwest corner of the building would include an area (6,580 sq ft) for parts storage, mezzanine, steam cleaning, and other miscellaneous uses.

The parking area would accommodate 45 employee vehicles and 40 buses. Electrical infrastructure would be designed to accommodate as many as four all-electric buses and several all-electric agency cars.

IV. Project Benefits

As described above, the need to connect rural communities along the Highway 101 corridor has grown. As a result, MST needs to develop a bus maintenance and operations facility in southern Monterey County to accommodate future transit needs in these rural communities. The purpose of the proposed project is to support existing and future bus maintenance and operations needs to sustain public transportation service in South County and along the Highway 101 corridor. This includes ensuring that the service can be efficiently operated by reducing deadhead costs that would be required without a nearby operating facility.

The site provides a unique opportunity to construct a facility that meets the size and location needs of the agency, while fitting in with the context of the neighboring uses. Because the location was the subject of a Site Specific Plan, industrial uses such as those anticipated with a bus operating facility have already been considered and planned by local agencies.

Additionally, because this site is located in an area that allows MST to take advantage of specialized grants and/or funding mechanisms for the construction of the facility, the location is financially advantageous.

V. Site Selection Process

The primary project objective of the new facility is to accommodate the bus fleet and to provide maintenance services. However, the proposed project approach, design, and implementation must align with MST’s guiding principles. The MST 2018-2020 Strategic Plan Update established the organization’s overarching goals and objectives that ally with the project objectives that were developed through discussions with leadership and the site design team:

- Accommodate future transit needs in rural communities.
- Reduce operational costs, vehicle wear and tear, fuel consumption, and vehicle emissions relative to fleet size by providing a maintenance and operations facility in Monterey’s South County, thus reducing the effects of deadhead trips from Salinas and Monterey.
- Modernize facility and equipment to improve service efficiency and quality.
- Reduce potable water usage relative to fleet size.
- Increase facility energy efficiency.
- Provide a comfortable and safe environment within the building and around the usable site areas that promotes improved occupant health, safety, and productivity.

Because the proposed new facility location would need to meet important operational criteria including adequate size, geographic proximity to the service area, and access to major thoroughfares, MST staff studied potential geographic locations closer to the service area that would allow for efficient service operation while minimizing additional service time and fuel costs.
Based on this information, MST conducted a location site search that included property listings for sites currently for sale as well as sites in the necessary geographic area that would meet the criteria but were not for sale. MST staff also visited several sites to determine their potential for this use. The search was extensive, and MST is confident that it analyzed all locations in the acceptable geographic area that could meet the required criteria for the new site. This process led to staff identifying three sites as potential locations.

To address the site selection evaluation directly, MST staff discussed how to locate a potential new operational facility to meet the broader agency needs as well as ensure that the site was located in an area that would not result in unavoidable equity impacts. Toward that end, the MST Board adopted Site Selection Goals, described below and listed in Table 1, to assist in the process. These goals are also required under federal civil rights guidance, per Title VI of the Civil Rights Act of 1964, which requires that agencies ensure that the location is selected without regard to race, color, or national origin.

**SITE SELECTION GOALS PUBLIC OUTREACH**

In addition to the public board meeting, two public scoping meetings were held in King City to solicit public input on the Site Selection Goals and to explain the reasons for seeking a location for a new facility. Public Information, including a slide deck, was produced in Spanish and English, and the meetings were noticed in both English and Spanish language newspapers. Appendix A contains the slide deck and public notices.

**SITE SELECTION GOALS AND RESULTS**

On September 19, 2016, the MST Board adopted the Site Selection Goals listed in Table 1, which include site functionality, site efficiency, site development and site equity to ensure that the location of the new facility would not result in avoidable discriminatory impacts based on race, color, or national origin. The goals below include the evaluative measures within each category. King City was selected as the preferred site based on how well it performed against these goals; however, two sites in addition to King City were evaluated but ultimately rejected.

- **Soledad Unified School District** – This location was considered but rejected because a joint agreement to use the school district’s bus yard was deemed financially infeasible. In addition, the City of Soledad has in excess of 20,000 residents according to the US Census, and, hence, is not eligible for a USDA rural assistance loan. In addition, this location was not large enough to accommodate a long-range buildout scenario. It was also located in a more densely populated residential area adjacent to a school, which could result in unavoidable impacts.

- **Greenfield** – This location was considered but rejected because of its close proximity to a residential area with a primarily minority population, which raised federal Title VI civil rights and environmental justice concerns. The parcel that was considered was bounded on three sides by residential areas, which could result in unavoidable impacts to the surrounding neighborhoods.

**SITE SELECTION EVALUATION MATRIX**

Table 1 presents the evaluation summary matrix, including the goals and evaluation metrics that were used to evaluate the three sites. Scores for each criteria range from 1 (least desirable) to 4 (most desirable).
Table 1: Site Selection Evaluation Matrix

<table>
<thead>
<tr>
<th>Site Functionality Goal: Accommodate Bus Operations</th>
<th>King City</th>
<th>Soledad</th>
<th>Greenfield</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Less than 3 acres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 3 to 4 acres</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>3 Greater than 4 acres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Entry/Exit</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 No direct access to site (requires road construction)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Direct access to site via one roadway</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>3 Direct access to site via two roadways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Direct access to site via more than two roadways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SITE FUNCTIONALITY GOAL: TOTAL SCORE</strong></td>
<td>6</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site Efficiency Goal: Reduce Deadhead Costs</th>
<th>King City</th>
<th>Soledad</th>
<th>Greenfield</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Distance From End of Line</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Greater than 10 miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 5-10 miles</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>3 1-5 miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Less than 1 mile</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Proximity to Future Intermodal Centers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Greater than 5 miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 4-5 miles</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>3 2-4 miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 1 mile or less</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Proximity to Multiple Service Types and Routes</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 No area serving routes within 1 mile of facility</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>2 Most area serving routes within 1 mile of facility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 All area serving routes within 1 mile of facility</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4 All area serving routes &amp; other carriers (e.g Greyhound) within 1 mile of facility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Access to US 101</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 No access to US 101 within 5 miles</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>2 Access to one US 10 interchange within 1-5 miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Access to two US 101 interchanges within 3 miles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SITE EFFICIENCY GOAL: TOTAL SCORE</strong></td>
<td>14</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Site Development Goal: Keep Development Costs Low</td>
<td>King City</td>
<td>Soledad</td>
<td>Greenfield</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-----------</td>
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</tr>
<tr>
<td><strong>Consistent with Local Plans</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Special variances required for construction and use</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2 No special variances required for construction and use</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Context Sensitive Land Uses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Not zoned for industrial use</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2 Zoned for industrial use</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Existing Structures or Features</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Requires significant demolition and reconstruction</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Requires some modification to structures</td>
<td>4</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>3 No structures or utilities exist at or near location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 No structures exist, but site has access to utilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Existing Conditions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Existing easements or Right of Way issues</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2 No existing easements or Right of Way issues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Environmental Considerations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Existing environmental issues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 No existing environmental issues but site is sloped and/or requires significant grading and/or construction to accommodate bus operations</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>3 No existing environmental issues and site is flat</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SITE DEVELOPMENT GOAL: TOTAL SCORE</strong></td>
<td>13</td>
<td>6</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Demographic &amp; Title VI Goal: Ensure Minority Residents &amp; Businesses are not Disproportionately Affected</th>
<th>King City</th>
<th>Soledad</th>
<th>Greenfield</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Impacts to Residents and Businesses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Facility creates disproportionate impacts to protected residents and/or causes minority business displacement</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2 Facility does not create impacts to protected residents but causes minority business displacement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Facility does not create impacts nor causes minority business displacement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Neighborhood Context</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Facility does not fit into other neighborhood or area uses</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2 Facility fits into neighborhood uses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DEMOGRAPHIC &amp; TITLE VI GOAL: TOTAL SCORE</strong></td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL SITE SELECTION SCORE</th>
<th>King City</th>
<th>Soledad</th>
<th>Greenfield</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>38</td>
<td>20</td>
<td>24</td>
</tr>
</tbody>
</table>
VI. Analysis of Site Selection
To provide a comparison of the three sites in terms of ethnicity and income, MST conducted a geospatial analysis of the three sites that were considered. This allowed each site to be compared to one another as well as to the county as a whole. The analysis was conducted to ensure that a site was selected without regard to race, color, or national origin.

METHODOLOGY AND DATA USE:
The analysis for the sites was conducted using American Community Survey 5-year estimate (2011-2015) data at the block group level. The block group level was chosen for this analysis because it provides a more localized perspective than would the census tract level. Minority and low-income populations were identified in the block groups adjacent to the sites.

Using mapping software, a ¼ mile buffer was drawn around each site that was considered. Residents falling within the buffer were included for analysis. While ¼ mile may appear to be a fairly large area, it represents a conservative approach to analysis, as it identifies potential impact areas that may be greater than actually would be impacted. Maps 1-8 provide a visual depiction of the data presented below, including the census block groups used in the analysis.

The minority and low income population of the locations is significantly larger than the County of Monterey as a whole, as provided in Table 2, below:

<table>
<thead>
<tr>
<th>Location</th>
<th>Population in Poverty</th>
<th>Poverty Percentage</th>
<th>Minority Population</th>
<th>Minority Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>King City</td>
<td>3,193</td>
<td>23.85%</td>
<td>12,307</td>
<td>91.92%</td>
</tr>
<tr>
<td>Greenfield</td>
<td>4,406</td>
<td>24.72%</td>
<td>16,252</td>
<td>91.14%</td>
</tr>
<tr>
<td>Soledad</td>
<td>5,080</td>
<td>19.67%</td>
<td>22,482</td>
<td>87.05%</td>
</tr>
<tr>
<td>County of Monterey</td>
<td>72,835</td>
<td>17.00%</td>
<td>293,420</td>
<td>68.49%</td>
</tr>
</tbody>
</table>

Source: 2011-2015 American Community Survey 5-Year Estimates

It is expected that the three sites would have larger percentages of low income and minority residents than the county as a whole, because the new facility is intended to serve southern Monterey County, which has a greater percentage of low-income and minority residents.

However, in terms of minority impact, while the King City site has similar minority concentrations to Greenfield and is less minority than the Soledad location, the actual number of those within the ¼ mile buffer is the lowest of the three locations. Similarly, while the percentage of those in poverty in King City is similar to Greenfield and higher than the Soledad location, the actual numbers of those in poverty in King City is the lowest of the three locations. This is due to the location of the King City site, which is situated in an industrial area with no immediate residential areas nearby.

Overall, both Greenfield and Soledad are located in areas with a greater potential for all residents to be disrupted by bus related activities due to the density of residential development at those two sites. In particular, the Soledad location has the largest general population in the ¼ mile area due to residential areas immediately adjacent to the potential site. However, both the Greenfield site and the Soledad location have residences immediately neighboring the two sites, unlike King City, which has no immediately adjacent residential areas. As a result, impacts to residents at those two sites could be greater than near the King City site.
**IMPACT COMPARISON:**
As referenced below, the King City location has been analyzed for traffic, air quality, environmental justice, and historic property to determine site specific impacts associated with the construction and operation of a bus operating facility at that site. A broader impact comparison is provided below and includes information about the other two sites that were considered in order to ensure that the site was selected without regard to race, color or national origin. Table 3 presents an evaluation of the three sites for various impact characteristics.

**Table 3: Site Comparison**

<table>
<thead>
<tr>
<th></th>
<th>King City</th>
<th>Greenfield</th>
<th>Soledad</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Land Uses</strong></td>
<td>Located within an industrial area with no residential areas immediately adjacent to the site</td>
<td>Located in a mixed use environment with residential areas within 700 feet of the site</td>
<td>Not zoned for industrial use. Located on a school property with higher density residential areas immediately bordering the site on three sides.</td>
</tr>
<tr>
<td><strong>Visual Impacts</strong></td>
<td>No clear visible impacts from residential areas</td>
<td>Some visible impacts could occur for some of the residential areas</td>
<td>Visible impacts for residences on three sides of the site</td>
</tr>
<tr>
<td><strong>Community Disruption</strong></td>
<td>No identifiable disruption, as industrial uses are compatible with bus operations</td>
<td>Some disruption anticipated as bus operations may not be compatible with some nearby residential areas</td>
<td>Disruption possible as bus operations may not be compatible with higher density residential areas.</td>
</tr>
<tr>
<td><strong>Construction Impacts</strong></td>
<td>No residential impacts anticipated. Construction Impacts would be addressed through best practices for industrial areas.</td>
<td>Some residential impacts may be experienced. Impacts would be addressed through best practices for mixed use environments.</td>
<td>Impacts may be experienced for adjacent residential developments.</td>
</tr>
<tr>
<td><strong>Displacement of Minority Businesses</strong></td>
<td>No displacement anticipated</td>
<td>No displacement anticipated</td>
<td>No displacement anticipated</td>
</tr>
</tbody>
</table>

**Finding:** While the King City site does have a slightly greater percentage of minority and low income residents within the ¼ mile buffer, the absolute number of minority and low income residents is the lowest of the three locations. Additionally, by viewing the broader impacts of the three sites in combination with the Site Selection evaluation matrix, the King City site appears to have the least potential to disrupt the existing community both during construction and in an on-going manner.

As a result, the King City site appears to have been selected with the goal of having the least impact possible to the neighboring areas and without regard to race, color or national origin.
VII. Analysis of Preferred Site

Detailed studies were conducted as part of the CEQA/NEPA analysis and have provided additional detailed input into the site selection decision. These studies have been used to determine if impacts associated with the construction or operation of the facility at King City would have significant environmental consequences to the minority and low income community in the area.

These studies include:

1. **Traffic Impact Analysis Draft Report**, which analyzes the impacts associated with the project, including traffic, pedestrian and bicycle circulation to the project area.
2. **Air Quality and Greenhouse Gas Impact Analysis**, which provides a description of the existing environment in the project area and identifies potential impacts associated with the proposed project in relation to regional and local air quality as well as increased emissions of greenhouse gases (GHGs). Project impacts are evaluated relative to the applicable California Environmental Quality Act (CEQA) Guidelines.
3. **Draft Socioeconomics and Environmental Justice Analysis**, which identifies any disproportionately high and adverse human health or environmental effects of the project on minority populations and low-income populations.

Highlights of each of the subject areas are stated below and provided by reference:

**TRAFFIC IMPACT ANALYSIS:**

**Finding:** Based on the traffic analysis, the project will not negatively impact the project area, as all the intersections in the study area would continue to operate at or better than their current operations. For the cumulative impacts, the project will not result in any additional decline in Level of Service, as generally the project will represent an imperceptible increase in delay at any study intersection. Also, because the project will not create any significant impacts, the project has no responsibility to implement or contribute to off-site mitigations for project or cumulative impacts.

The Traffic Impact Analysis includes both AM and PM peak generated trips created by the project as well as Level of Service (LOS) impacts at nine intersections within the project’s boundaries.

The project is estimated to generate 263 daily trips, with 4 trips (2 in, 2 out) during the AM peak hour and 4 trips (2 in, 2 out) during the PM peak hour. Because all of the study intersections would continue to operate at or better than their respective levels of service standards under Existing Plus Project Conditions, no improvements would be required. However, cumulative impacts without the project suggest improvements to several intersections in the area, and are to be implemented with the planned Downtown Addition, a mixed-use development.

Because the project area was already included in the East Ranch Business Park Specific Plan IS/MND, the following alternatives were analyzed included those with cumulative impacts based upon the King City project as well as other projects within the Specific Plan:

- Existing Conditions
- Existing Plus Project Conditions
- Background Conditions
- Background Plus Project Conditions
- Cumulative Without Project Conditions
- Cumulative Plus Project Conditions
The project is also unique in terms of land use in that it supports the development and operation of a transit system that will reduce overall traffic volumes throughout the study area. The introduction of enhanced transit service in King City as a result of the proposed South County Operations and Maintenance Facility would reduce traffic on the arterial street system by about 0.5%. This is not accounted for in the traffic operations analysis. However, the 0.5% traffic reduction will be credited toward the project’s contribution to mitigations identified in this analysis.

**AIR QUALITY AND GREENHOUSE GAS IMPACT ANALYSIS**

**Finding:** The proposed project would result in a relocation of some MST buses to the proposed facility which would result in an estimated reduction in regional bus travel of approximately 8,100 vehicle miles traveled (VMT) per week (1,157 VMT/day), in comparison to existing conditions. While construction related emissions would increase, the impact of these emissions was determined to be less than significant.

Long-term operational emissions associated with the proposed project would result in a slight increase in emissions from area sources (e.g. maintenance activities, use of cleaning products, architectural coatings, etc.) and energy use. However, these slight increases would be more than offset by reductions in emissions due to the relocation of the buses to the proposed facility. In total, the proposed project would result in an overall net reduction in emissions of -0.2 lbs/day of ROG, -35.5 lbs/day of NOX, -68.3 lbs/day of CO, -0.1 lbs/day of SOX, -0.1 lbs/day of PM10. This impact would be considered less than significant.

Short-term construction generated emissions modeling was assumed to occur over an approximate one-year period. The demolition of existing structures and import/export of soil would not be required for this project. Long-term operational emissions were calculated for year 2019 operational conditions using the CalEEMod, version 2016.3.1, computer program. Sources evaluated included energy use, area, mobile, and stationary sources. Emissions associated with energy use and area sources were based on the default parameters contained in the model. Construction of the proposed project would generate maximum uncontrolled daily emissions of approximately 10.0 lbs/day of ROG, 48.3 lbs/day of NOx, 23.4 lbs/day of CO, 20.8 lbs/day of PM10, and 12.3 lbs/day of PM2.5. Estimated construction-generated emissions of PM10 would not exceed the significance thresholds of 82 lbs/day. This impact would be considered less than significant.

Based on the traffic analysis prepared for this project, the signalized intersections of Metz Road/Bitterwater Road is projected to operate at unacceptable LOS E, or worse, during a.m. peak-hour operations. However, implementation of the proposed project would not contribute to a substantial increase in vehicle delay (i.e., 10 seconds, or more) at this intersection. Furthermore, with implementation of proposed traffic improvements this intersection would operate at acceptable LOS C, or better, during the peak hours. As a result, the project’s contribution to localized CO concentrations would be considered less than significant.

**DRAFT SOCIOECONOMICS AND ENVIRONMENTAL JUSTICE ANALYSIS**

**Finding:** The proposed project will not result in any adverse socioeconomic and environmental justice effects. The proposed project would have a beneficial effect to the minority communities in the project vicinity by providing additional employment opportunities.

The draft memorandum provides an analysis of the potential socioeconomic and environmental justice effects that may result from the proposed project in King City. For the purposes of environmental justice analysis, federal agencies are required to identify whether a proposed project will possibly have disproportionately high and adverse effects on minority or low-income populations within the proposed
The proposed project vicinity, or the affected environment for the environmental justice analysis, consists of the proposed project site and adjacent census blocks. For the purposes on this analysis, an impact is considered to be significant and require mitigation if it would result in any of the following:

- **Impact 1.** Substantially affect employment, industry, or commerce, including requiring the displacement of businesses or farms;
- **Impact 2.** Substantially affect property values or the local tax base;
- **Impact 3.** Substantially, disproportionately affect minority, low-income, elderly, disabled, transit-dependent, or other specific interest group(s); or
- **Impact 4.** Displace substantial numbers of people, necessitating the construction of replacement housing elsewhere.

Based on all of the impact areas, the proposed project will not result in any adverse socioeconomic and environmental justice effects. Additionally, the proposed project would have a beneficial effect to the minority communities in the project vicinity by providing additional employment opportunities.

**VIII. Conclusions**

In accordance with both federal and state environmental law and federal guidance, MST has conducted an evaluation of the proposed South County Operations and Maintenance Facility Project. This has included both technical studies and analysis associated with the California Environmental Quality Act (CEQA) and the National Environmental Policy Act (NEPA) as well as a qualitative site selection evaluation and public review that is required by Title VI of the Civil Rights Act of 1964.

Based upon the analyses conducted, the proposed project would not result in significant impacts to the environment. In accordance with the USDA’s National Environmental Policy Act (NEPA) Regulations, the proposed project could be classified under § 1970.53, “Categorical Exclusions Involving Small-scale Development.

Additionally, based on the qualitative site selection evaluation and public review of the proposed sites, the site appears to have been chosen without regard to race, color or national origin.
IX. Maps, Figures and Appendices
   a. Figures 1 – 3: Project Site Overview maps and Photos
   b. Map 1: Ethnicity of sites
   c. Map 2: Ethnicity of Soledad site
   d. Map 3: Ethnicity of Greenfield site
   e. Map 4: Ethnicity of King City Site
   f. Map 5: Poverty Rate of sites
   g. Map 6: Poverty rate of Soledad site
   h. Map 7: Poverty rate of Greenfield site
   i. Map 8: Poverty rate of King City site
   j. Appendix A: Public Outreach Slide Deck and Notices
ATTACHMENT J:

UZA Exemption
February 22, 2013

Carl Sedoryk
General Manager/CEO
Monterey-Salinas Transit
One Ryan Ranch Road
Monterey, CA 93940-5703

Dear Mr. Sedoryk:

Thank you for your letter requesting the Federal Transit Administration (FTA) reconsider Monterey-Salinas Transit’s (MST) classification as a fixed-route transit provider in an urbanized area (UZA) of 200,000 or more.

FTA’s Title VI Circular 4702.1B (“Title VI Circular”) requires transit providers that operate 50 or more fixed route vehicles in peak service and that are located in an urbanized area (UZA) of 200,000 or more in population to comply with comprehensive reporting requirements, including collection and reporting of data, evaluation of service and fare changes, and monitoring transit service. Currently, the FTA Civil Rights Office has classified MST as a recipient that operates 50 or more fixed route vehicles in peak service and is located in a UZA of 200,000 or more in population. This classification would require MST to comply with the more comprehensive reporting requirements. In your letter, you describe MST as serving a 280-square-mile area of Monterey County, with some service in southern Santa Cruz County, northern San Luis Obispo County, and Santa Clara County in California. While your agency provides some service to a large UZA, you assert that MST is located in two small UZAs, Seaside-Monterey UZA and the Salinas UZA with populations of 114,237 and 184,809, respectively.

Upon review of the information you provided, FTA agrees that MST is located in a small UZA, and, therefore, does not have to comply with the more comprehensive reporting requirements as outlined in FTA’s Title VI Circular. This determination is based on the understanding that MST provides some service to the San Jose UZA, but MST is not located in San Jose, nor does it allocate any service to the San Jose UZA for apportionment purposes. MST is still responsible for setting system-wide standards and policies as outlined in Chapter IV of the Title VI Circular, as well as the general requirements found in Chapter III of the Circular.
FTA does caution MST to give strong consideration to conducting equity analyses whenever it contemplates service and/or fare changes given that MST is in a transit-intensive and growing city.

Sincerely,

Linda Ford
Acting Director
FTA Office of Civil Rights

Cc: Leslie Rogers, Regional Administrator, FTA Region IX
    Derrin Jourdan, Regional Civil Rights Officer, FTA Region IX
    Michelle Overmeyer, Monterey Salinas Transit
RESOLUTION 2021-08
APPROVING THE 2020–2023 TITLE VI PROGRAM

WHEREAS, the Monterey-Salinas Transit District was established under AB644, the Monterey-Salinas Transit District Act, signed into law on October 11, 2009 and found at California Public Utilities Code Section 106000; and

WHEREAS, Monterey-Salinas Transit receives federal funds to provide public transportation to Monterey County; and

WHEREAS, Monterey-Salinas Transit is committed to ensuring that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any MST program, service, or activity regardless of the funding source; and

WHEREAS, Monterey-Salinas Transit must promote full and fair participation in public transportation decision-making; and

WHEREAS, Monterey-Salinas Transit must ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, Monterey-Salinas Transit is required by the Federal Transit Administration to prepare and submit a Title VI Program reaffirming its commitment to nondiscrimination every three years.

NOW THEREFORE, BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit approves its 2020-2023 Title VI Program Update.

THE BOARD OF DIRECTORS OF MONTEREY–SALINAS TRANSIT PASSED AND ADOPTED RESOLUTION 2021-08 this 14th day of September 2020.

______________________________        ______________________________
       Dan Albert, Chairperson        Carl Sedoryk, GM/CEO
PASSED AND ADOPTED BY THE BOARD OF DIRECTORS OF MONTEREY-SALINAS
TRANSIT this 14th day of September, 2021 by the following vote:

AYES:
NOES:
ABSENT:

ATTEST:

___________________________
Board Secretary (Deputy)
To: MST Board of Directors

From: Robert Weber, Chief Operating Officer

Subject: MV Transportation’s Request For Reimbursement of CARES Eligible Expenses.

RECOMMENDATION:

Receive Report on MV Transportation’s Request for Reimbursement of CARES Eligible Expenses and Direct Staff.

FISCAL IMPACT:

$75,000 (approximate) onetime payment and approximately $35,000 per month beginning in August 2020 until such time that MST deems the expense to be unnecessary.

Funding is available through the Coronavirus Aid, Relief, and Economic Security Act (CARES).

POLICY IMPLICATIONS:

Your Board must approve any expenditure that could exceed $100,000.

DISCUSSION:

Due to the COVID-19 pandemic, MV Transportation's business volume and associated revenues have sharply declined since March of this year. The decline was a direct result of the decrease in vehicle revenue hours for MST's contracted fixed route and RIDES Paratransit services.

This sustained loss in revenues has now prompted the firm to contemplate a reduction in its workforce to reduce expenses to offset the decline in revenues. Also, MV has incurred additional costs for the purchase of personal protective equipment (PPE), enhanced vehicle cleaning, and installation of driver protective barriers on the MST mini-bus fleet.

All of these expenses are eligible for reimbursement with funds provided through the Coronavirus Aid, Relief, and Economic Security Act (CARES). Also, the FTA has issued guidance allowing transit agencies to amend third-party contracts to allow for CARES reimbursement of these expenses to include paid administrative leave for...
essential personnel to preserve a state of readiness for operations and maintenance activities.

**Expenses incurred from March 2020 - July 2020**

MV has identified eligible expenses that they have incurred from March to July of this year, totaling approximately $75,000. If approved by your Board, MST would reimburse MV retroactively for these expenses, which is allowable under the CARES Act. These expenses include:

- Additional wages for daily Enhanced Revenue Vehicle Deep Cleaning
- Cleaning supplies
- Personal Protective Equipment
- Labor expense for installation of protective driver barriers (One-time expense)

**Reoccurring monthly expenses beginning in August 2020:**

Beginning in August, the amount requested increased by approximately $20,000 per month to pay for administrative leave for employees who are at risk of being furloughed or laid off from work. In total, the monthly reimbursement would not exceed $35,000 to reimburse MV for the following on-going expenses:

- Additional wages for daily Enhanced Revenue Vehicle Deep Cleaning
- Cleaning supplies
- Personal Protective Equipment
- Paid administrative leave for essential workers
- Training, requalification, or recertification expenses as required for the remobilization of essential workers

Staff is seeking direction from your Board as to how to proceed with this request. Some options to consider include:

1. Deny MV’s request for reimbursement through the CARES Act for all requested funds.

2. Direct staff to work with District Counsel to execute a contract amendment with MV that includes, but is not limited to the following key provisions:

   a) The reimbursed amount shall not exceed $35,000 per month. Any additional amount requested shall not be paid without prior MST Board authorization.

   b) The Amendment and its terms and conditions shall begin on March 4, 2020, and automatically expire at 11:59 p.m. on June 30, 2022, unless extended, terminated, or modified in writing by MST.
c) MST's responsibility is subject to the availability of funds. Specifically, any payment is contingent upon final approval and receipt of CARES funding grant or grants, or any future funding programs created in response to COVID-19.

d) CONTRACTOR shall maintain an appropriate accounting system, consistent with the Federal Acquisition Regulation Part 31, and claimed expenses must be reasonable, allowable, and allocable under the terms of Part 31.201-2.

e) All payments under the provisions of this Amendment are subject to audit. CONTRACTOR agrees to submit all related records to MST, its agents, and cognizant state and federal authorities upon request.

3. Return this matter to the MST Board at a future date, and include a final contract amendment for review and further consideration.

ATTACHMENT(S):

None
To: Board of Directors  
From: C. Sedoryk, General Manager/CEO  
Subject: Monthly Report

Attached is a summary of monthly performance statistics for the Transportation, Maintenance, and Administration departments for July 2020.

Starting this fiscal year we have added two new Dashboard charts based on board member input to the monthly COVID-19 updates. The first provides a 13 month rolling snapshot of passenger boardings and scheduled trips in order to track changes in ridership and levels of services provided. The second provides a cash flow projection to forecast anticipated monthly unrestricted cash balances.

These charts will be updated monthly to allow your board to better anticipate the impact of rapidly changing conditions within the communities we serve.

MST’s response to our community during the pandemic was featured in an online article of Governing – a news resource for elected and appointed officials and other public leaders. (Attachment 5).

Attachment #1 – Dashboard Performance Statistics – July 2020  
Attachment #2 – Operations Dept. Report – July 2020  
Attachment #3 – Facilities & Maintenance Dept. Report – July 2020  
Attachment #4 – Administration Dept. Report – July 2020  
Attachment #5 – Rural California Transit Agency Reinvents Itself During COVID


PREPARED BY: Carl G. Sedoryk
MST Fixed Route
YTD Dashboard Performance Comparative Statistics
July
Fiscal Years 2019-2021

**Ridership**

- **Goal:** 381,521 passengers
- **Minimum:** 362,445 passengers

<table>
<thead>
<tr>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>325,590</td>
<td>305,943</td>
<td>95,804</td>
</tr>
</tbody>
</table>

(Passenger Boardings - Fixed Route and Military)

**Passengers Per Hour**

- **Goal:** 20 passengers p/h
- **Minimum:** 15 passengers p/h

<table>
<thead>
<tr>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.11</td>
<td>17.01</td>
<td>6.18</td>
</tr>
</tbody>
</table>

(Passengers per hour of service)

**On Time Performance**

- **Goal:** 90% on time
- **Minimum:** 75% on time

<table>
<thead>
<tr>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>89.2%</td>
<td>88.3%</td>
<td>92.8%</td>
</tr>
</tbody>
</table>

(Percent of passengers within 5 minutes of scheduled arrival)

**Percentage of Service Delivered**

- **Goal:** 99% completed
- **Minimum:** 95% completed

<table>
<thead>
<tr>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.95%</td>
<td>99.95%</td>
<td>99.99%</td>
</tr>
</tbody>
</table>

(Percentage of scheduled trips completed)
MST Fixed Route
YTD Dashboard Performance Comparative Statistics
July
Fiscal Years 2019-2021

Fare Box Recovery Ratio

<table>
<thead>
<tr>
<th></th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>21%</td>
<td>18%</td>
<td>1%</td>
</tr>
<tr>
<td>Minimum</td>
<td>15%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Ratio of passenger fares to total operating cost)

Cost Per Revenue Hour

<table>
<thead>
<tr>
<th></th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>$142.91</td>
<td>$160.95</td>
<td>$199.12</td>
</tr>
<tr>
<td>Minimum</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Total operating cost per hour of service)

Miles Between Preventable Collisions

<table>
<thead>
<tr>
<th></th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>MST</td>
<td>178,442</td>
<td>117,416</td>
<td>189,420</td>
</tr>
<tr>
<td>MV</td>
<td>117,416</td>
<td>155,455</td>
<td>84,098</td>
</tr>
</tbody>
</table>

(Total miles travelled between preventable collisions)

Miles Between Road Calls

<table>
<thead>
<tr>
<th></th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>MST</td>
<td>23,715</td>
<td>25,585</td>
<td>54,704</td>
</tr>
</tbody>
</table>

(Miles travelled between mechanical failure)
MST RIDES
YTD Dashboard Performance Comparative Statistics
July
Fiscal Years 2019-2021

Ridership

Goal = 11,606 one-way trips
Maximum = 12,767 one-way trips

Passengers Per Hour

Goal = 2.0 passengers p/h
Minimum = 1.8 passengers p/h

On Time Performance

Goal = 90% on time
Minimum = 80% on time

One Way Trips

Goal = 11,606 one-way trips
Maximum = 12,767 one-way trips

Goal = 14,502 passengers
Maximum = 15,953 passengers

FY 2019 FY 2020 FY2021
(Total cumulative YTD passenger boardings)

FY 2019 FY 2020 FY2021
(Passengers per hour of service)

FY 2019 FY 2020 FY2021
(Percent of trips within 15 minutes of scheduled arrival)

FY 2019 FY 2020 FY2021
(Total cumulative YTD one-way passenger trips completed)
MST RIDES
YTD Dashboard Performance Comparative Statistics
July
Fiscal Years 2019-2021

Ridership

- Goal = 14,502 passengers
- Maximum = 15,953 passengers

Passengers Per Hour

- Goal = 2.0 passengers p/h
- Minimum = 1.8 passengers p/h

On Time Performance

- Goal = 90% on time
- Minimum = 80% on time

One Way Trips

- Goal = 11,606 one-way trips
- Maximum = 12,767 one-way trips

(Total cumulative YTD passenger boardings)

(Passengers per hour of service)

(Percent of trips within 15 minutes of scheduled arrival)

(Total cumulative YTD one-way passenger trips completed)
MST Fixed Route
Financial Performance Comparative Statistics
July
Fiscal Years 2019-2021

MST Fixed Route Total Revenue
YTD Actual and Budget

MST Fixed Route Total Expenses
YTD Actual and Budget
MST RIDES
Financial Performance Comparative Statistics
July
Fiscal Years 2019-2021

MST RIDES Total Revenue
YTD Actual and Budget

MST RIDES Total Expenses
YTD Actual and Budget
COVID-19 MST Statistics and Projections

13 Month Rolling Boardings and Scheduled Trips

Cash Flow Projections
January 2020 - June 2022
September 1, 2020

To: Carl Sedoryk, General Manager / C.E.O.
From: Robert Weber, Chief Operating Officer
Cc MST Board of Directors

Subject: Transportation Department Monthly Report – July 2020

FIXED ROUTE BUS OPERATIONS:

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

Preliminary boarding statistics indicate that the ridership fell to 95,804 in July 2020, which represents an **74.89% decrease** as compared to July 2019, (381,521). For the fiscal year, passenger boardings have decreased by **74.89%** from FY 2020.

Productivity decreased from 17.0 passengers per hour in July 2019 to **6.2** passengers per hour in July of this year.

*Note: The sharp decline in passenger boardings and productivity is directly attributed to the COVID-19 county-wide shelter in place order that went into effect on March 18th.*

Supplemental / Special Services:

All supplemental and special services were suspended for the month of July due to the COVID-19 pandemic.

System-Wide Statistics:

- Ridership: 95,804
- Vehicle Revenue Hours: 15,506
- Vehicle Revenue Miles: 230,779
- System Productivity: 6.2 Passengers Per Vehicle Revenue Hour
- One-Way Trips Provided: 16,341
**Time Point Adherence:** Of 70,122 total time-point crossings sampled for the month of July, the Transit Master™ system recorded 6,561 delayed arrivals to MST’s published time-points system-wide. This denotes that **90.64%** of all scheduled arrivals at published time-points were on time. (See MST Fixed-Route Bus ~ On Time Compliance Chart FY 2020 - 2021.)

**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 of the total number of reported time-point crossings.

**Service Canceled:** As listed below, there were a total of one (1) service cancellation for the month of July:

<table>
<thead>
<tr>
<th>Category</th>
<th>MST</th>
<th>MV</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical Failure</td>
<td>0</td>
<td>1</td>
<td>100.00%</td>
</tr>
<tr>
<td>Totals</td>
<td>0</td>
<td>1</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

**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 July 2019 and July 2020:

<table>
<thead>
<tr>
<th>Occurrence Type</th>
<th>July-19</th>
<th>July-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collision: MST Involved</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Employee Injury</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Object Hits Coach</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Passenger Conflict</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Passenger Fall</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Passenger Injury</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Near Miss</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Fuel / fluid Spill</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Unreported Damage</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>20</strong></td>
<td><strong>14</strong></td>
</tr>
</tbody>
</table>
CONTRACTED TRANSPORTATION SERVICES:

MST RIDES ADA / ST Paratransit Program:

Preliminary boarding statistics for the MST RIDES program reflect that for the month of July 2020 there were 7,065 passenger boardings. This denotes a 49.82% decrease in passenger boardings from July of 2019, (14,080). For the Fiscal year – passenger boardings have decreased by 49.82% from FY 2020.

- Productivity for July 2020 was 1.58 passengers per hour, decreasing from 1.82 passengers per hour in July 2019.

Note: The sharp decline in passenger boardings and productivity is directly attributed to the COVID-19 county-wide shelter in place order that went into effect on March 18th.

- For the month of July 2020, 93.76% of all scheduled trips for the MST RIDES program arrived on time, increasing from July of 2019, (90.76%).

COMMUNICATIONS CENTER:

In July, MST’s Communications Center summoned public safety agencies on seven (7) separate occasions to MST’s transit vehicles and facilities:

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Incident Type</th>
<th>Number Of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Passenger Disturbance / Other</td>
<td>3</td>
</tr>
<tr>
<td>EMS</td>
<td>Passenger Medical Emergency / Injury</td>
<td>4</td>
</tr>
</tbody>
</table>

Robert Weber
Chief Operating Officer
Monterey – Salinas Transit District
August 27, 2020

To: Carl Sedoryk, General Manager/CEO  
From: Norman K. Tuitavuki, Deputy Chief Operating Officer  
Subject: Monthly Maintenance Operations Report: July 2020

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel: $2.75</td>
<td>$1.82</td>
<td>$1.82</td>
</tr>
<tr>
<td>Gasoline: $2.85</td>
<td>$2.47</td>
<td>$2.47</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Period:</th>
<th>Revenue Fleet: Operating Cost Per Mile:</th>
<th>Revenue Fleet: Miles Between Major Mechanical Road Calls:¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>July: 2020</td>
<td>$1.02</td>
<td>63,211</td>
</tr>
<tr>
<td>YTD: FY 2021</td>
<td>$1.02</td>
<td>63,211</td>
</tr>
<tr>
<td>FY 2020</td>
<td>$1.05</td>
<td>22,208</td>
</tr>
<tr>
<td>FY 2019</td>
<td>$0.93</td>
<td>22,305</td>
</tr>
</tbody>
</table>

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

Department Activities/Comments:

In July, MST’s revenue fleet traveled 63,211 Miles Between major mechanical Road Calls (MBRC). Like previous months, this increase was expected due to the major decrease in the overall number of hours and miles MST has traveled in response to the COVID-19 pandemic. MST’s fleet cost per mile for FY 2021 decreased from $1.05 to $1.02, a positive trend. Please note – the July 2020 and FY 2021 Year to Date (YTD) are the same as July is the first month in FY 2021.

In July, staff continued its efforts preventing the spread and responding to COVID-19. Staff participated in the triennial TDA Audit by providing requested information and attending interviews to answer questions and elaborate on Maintenance practices. The Maintenance workforce has continued reporting to work, completing
scheduled preventive maintenance inspections, and quickly repairing defects. I attended a number of online meetings and informational sessions related to COVID-19 and continue researching and analyzing systems and devices that offer relief against the virus.
Date: September 1, 2020

To: C. Sedoryk, General Manager/CEO

From: Lisa Rheinheimer, Assistant General Manager; Michelle Overmeyer, Director of Planning /Innovation, 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 – July 2020

The following significant events occurred in Administration work groups for the month of July 2020:

**Human Resources**

A total employment level for July 2020 is summarized as follows:

<table>
<thead>
<tr>
<th>Positions</th>
<th>Budget FY20</th>
<th>Actual</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coach Operators F/T</td>
<td>131</td>
<td>128</td>
<td>-3</td>
</tr>
<tr>
<td>Coach Operators Limited Duty</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CO Occupational Injuries</td>
<td>1</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>Operations Staff</td>
<td>37</td>
<td>32</td>
<td>-5</td>
</tr>
<tr>
<td>Maintenance &amp; Facilities</td>
<td>53</td>
<td>50</td>
<td>-3</td>
</tr>
<tr>
<td>Administrative (Interns 1 PT)</td>
<td>30</td>
<td>28</td>
<td>-2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>252</strong></td>
<td><strong>238</strong></td>
<td><strong>-14</strong></td>
</tr>
</tbody>
</table>

*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.

**July Worker’s Compensation Costs**

<table>
<thead>
<tr>
<th>Cost</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indemnity (paid to employees)</td>
<td>$42,825.05</td>
</tr>
<tr>
<td>Other (includes Legal)</td>
<td>$8,474.32</td>
</tr>
<tr>
<td>Medical includes Case Mgmt, UR, Rx &amp; PT</td>
<td>$10,342.21</td>
</tr>
<tr>
<td>TPA Administration Fee</td>
<td>$5,708.33</td>
</tr>
<tr>
<td>Excess Insurance</td>
<td>$6,583.17</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$73,933.08</strong></td>
</tr>
<tr>
<td>Reserves</td>
<td><strong>$815,049.41</strong></td>
</tr>
<tr>
<td><strong>Excess Reserved</strong></td>
<td>($0)</td>
</tr>
<tr>
<td># Ending Open Claims</td>
<td>35</td>
</tr>
</tbody>
</table>

MST BOARD AGENDA / SEPTEMBER 14, 2020 MEETING / PAGE 369
Training

<table>
<thead>
<tr>
<th>Description</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Coach Operator Verification of Transit Training</td>
<td>10</td>
</tr>
<tr>
<td>Post-Accident/Incident Re-training</td>
<td>0</td>
</tr>
<tr>
<td>In-Service Training: Drive Safely at all time and Accident Prevention-targeting left turns</td>
<td>10</td>
</tr>
<tr>
<td>Human Trafficking: Modern Day Slavery Training</td>
<td>10</td>
</tr>
<tr>
<td>Return to Work refresher training</td>
<td>1</td>
</tr>
<tr>
<td>Maintenance Safety Training: Cancers, Food and your mood and three-point contact</td>
<td>23</td>
</tr>
<tr>
<td>In-Service Training: Giro Self Service Bid Web</td>
<td>25</td>
</tr>
<tr>
<td>HR101-COVID Leaves of Absence</td>
<td>27</td>
</tr>
<tr>
<td>In-Service Training: PPE Kit to prevent COVID-19</td>
<td>10</td>
</tr>
<tr>
<td>Libert Cassidy Whitmore: Ethics for All</td>
<td>5</td>
</tr>
<tr>
<td>Johns Hopkins University: COVID19 Contract Tracing Training</td>
<td>2</td>
</tr>
<tr>
<td>FEMA: Basic Incident Command System for Initial Response-ICS100</td>
<td>1</td>
</tr>
</tbody>
</table>

Risk Management

<table>
<thead>
<tr>
<th>Description</th>
<th>July 2020 Preventable</th>
<th>July 2019 Preventable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>POV Vehicle hits MST Vehicle</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MST Preventable Accidents</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
Accident Statistics

Number of Accidents

<table>
<thead>
<tr>
<th>Month</th>
<th>Non-Preventable</th>
<th>Preventable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-19</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Aug-19</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Sep-19</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Oct-19</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Nov-19</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Dec-19</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Jan-20</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Feb-20</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Mar-20</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Apr-20</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>May-20</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Jun-20</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>Jul-20</td>
<td>13</td>
<td>12</td>
</tr>
</tbody>
</table>

Monthly Miles Between Preventable Collisions (MBPC)

with 12 Month Rolling Average

<table>
<thead>
<tr>
<th>Month</th>
<th>Miles Between Prev. Collisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug-19</td>
<td>140,000</td>
</tr>
<tr>
<td>Sep-19</td>
<td>130,000</td>
</tr>
<tr>
<td>Oct-19</td>
<td>120,000</td>
</tr>
<tr>
<td>Nov-19</td>
<td>110,000</td>
</tr>
<tr>
<td>Dec-19</td>
<td>100,000</td>
</tr>
<tr>
<td>Jan-20</td>
<td>90,000</td>
</tr>
<tr>
<td>Feb-20</td>
<td>80,000</td>
</tr>
<tr>
<td>Mar-20</td>
<td>70,000</td>
</tr>
<tr>
<td>Apr-20</td>
<td>60,000</td>
</tr>
<tr>
<td>May-20</td>
<td>50,000</td>
</tr>
<tr>
<td>Jun-20</td>
<td>40,000</td>
</tr>
<tr>
<td>Jul-20</td>
<td>30,000</td>
</tr>
</tbody>
</table>

Standard = Not more than 1 preventable collision per 100k miles
<table>
<thead>
<tr>
<th>Service Report Type</th>
<th>MST</th>
<th>Other Provider*</th>
<th># of valid reports</th>
<th>% of reports received**</th>
<th>July 2019</th>
<th>% of reports received**</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA Compliance</td>
<td>1</td>
<td>0</td>
<td></td>
<td>1.8%</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>Agency Policy</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>3.5%</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>Bus Stop Amenities</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>4</td>
<td>4.9%</td>
</tr>
<tr>
<td>Carried By</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Discriminatory behavior by employee</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Early Departure</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1.8%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Employee Other</td>
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<td>Grand Total MST and *Other Provider</td>
<td>57</td>
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</table>

Employee Compliment 2 4
Service Compliment
Customer Service Call Center Report:
During the month of July 2020, MST received a total of 3,111 calls which lasted a total of 99 hours and 45 minutes. The average call duration was one minute and fifty-five seconds (1:55). MST received the greatest number of calls on Tuesday, July 7, at 150. Of the total number of calls, 715 (22%) 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 because 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.

Finance Update

General Accounting/Accounts Payable
During the month of July, staff processed timely and accurate payments to vendors, recorded appropriate revenues, and prepared monthly financial reporting and analyses. Accounting is now in FY2021 and will simultaneously continue to reconcile and analyze general ledger accounts for both FY2020 and FY2021. During the month of July, staff provided EideBailly, LLP (the CPA firm conducting our annual audit) remotely with the information necessary to complete the interim portion of the FY2020 Financial Audit. The remainder of the audit will be completed in the next months. Additionally, staff is continuing to track all COVID-19 related expenses necessary in order to claim expense reimbursements from FEMA, CARES, and Tax Credits in the next coming months. During this unprecedented time, staff has been successfully continuing to adapt to working from a distance as necessary.
Payroll

Second quarter tax returns were completed and filed. 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 July, staff provided support in responding to COVID-19. Staff followed up on and responded to pending applications for reimbursement under the 5307 CARES Act, 5311 CARES Act, and FEMA grant programs. In addition to attending several webinars for future grant opportunities, staff also participated in webinars regarding the COVID-19 pandemic, PG&E Zero-Emission Fleet program, clean vehicle infrastructure funding programs, and FEMA grant funding processes. Staff also participated in several meetings regarding current and future projects including the FY 20/21 bus procurements, SURF! Busway and BRT, and South County Operations and Maintenance Facility. Update meetings with internal staff were ongoing to address status changes to various active or pending grants and requests for reimbursements. Staff provided support and documentation as requested for the yearly audit.

Purchasing

During the month of July, staff worked on several procurement and inventory management objectives. Parts staff worked on placing orders and managing inventory levels at Monterey and Salinas locations. The inventory value for the month of July was $230,028 which represents a negligible change over the inventory value for the month of June which was at $231,219. The increase over past few months is a direct response to COVID-19 supply chain shortages and the desire to increase inventory for high use critical items. The increase in inventory value is expected to continue as Parts staff respond to Maintenance, Operations, and Facilities departmental requests for increased inventory on hand. Staff continues to define and evaluate the best level of inventory to support Maintenance needs. Staff also worked on responding to demands for personal protective equipment (PPE) and disinfectant related items in the fight against the COVID-19 pandemic. Staff also worked on large procurements such as RFP for Zero Emissions Bus Analysis and Bus Rollout Plan, and Universal Mobile Ticketing Solution.

Information Technology Update

Due to the COVID-19 pandemic emergency, staff continued to offer support for remote computer access for administrative employees to continue working from home. This support was for accessing network files, to attend video conference meetings and any laptop configuration changes, if and when required.

Staff worked with Operations and Maintenance Department personnel in monitoring and configuring of the Intelligent Transportation Systems (ITS) equipment installed on the vehicles and in the MST Communication Centers. Staff monitored and configured the software for the Trapeze Automatic Vehicle Location (AVL) systems on the fixed-route and Paratransit fleets. 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. Staff have delayed the upcoming implementation of the Facilities module, due to the COVID-19 pandemic. Staff continued to support the users of the Serenic Navision accounting/payroll system. Staff monitored and configured the functionality of the customer service database. Staff retrieved the RealTime data text and IVR data for the Customer Service monthly report. Staff ensured that the WiFi systems installed on 15 buses used on the commuter routes were working as designed. Staff monitored and configured the Giro Hastus run cutting/planning system, including the BidWeb module that will allow coach operators to bid automatically for runs.

Staff worked with MST staff and the vendors in preparation for the Contactless Fare system pilot implementation.

Staff monitored 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 received over 120 IT support-related emails and telephone calls that were responded to in a timely manner.

Marketing Update

MST RealTime Usage:

<table>
<thead>
<tr>
<th></th>
<th>Text</th>
<th>RealTime Phone</th>
<th>CSR Phone</th>
<th>App Sessions</th>
<th>App Users</th>
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<tr>
<td>2019</td>
<td></td>
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</tr>
<tr>
<td>July</td>
<td>9,008</td>
<td>1,251</td>
<td>5,292</td>
<td>259,975</td>
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<td>August</td>
<td>10,904</td>
<td>1,422</td>
<td>5,103</td>
<td>220,049</td>
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<td>1,368</td>
<td>4,674</td>
<td>232,152</td>
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<td>1,211</td>
<td>3,613</td>
<td>381,021</td>
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<td>December</td>
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<td>1,332</td>
<td>4,214</td>
<td>345,483</td>
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<td>January</td>
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<td>1,080</td>
<td>4,220</td>
<td>396,890</td>
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<td>February</td>
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<td>1,199</td>
<td>3,974</td>
<td>393,590</td>
<td>10,542</td>
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<td>March</td>
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<td>849</td>
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<tr>
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<td>715</td>
<td>3,111</td>
<td>60,189</td>
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Published news stories include the following: “Monterey-Salinas Transit hosts groundbreaking for South County Operations and Maintenance Facility” (Monterey County Business Council, 7/10/20), “MST announces contactless fare payment” (KSBW, 7/14/20), “MST holds groundbreaking ceremony for South County Operations and Maintenance Facility” (Mass Transit Magazine, 7/14/20), “MST announces new partnership with Caltrans, Visa” (Mass Transit Magazine, 7/15/20), “Visa sees transit
start to recover – with a boost from contactless payments” (Payment Source, 7/16/20), “Monterey-Salinas Transit breaks ground on South County Operations and Maintenance Facility”, (King City Rustler, 7/16/20), “Touchless transit payments increased 187% since April: Visa: (Smart Cities Dive, 7/16/20), “Transit riders are getting on board with touchless payments” (usa.visa.com, 7/16/20), “Monterey-Salinas Transit, Caltrans and Visa partner on contactless fare pilot project on public buses” (Monterey County Business Council, 7/17/20), “Visa: Contactless is the cornerstone for a reinvented public transportation experience” (Pymnts, 7/17/20), “MST to open new South County operations facility” (KION, 7/21/20), “Monterey-Salinas Transit reinstates fare collection” (Monterey County Business Council ,7/31/20).

**Press releases sent include:** “MST Service Changes Go Into Effect Saturday, July 11” (7/7/20), “MST Announces a New Partnership with Caltrans, Visa Introducing Contactless Fare Payment Demonstration” (7/13/20), “Groundbreaking Ceremony for MST’s South County Operations and Maintenance Facility” (7/13/20), “City of Monterey Councilman Dan Albert Elected to Chair of Monterey-Salinas Transit (MST) Board of Directors” (7/15/20), “MST Reinstates Fare Collection and Front Door Boarding Effective Saturday, August 1st” (7/27/20), “MST Donates Vehicles to Local Groups Supporting Agriculture Employees and Employers” (7/27/20).

**Projects:** Executed groundbreaking ceremony for South County Operations and Maintenance Facility; coordinated distribution of face coverings for donation to agencies within Monterey County that work closely with groups who serve high risk COVID communities; continue to provide support of upcoming Contactless Fare Payment pilot program; collaborate with Planning and Innovation team to support School Pass Program; support Salinas Valley Memorial Hospital’s Telecare Program; participate in COVID-19 Recovery Team meetings; assist overall agency donation/volunteer efforts, manage social media presence, maintain consistent internal and external communication through press releases, produce Onboard Newsletter, memos.

**Collaborative/Meeting/Committees:** Attended meetings via Zoom related to: Census 2020, LCTOP School Pass Program, Telecare program through SVMH, Senior Day Planning Committee, as well as monthly MST Employee Townhall meetings.

**Social Media Performance:**
Overview by Social Media Platform:

New! Twitter

- Tweets: 15
- Followers: 70
- Engagement: 60

Facebook

- Posts: 41
- Fans: 1.4K
- Engagement: 1.3K
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 July staff efforts continued to be focused on the COVID-19 pandemic. Ridership was closely tracked, and the July 11th service change was implemented.

Ongoing testing of the automatic passenger counters continued through the month of July.

Staff continued work on updating design criteria in MST's Designing for Transit guidelines. This document helps guide cities and the County to better plan for supportive transit facilities and amenities.

Staff participated in the triennial audit for the Transportation Development Account (TDA) program.

Work continued on Surf! Busway and Bus Rapid Transit Project. Staff met weekly with the consultant and a kick-off meeting was held for FTA staff on July 20th to discuss the environmental review process.

Throughout the month, staff continued participating in meetings with various local agencies, including the Transportation Agency for Monterey County, and Association of Monterey Bay Area Governments.
Outreach with innovative partners was started for the School Pass Program and contacts were made with each school district.

Coordination with the Grower-Shipper Association led to the donation of one retired cutaway bus to help Clinica de Salud del Valle de Salinas for mobile COVID-19 testing.

The kick-off meeting for South County Service Planning took place with the Planning Department and the Consultant.
Rural California Transit Agency Reinvents Itself During COVID

Carl Sedoryk, CEO of Monterey-Salinas Transit, explains how his agency went from moving not just people, but also food and medical services, while providing Internet service for families as the pandemic upended bus service.

Carl Smith, Senior Staff Writer | August 31, 2020 | Features

Add public transit to the list of things Americans took for granted before COVID-19. In the months since congregating indoors became a public health threat, many who built their daily routines around this affordable, climate-friendly public service have felt compelled to stay away from it.

Essential workers from the health-care, food and other industries don’t all have the ability to opt out, nor do citizens with no other way to get to the groceries or medicine they need. Keeping passengers safe is just one strand in the unprecedented web of challenges now facing transportation directors, and the problems that lie ahead may well be the most daunting of all.

Carl Sedoryk, CEO of the Monterey-Salinas Transit District, leads a system that serves a fifth of the California coast, from Paso Robles to San Jose. MST’s service area is almost 300 square miles. In the past, it has carried over 4 million passengers a year.

In order to keep on top of service needs during the pandemic, Sedoryk says that he and his staff have found it necessary to monitor and adjust day by day, hour by hour, “almost trip by trip.”
“It’s a huge amount of work and we’re exhausted, but no one’s complaining,” he says. “Others in our community don’t have jobs and there’s satisfaction in knowing we’re here to serve them.”

Prepared, But Not for This

Wildfires, earthquakes and floods are all potential risks for Sedoryk’s region and because of this, MST developed a business continuity plan five years ago. MST also is part of the county’s emergency services team and may be called on to transport citizens out of a danger zone or take first responders into it.

Over the years, Sedoryk and his team met regularly and ran tabletop exercises to consider the best responses to natural disasters, civil disturbances or mass casualty events. “In many ways, we were remarkably prepared but in some areas, we were less prepared,” he says.

The continuity plan even included a section on pandemic response, but it did not anticipate an extended public health emergency. “A disaster like a fire has a definable beginning, middle and end — it starts, it rages, it gets put out and then you start recovering,” says Sedoryk. “This thing is just never ending.”

When the first COVID-19 fatality was recorded in San Jose, a city to which MST travels, Sedoryk gathered his executive team and implemented the first step of the emergency plan, creating an emergency operations center and shifting responsibilities among managers to improve resilience. MST also acquired a stock of personal protective equipment. Ever since a hepatitis outbreak in the region four years ago, the agency had been disinfecting buses and had the supplies and expertise to continue this practice.

“We were less prepared for the run on the market for cleaners, masks and supplies,” says Sedoryk. “We had to scramble for a couple of months, like everyone else, to get our supply chain back in order.”
A sanitizer dispenser on a bus. (Photo: MST)

Empty Buses and Fareboxes

Through the month of April, ridership plummeted as much as 80 percent. Service was cut from 1,100 trips per day to 500. Bus occupancy was restricted to ensure physical distancing could be maintained and passengers were required to wear masks.

“We didn’t put a hard stop on boarding,” Sedoryk says. “Especially in Monterey, people travel in family units and we didn’t want to separate a mother from a child or force members of the same household to sit six feet apart.”

So far, California weather has allowed drivers to keep bus windows open. The manufacturers of MST’s buses claim this results in complete air exchange every two minutes.

The agency provided its drivers with masks, goggles and face shields. “We stopped collecting fares and instituted rear door boarding, to keep passengers from congregating at the front of the bus and potentially exposing the driver,” says Sedoryk.

Over time, passengers began to return. Sedoryk estimates that about 60 percent are back, and he has restored service to 70 percent of what it was before the pandemic, about 740 buses. Demand is monitored constantly, and new vehicles are added if drivers report that buses are getting crowded.

Video cameras on buses allow managers to pay attention to whether drivers are using their PPE properly and ensure that passengers follow public health guidelines. “Over time, fatigue sets in and some stop paying attention,” says Sedoryk. “We continue to encourage them to stay up to speed, but this isn’t the time to be punitive.”

MST invested half a million dollars in plastic shields at the front of buses to further protect drivers, and has applied to be reimbursed by FEMA. At the beginning of August, it began to collect fares again, for the first time since March 18.
Farms in MST's service area are critical to the nation's food supply. The district donated buses to be converted to mobile COVID-19 testing labs that could be brought to work sites. (Photo: Grower-Shipper Association of Central California)

Finding New Ways to Serve the Community

While public demand for transportation services waned, Sedoryk and his team began to look for other ways to use their resources to support the community. “As a public service provider, you don’t restore your service just to restore your service, you try to identify where you can accomplish the most good,” he says.

MST reached out to stakeholders in its service zone — the agriculture and hospitality industries, military bases, community colleges, school districts and health-care providers and the groups that represent them to find out what they needed. “Based on what we were hearing, we started doing a number of things,” says Sedoryk.

Unemployment in the county had gone from 3.5 percent to 20 percent, causing a tenfold increase in persons with food insecurity. Over the summer, MST's drivers and vehicles that would have otherwise been idle helped Meals on Wheels in Salinas Valley to deliver 8,000 meals to seniors and persons with disabilities.

Students living in agricultural communities were having difficulty keeping up with remote learning mandates. Many had been provided Chromebooks by the state, but they didn’t have Internet access. In response, MST parked its Wi-Fi-enabled commuter buses in rural areas to provide hot spots for them.

“We’d set them up in parking lots, and people could come in their cars and piggyback on our signal,” says Sedoryk. “We were out there every day during the end of the school year, and we’re ramping it up again as the new school year is starting.”

MST donated a vehicle it no longer needed to a veterans group who used it to take homeless veterans to food, medical services and shelter. The transit agency gave another vehicle to a nonprofit that trains at-risk youth to work in the hospitality industry. Upon discovering that drivers who take disabled veterans to medical appointments had stopped volunteering because they were old, disabled and at high risk of illness, MST found CARES Act funds to take over this service.

To support the local agriculture industry, which is critical to the national food supply, MST provided two buses to be converted into mobile COVID-19 testing facilities, to get testing capability out to the workers in the fields. It offered additional support by arranging for 7,500 masks received from the federal government to be distributed to families by organizations serving farmworker communities.
Safety messaging and distanced passengers. (Photo: MST)

Constant Recalibration

MST also looked at data to understand how transportation needs had changed. “We used the Slido app (an online survey tool) that you see at conferences to survey our passengers and employees and to resurvey community stakeholders,” says Sedoryk.

Community colleges have not yet resumed in-person classes. The people going back to work are in tourist-serving industries such as restaurants and hotels, and the shipping and packing facilities of the Salinas Valley. “We’re focusing our services there for now,” says Sedoryk.

Service to Santa Clara is currently discontinued due to lack of demand. An additional factor at play is the complications from inconsistent health guidelines. The Santa Clara health officer does not want riders to touch the tape on the bus wall to request a stop, but to call out “next stop.”

“I’d rather have people press the button and use the hand sanitizer we have on the bus,” says Sedoryk. “In places like Japan and Korea, they discourage talking at all because it spreads aerosol whether you’re wearing a mask or not.”

Sedoryk recognizes that this is a “granular” problem, but it only adds to the difficulty of doing his job when there is not a coordinated national response to the pandemic. “WHO information contradicts CDC information, which contradicts state health officer information, which contradicts county health officer operation,” he says.

While a typical government agency operates in one location, public transit operations move through multiple locations, across different jurisdictions.

MST serves Santa Clara, Monterey, Santa Cruz and San Luis Obispo counties, all of which have different rules. “All you can do is the best you can do, right?” says Sedoryk.
Window Opens for Capital Projects

Despite challenges, MST is making progress. Sedoryk says that if it weren’t for the pandemic and the loss of ridership, it would be having a banner year.

The agency has broken ground on a new bus operations and maintenance facility, financed through a credit program created under the Transportation Infrastructure Finance and Innovation Act (TIFIA). The district’s 35-year loan could be at a rate as low as 0.75 percent, with no payments for the first five years.

In this case, the pandemic made Sedoryk’s life easier. “Normally, it would require several trips to Washington to get this financing, but we were able to do this via virtual conferencing and have people from all over the country involved,” he says.

MST also has been selected as the first transportation district in the state to implement a new program from CalTrans, called the California Integrated Travel Project (Cal-ITP). Sedoryk describes this as “an open loop contactless credit card payment system.” The goal is to have a fee-less VISA card that could be used to pay fares on any transit system in the state. Because of the pandemic, the state has decided to accelerate development and deployment.

As with the TIFIA loan, Sedoryk has been able to collaborate on this work with partners in far-flung locations thanks to Web conferencing. “We have people from Sacramento, Toronto, Melbourne and New York on these calls,” he says.

There’s a long-range social equity aspect to all this, according to Sedoryk. Many low-income residents don’t have bank accounts, which complicates the process of accessing benefits such as food assistance and creates a paperwork burden on both sides. Eventually, such funds could be sent to the card account and the card could be used for purposes such as purchasing groceries.
Wi-Fi-enabled commuter buses were parked in communities where students did not have Internet access, to help them manage remote learning assignments. (Photo: MST)

Cash Flow Is a Problem

As the pandemic crisis heads into the fall, transit systems are in financial freefall around the country. Big city systems, such as New York City and San Francisco, have seen ridership plummet 90 percent. That has cut into revenue just as states have reduced subsidies in an effort to trim budgets. The result: Transit agencies across the country are projected to rack up close to $40 billion in budget shortfalls, dwarfing the $2 billion loss inflicted by the 2008 financial crisis, according to The New York Times.

MST does not have financial support from local sales taxes, and depends on state sales taxes along with state and federal fuel taxes and farebox revenues to pay for its operations. Partnerships with community colleges, universities, the Monterey Bay Aquarium and military bases also help.

But like so many other sources of revenue during the pandemic, partnership funding has disappeared. “The aquarium and the universities and the community colleges and the bases are all closed,” he says. “We’re not getting any money from there.”

Thanks to CARES Act funding, Sedoryk is confident he can “sail” through the end of this fiscal year. But depending on the situation at the end of the calendar year, he may be forced to look at reductions in force and restructuring of services.

So far, he’s been able to avoid layoffs and has been particularly attentive to keeping his drivers on the payroll — he doesn’t want them taking jobs elsewhere, leaving him short-handed if the recovery gains steam. The California transit association has said that CARES Act funding is $3.1 billion short of what the state needs, with major urban areas like Los Angeles and San Francisco most at risk. At this point, it’s uncertain what another federal stimulus package might bring.

“If nothing happens there, and nothing happens in Sacramento, there will be a $3.1 billion contraction in our industry and it will affect different localities differently,” he says. “It really depends on their local economies and local funding streams.”

For now, he’s watching state sales tax revenue, and there aren’t enough data points yet for him to see a trend. He’ll know more by the end of the year, and if relief from Congress or the state could be in sight.

“The fares that passengers pay cover about 20 percent of our costs, and the rest is picked up by a variety of state and federal funding sources,” says Sedoryk. “But there’s only so much a person is going to be able to pay.”

It’s too early to know what the numbers will be, but at some point, MST like other transit providers around the county, may have to reconsider the level of service that it is able to provide with the cash flow available to it.

The average taxpayer may not think much about the large section of the population that can’t afford a car, or who are too old or disabled to drive, Sedoryk says. “There’s a lot
Strength, Stamina and Flexibility

For now, MST’s attention is on service and safety. The agency has 250 workers; there was no confirmed COVID-19 case among them until recently and the employee in question had not had contact with passengers or the general public. The county health officer has not identified any instances where a member of the public contracted COVID-19 while an MST passenger.

Sedoryk had six district employees go through the contact tracing training developed by Johns Hopkins University. “Our county is overwhelmed — it’s a small rural county and they weren’t set up to handle this type of emergency,” he says. “We decided to offer our employees help to get them a head start on some of these issues.”

The pandemic has led to greatly improved relationships with the local union, in contrast to the complaints and lawsuits brought against leaders of transit districts in other parts of the country by union members who feel they have been put in danger.

Sedoryk and the local union president have been meeting daily. “This has forced us to not just talk about problems, but to get to know each other as people and develop a relationship — that’s helped out a lot.”

MST’s response to the pandemic has changed how the community perceives it, particularly those who work in agriculture. “They see us providing buses to turn into mobile COVID-19 labs — not as a stodgy, bureaucratic entitlement program but as a solution that they need.”

Better relationships within and without the organization and an enhanced reputation for service help offset the stress caused by conditions and risks that shift day to day, hour by hour. Sedoryk’s volunteer work as a martial arts instructor, on hold for the time being, has also served him well, he believes.

“We focus on strength, stamina and flexibility,” he says. “Those are good attributes for a martial artist, and they are excellent attributes for an organization — you’ve got to be financially strong, flexible, and you’ve got to be in it for the long haul.”

Carl Smith Senior Staff Writer
carl.smith@governing.com

More From THE FUTURE OF What’s Happening Now
TO: Carl Sedoryk  
FROM: Don Gilchrest  

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

**COVID-19 Relief Legislation**
Congress adjourned for the traditional August recess without completing legislation to provide additional relief from the COVID-19 pandemic. Although the House did conduct very limited legislative business during the recess, negotiations between the two parties on pandemic relief remained at a standstill.

The House of Representatives passed H.R. 6800, the *Health and Economic Recovery Omnibus Emergency Solutions (HEROES Act)*, on May 15 and included $15.75 billion for transit assistance, to follow up the $25 billion of transit assistance that was previously enacted in the CARES Act in April. The HEROES Act would prioritize distribution of funds to the 14 largest urbanized areas. Representative Panetta has written to Congressional leaders to urge that this additional transit assistance be increased to a total of $36 billion and that the funding be distributed through the existing formula programs, as was the case with the assistance from the CARES Act. Senate Republicans have not proposed additional transit assistance so far. We are continuing to advocate for enactment of pandemic relief for public transportation as Congress returns in September.

**Infrastructure Funding**
A major step forward on infrastructure legislation was taken in July when the House passed H.R. 2, the *Moving Forward Act*. This legislation includes $1.5 trillion in funding for infrastructure through a wide variety of new and existing federal programs. H.R. 2 includes a five-year, $494 billion reauthorization of surface transportation programs and hundreds of billions of dollars in funding for other infrastructure, such as airports, broadband, public housing, clean energy grants, health care infrastructure, and drinking water programs.

H.R. 2 would extend current FAST Act authorizations for FY 2021 with an additional $5.8 billion provided to FTA for flexible spending to aid transit agencies. In addition, programs that are priorities for MST would receive sustained increases in years two through five of the legislation. The Urbanized Area formula program would be increased from $4.9 billion per year to $7.87 billion. Bus and Bus Facility Formula grants would increase from $464.6 million to $1.299 billion.
Competitive Bus grants would reach a high of $437 million in FY 2022 and a total of $1.7 billion would be provided for Zero Emission Buses.

Passage of H.R. 2 by the House provides an opportunity for the Senate to respond with its version. However, Senate Republicans has not announced a schedule for considering infrastructure legislation, and their approach is expected to be more limited than the comprehensive package passed by the House. The upcoming expiration of current surface transportation authorizations on October 1 will require Congress to extend these programs if rapid progress on this issue is not made during the month of September.

**FY 2021 Funding Bills**
Congress is facing an October 1 deadline to enact FY 2021 appropriations legislation. Although the House has passed ten of the twelve annual funding bills, the Senate Appropriations Committee has been moving much slower and has not drafted any of the bills yet. This situation is not forecasted to change much in September, which is leading to open discussion of a partial-year Continuing Appropriations Resolution to ensure that the federal government remains open.

We are continuing to advocate for transit funding in the FY 2021 process and the House passed the *FY 2021 Transportation, Housing and Urban Development Appropriations Act (THUD)* in July as part of H.R. 7617. This legislation would provide significant increases for key transit programs, as envisioned in the House-passed H.R. 2, the INVEST Act, including:

- $15.9 billion for Transit Formula Grants, an increase of $5.8 billion above the FY 2020 enacted level;
- $2.2 billion for Capital Investment Grants/New Starts, an increase of $197 million above the FY 2020 enacted level; and
- $1 billion for BUILD grants, the same as FY 2020;
- $510 million from the general fund for transit infrastructure grants, primarily to be used for bus, bus facilities, and low/no emission bus grants;
- $3 billion of additional emergency funding for BUILD grants; and
- $5 billion of additional emergency funding for Capital Investment Grants/New Starts.

**Lobbying Opportunities/Outlook**
We are continuing to advocate for your Board’s adopted federal agenda, including transit funding, infrastructure and COVID-19 relief, as Congress returns after Labor Day. Although a wide gap exists between the two parties on most of these issues, the approaching October 1 deadline for the new fiscal year and reauthorization of the FAST Act may provide the stimulus for progress during September. In addition, we are continuing to coordinate with you and your staff regarding lobbying opportunities that may emerge in the Lame Duck Session of Congress that is expected after the November elections.
To:       Board of Directors

From:     Carl Sedoryk, General Manager/CEO

Subject:  State Legislative Update

On September 1, the Legislature adjourned the 2019-20 Regular Legislative Session, concluding all foreseeable legislative action for the 2020 calendar year.

Due to the pandemic, the session was truly unprecedented – in this year alone, the Legislature was charged with grappling with a worsening public health crisis, a staggering budget deficit, and renewed calls for racial justice amidst a compressed legislative timeline. As a result, most legislative priorities without a nexus to COVID-19 were tabled for the year and efforts to secure economic stimulus for hard hit industries, like public transit, were put on hold until the state’s economic outlook clarifies.

Nevertheless, the Legislature acted on a raft of legislation throughout the year, including priority legislation for transit operators as pursued by the California Transit Association.

Below is an overview of the outcomes for legislation, acted on in the final days of session, that the MST and the California Transit Association actively engaged on or pursued.

**Legislation Passed by the Legislature, Pending Action by Governor Newsom:**

**SB 288 (Wiener) CEQA: Exemptions: Transportation-Related Projects.**
This bill would further exempt from the requirements of the California Environmental Quality Act certain projects, including projects for the institution or increase of new bus rapid transit, bus, or light rail services on public rail or highway rights-of-way, as specified, whether or not the right-of-way is in use for public mass transit. The bill would additionally exempt transit prioritization projects, projects that improve customer information and wayfinding for transit riders, bicyclists, or pedestrians, projects by a public transit agency to construct or maintain infrastructure to charge or refuel zero-emission transit buses, projects carried out by a city or county to reduce minimum parking requirements, and projects for pedestrian and bicycle facilities.

**Position: Support**

**SB 757 (Allen) CEQA: Environmental Leadership Projects: Fixed Guideway.**
This bill would establish expedited administrative and judicial review procedures under the California Environmental Quality Act for zero-emission, fixed guideway transit projects, requiring the courts to resolve lawsuits within 270 days.
While this bill was passed by the Legislature, it would become operative only upon enactment of SB 995 (Atkins). Unfortunately, SB 995 (Atkins) failed to meet the midnight deadline for legislative action and failed passage. We expect Senator Allen to attempt a similar effort in 2021.

Position: Support

This bill would create a rebuttable presumption for COVID-19 related workers’ compensation claims, filed by employees working outside of the public safety and health professions, that is triggered by an "outbreak" of the virus at a "specific place of employment."

Position: Oppose

SB 1351 (Beall) Transportation Improvement Fee: Revenue Bonds.
This bill would authorize the state to issue revenue bonds, backed by a portion of the Transportation Improvement Fee, to fund capital improvements needed to preserve and protect the state highway system. However, the bill has the potential to adversely impact transit operators within the Local Partnership Program and concerns were raised by transit agencies.

Position: Work with Author / Note Concerns

AB 107 (Committee on Budget) State Government.
This bill would, among other things, authorize a transit agency to expend funds apportioned for the 2019-20 to 2021-22 fiscal years, inclusive, on any operating or capital costs necessary to maintain transit service levels, provided the governing board of the recipient transit agency makes a declaration that the expenditure of those funds is necessary to prevent transit service levels from being reduced or eliminated.

This bill, if enacted, would build on the enactment of AB 90 (Committee on Budget) earlier this year, which included various other statutory relief measures pursued by the Association to:

- Institute a hold harmless provision for calculation and allocation of State Transit Assistance Program, STA-State of Good Repair, and LCTOP allocations;
- Temporarily suspend the financial penalties associated with the Transportation Development Act’s requirements that transit agencies obtain specified fixed percentages of their operating budgets from passenger fares; and,
- Temporarily suspend the financial penalties associated with the State Transit Assistance Program’s requirement that transit agencies’ operating cost per revenue vehicle hour may not exceed operating cost per revenue vehicle hour adjusted by regional CPI, year over year.

Position: Support
Legislation That Failed Passage:


This bill would create a “conclusive presumption” that COVID-19-related illness or death that manifested on or after March 1, 2020 while an essential worker, including a transit employee, was employed arose out of, and in the course of, their employment. A conclusive presumption would clearly declare, as a matter of law, that employers must provide workers’ compensation benefits to essential workers, even if the evidence clearly indicates that the infection did not occur at work.

Position: Oppose

Governor Newsom has until September 30 to act on bills sent to him in the final two weeks of the Legislative Session. The Legislature will reconvene for the 2021-22 Legislative Session on December 7.

Submitted by: _______________________
Carl G. Sedoryk
Dear Ms. Rheinheimer:

Congratulations!

We are pleased to notify you that your CAFR for the fiscal year ended June 30, 2019 has met the requirements to be awarded GFOA's Certificate of Achievement for Excellence in Financial Reporting. The GFOA established the Certificate of Achievement for Excellence in Financial Reporting Program (CAFR Program) in 1945 to encourage and assist state and local governments to go beyond the minimum requirements of generally accepted accounting principles to prepare comprehensive annual financial reports that evidence the spirit of transparency and full disclosure and then to recognize individual governments that succeed in achieving that goal. The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting.

Congratulations, again, for having satisfied the high standards of the program.

Your electronic award packet contains the following:

- **A "Summary of Grading" form and a confidential list of comments and suggestions for possible improvements.** We strongly encourage you to implement the recommended improvements in your next report. Certificate of Achievement Program policy requires that written responses to these comments and suggestions for improvement be included with your 2020 fiscal year end submission. If a comment is unclear or there appears to be a discrepancy, please contact the Technical Services Center at (312) 977-9700 and ask to speak with a Certificate of Achievement Program in-house reviewer.

- **Certificate of Achievement.** A Certificate of Achievement is valid for a period of one year. A current holder of a Certificate of Achievement may reproduce the Certificate in its immediately subsequent CAFR. Please refer to the instructions for reproducing your Certificate in your next report.

- **Award of Financial Reporting Achievement.** When GFOA awards a government the Certificate of Achievement for Excellence in Financial Reporting, we also present an Award of Financial Reporting Achievement (AFRA) to the department identified in the application as primarily responsible for achievement of the Certificate.

- **Sample press release.** Attaining this award is a significant accomplishment. Attached is a sample news release that you may use to give appropriate publicity to this notable achievement.

In addition, award recipients will receive via mail either a plaque (if first-time recipients or if the government has received the Certificate ten times since it received its last plaque) or a brass medallion to affix to the plaque (if the government currently has a plaque with space to affix the medallion). If receiving a plaque, it should arrive in approximately ten weeks; if receiving a medallion, it should arrive in approximately two weeks.

As an award-winning government, we would like to invite one or more appropriate members of your CAFR team to apply to join the Special Review Committee. As members of the Special Review Committee, peer reviewers get exposure to a variety of reports from around the country; gain insight into how to improve their own comprehensive annual financial reports; achieve professional recognition; and provide valuable input that helps other local...
governments improve their reports. Please see our website for eligibility requirements and information on completing an application.

Thank you for participating in and supporting the Certificate of Achievement Program. If we may be of any further assistance, please contact the Technical Services Center at (312) 977-9700.

Sincerely,

Michele Mark Levine
Director, Technical Services
From: Dave Blaskovich <ddblasko@gmail.com>

Sent: Saturday, August 22, 2020 8:25 AM

To: Carl Sedoryk <csedoryk@mst.org>; district1@co.monterey.ca.us; district5@co.monterey.ca.us

Cc: Lisa Rheinheimer <lrheinheimer@mst.org>; Ikuyo Yoneda-Lopez <ilopez@mst.org>

Subject: MST Buses

Mr. Sedoryk, Supervisor Adams, and Supervisor Alejo,

I read that MST received a DoT grant of $2.5 million - to purchase new buses. Several of us observe the large MST buses on the Monterey routes are usually empty or perhaps have a single passenger aboard. If MST is going to use this grant to purchase new buses, doesn’t it make economic and environment sense to purchase smaller vehicles, perhaps vans, to replace the large buses? Smaller vehicles would also consume less road space, reducing the congestion somewhat.

Make the intelligent decision - replace those large, usually empty buses with much smaller vehicles.

Sincerely, David Blaskovich, Pacific Grove.
To: Board of Directors

From: C. Sedoryk, General Manager/CEO

Subject: Response to Board referral on City of Salinas transit investments

At the request City of Salinas board member, Tony Barerra, your board directed staff to provide an update regarding how MST supports the City of Salinas. The reason for this direction was a result of repeated public comments made at City of Salinas council meetings indicating a dissatisfaction from at least one council member regarding the lack of an active Bus Rapid Transit (BRT) project within the city. This report will attempt to provide some background regarding the current status of MST of BRT investments within Monterey County and identify actions MST has taken to support BRT and other transit related projects within the City of Salinas.

In 2006, MST began actively planning to implement bus rapid transit projects within Monterey County and commissioned a study with Santa Cruz METRO identifying corridors within both Monterey County and Santa Cruz that would support bus rapid transit infrastructure. The study revealed that in Monterey County Bus Rapid Transit would work well in the Lighthouse Avenue to Fremont Boulevard corridor between Cannery Row in Monterey through Seaside to Sand City Station. Other corridors that would support BRT investments included routes between Marina and Salinas, routes that connected the Alisal Corridor to downtown Salinas, and a route connecting downtown Salinas to South County communities.

At that time there were no local funds dedicated to supporting transit infrastructure or operating projects within Monterey County and there were no State funds solely dedicated to these projects. As a result, MST looked to federal sources to find funding for a bus rapid transit project. At the time, the Very Small Starts Program within the federal Capital Investment Grant program encouraged smaller communities to invest in these types of projects. The program had very strict rules regarding the overall cost per mile, total project costs, amount of local match to federal investment, route frequency, and number of daily passenger trips through the planned corridor.

Looking at all of these variables, the route segment that best met the Very Small Starts Program requirements was a six-mile portion of Fremont Avenue extending from Sand City through downtown Monterey to Lighthouse Avenue terminating at the Monterey Bay Aquarium. The City of Monterey committed over $600,000 of its own funding to implement traffic signal coordination and prioritization technology – a required element for this type of project – through the corridor and offered to administer the system on behalf of the cities of Seaside and Sand City.
With that commitment, MST was able to secure State California Department of Transportation Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) funding and Monterey Bay Air District funds to provide a local funding match that allowed MST to compete, and eventually win a $2.8M federal grant that allowed the JAZZ BRT project to be fully funded and constructed.

The second phase of our BRT program is SURF! Busway and BRT project planned to be constructed and operated within the nearly 6-mile corridor between Sand City and Marina utilizing the Monterey Branch Line corridor adjacent to Highway 1. The Transportation Agency for Monterey County Board of Directors identified $15M for this project in the Measure X Sales Tax Expenditure Plan which was approved by Monterey County voters in 2016. This Measure X commitment allows MST to be competitive for the $55M total project cost. State of California voters affirmed the collection of fuel taxes under SB1 in 2018 and MST has been utilizing an annual allocation of state SB1 funds and Measure X funds to perform preliminary design and environmental review for this project. In 2019, TAMC and MST staff collaborated on an application for State Climate Investment Grant funds to provide the required local match to successfully secure a future federal grant under the US DOT Capital Investment Grants Small Starts program. In anticipation of receiving additional state funds, MST has entered into the initial project development phase of the very competitive federal grant program.

The Marina-Salinas Multimodal Corridor Plan was developed in response to the need for a regional route through the former Fort Ord area that will increase roadway capacity by prioritizing high quality transit, bicycling and walking as viable alternatives to driving. The TAMC Board of Directors is directing funding towards the design and construction of this corridor which will include future bus rapid transit between Marina and Salinas. The completion of this project is still several years away and will be completed in phases.

In recent years, MST has had numerous meetings with City of Salinas staff regarding the future of bus rapid transit within the City specifically along the West Alisal – East Alisal corridors. MST has assisted the City in its attempts to find funding to help in the planning, environmental and preliminary design phases including an application for a $265,000 Caltrans Planning Grant and a federal Transit Oriented Development Planning Grant for $640,000 to study bus rapid transit, rezoning for and around the Salinas Amtrak station, and fixed facility analysis to identify alternate locations for the Salinas Transit Center. Unfortunately, neither of these grant requests were selected for funding.

MST staff continues to look for opportunities to assist the city in securing funding for the City of Salinas for Bus Rapid Transit and other related projects. However, based on feedback from both state and federal funding partners, successful awards are made when a city or project sponsor is farther along in the environmental and preliminary design process before they will consider funding. This may mean that the City will need to commit funding from existing Measure X, SB1 or other local sales tax sources (Measure E, G) to start the effort before state and federal sources can be secured.
Finally, I would like to point out that MST has successfully completed several important projects within the City of Salinas including: investing in $1.4M for the procurement of two Zero Emission Battery Electric Buses and required infrastructure for buses that operate solely within Salinas with state Climate Investment Grant funds; installing a new $110,000 public restroom and other improvements at the Salinas Transit Center (total project cost was over $600,000); and, for three years MST has secured $500,000 of state funds to provide free fare weekends on all City of Salinas transit routes.

I hope this memo helps to clarify the substantial investments that MST continues to make within the City of Salinas.

PREPARED BY:  _____________________________
Carl G. Sedoryk