BOARD OF DIRECTORS REGULAR MEETING
October 14, 2013

NEW LOCATION:
Monterey Bay Unified Air Pollution Control District
Board Room, 3rd Floor
24580 Silver Cloud Ct., Monterey

10:00 a.m.

NEW SHUTTLE TIME:
TRANSPORTATION: Ride Line 8 from Monterey Transit Plaza (Munras Gate) at 9:15 a.m. or Sand City Station at 9:30 a.m. Request a taxi voucher from MST Customer Service for your return trip. (Good for a $17 one-way trip).

1. CALL TO ORDER
   
   1-1 Roll call.

   1-2 Pledge of Allegiance.

2. CONSENT AGENDA

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

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

   2-2. Adopt Resolution 2014-06 recognizing Angela Dawson, Accountant, as Employee of the Month for October, 2013. (Hunter Harvath) (pg. 1)

   2-3. Disposal of property left aboard buses. (Sonia Bannister) (pg. 3)

   2-4. Minutes of the Regular Meeting of September 9, 2013. (Deanna Smith) (pg. 5)


   2-6. Claim Rejection – Wilson, Eva. (Ben Newman) (pg. 19)

   2-7. Claim Rejection – Miele, Michael. (Ben Newman) (pg. 21)
2-8. Update MST RIDES Operational Policies. (Tom Hicks) (pg. 23)

2-9. Mobility Advisory Committee appointments. (Tom Hicks) (pg. 39)

End of Consent Agenda

3. SPECIAL PRESENTATIONS

3-1. October Employee of the Month – Angela Dawson, Accountant. (Hunter Harvath)

3-2. Transit 101: Current and Emerging Transit Technology (Mark Eccles)

3-3. APTA AdWheel Award - JAZZ BRT TV Advertisement. (Carl Sedoryk)

4. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

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

5. COMMITTEE REPORTS

No action required unless specifically noted.

5-1. Marketing Minutes from September 9, 2013. (Deanna Smith) (pg. 41)

5-2. ADAPTR Minutes from December 13, 2012. (Cristy Sugabo) (pg. 45)

5-3. ADAPTR Minutes from April 11, 2013. (Cristy Sugabo) (pg. 49)

5-4. CTSA Advisory Minutes from March 27, 2013. (Cristy Sugabo) (pg. 53)

5-5. CTSA Advisory Minutes from May 29, 2013. (Cristy Sugabo) (pg. 57)

6. BIDS/PROPOSALS

7. PUBLIC HEARINGS

8. UNFINISHED BUSINESS

9. NEW BUSINESS

10. REPORTS & INFORMATION ITEMS

The Board will receive and file these reports, which do not require any action by the Board.
10-1. General Manager/CEO Report – August, 2013. (pg. 63)
10-2. TAMC Highlights – August. (pg. 81)
10-5. Correspondence. (PG. 87)

11. COMMENTS BY BOARD MEMBERS

11-1. Reports on meetings attended by Board Members at MST expense (AB1234).

11-2. Board Member Comments and Announcements.

11-3. Board Member Referrals for future agendas.

12. ATTACHMENTS


Attachments can be found online within the GM Report at http://www.mst.org/about-mst/board-of-directors/board-meetings/

13. CLOSED SESSION

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

13-1 Conference with Legal Counsel – Litigation - Existing Litigation, (§54956.9(a)): Monterey County Superior Court Case No. M 122629 Cal Signal Corp. v. County of Monterey et al. (D. Laredo, C. Sedoryk)


13-3 Conference with Legal Counsel – Litigation - Existing Litigation, (§54956.9(a)): Monterey County Superior Court Case No. M 124539 Ket Lam v. Monterey-Salinas Transit, George Balian. (D. Laredo, C. Sedoryk)

13-5 Conference with Labor Negotiators – Amalgamated Transit Union (ATU), Local 1225, and MST, (§54957.6). (No enclosure) (D. Laredo, K. Halcon)

14. RETURN TO OPEN SESSION

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

15. ADJOURN

NEXT MEETING DATE:

November 4, 2013
Monterey Bay Unified Air Pollution Control District Board Room, 3rd Floor

NEXT AGENDA DEADLINE:

October 22, 2013

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 office at 1 Ryan Ranch Road, Monterey, CA during normal business hours.

Upon request, MST will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service at least 5 days before the meeting. Requests should be sent to Deanna Smith, MST, One Ryan Ranch Road, Monterey, CA 93940 or dsmith@mst.org.
ANGELA DAWSON
OCTOBER 2013
EMPLOYEE OF THE MONTH

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

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

WHEREAS, Angela Dawson began her career with Monterey-Salinas Transit District as an Accountant in November of 2009; and

WHEREAS, Angela Dawson has shown exceptional skills in documenting, preparing, and issuing financial information to the Executive Leadership Team and the Board of Directors; and

WHEREAS, Angela Dawson has stepped in and assumed several key finance and budget related responsibilities; and

WHEREAS, Angela Dawson has been responsible for monitoring military partnership revenues as well as the billing for our college and trolley partnerships, and is also key in promoting the fiscal stability of the agency.

THEREFORE BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit recognizes Angela Dawson as Employee of the Month for October 2013; and

BE IT FURTHER RESOLVED that Angela Dawson is to be congratulated and thanked for her excellent work at Monterey-Salinas Transit.

THE BOARD OF DIRECTORS OF MONTEREY–SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION 2014-06 this 14th day of October, 2013.

_______________________  ______________________
Maria Orozco  Carl G. Sedoryk
Chairman  Secretary
To: Board of Directors  
From: Sonia Bannister, Customer Service Supervisor  
Subject: Disposal of unclaimed property left on bus

<table>
<thead>
<tr>
<th>Goodwill</th>
</tr>
</thead>
</table>
| 2 wallets                 | 1 belt  
| 1 lunch bag               | 2 pairs prescription eyeglasses  
| 1 key chain               | 1 lunch pail  
| 2 sunglasses              | 1 cellphone  
| 1 hat                     | 3 bikes  
| 1 shirt                   | 1 jacket  

<table>
<thead>
<tr>
<th>To be disposed</th>
</tr>
</thead>
</table>
| 2 sets keys               | 1 bag food  
| 2 backpacks               | 1 pair prescription eyeglasses  
| 1 vest                    | 2 credit cards  
| 2 containers              | 1 basic pass  

MST makes an attempt to contact the owners of Lost and Found items. If the items are unclaimed after 30 days, they are added to the above list.
MST BOARD OF DIRECTORS
MINUTES OF THE REGULAR MEETING

September 9, 2013
10:00 a.m.

Monterey Bay Unified Air Pollution Control District
24580 Silver Cloud Ct., Monterey

1. CALL TO ORDER

1-1 Roll call.

1-2 Pledge of Allegiance.

Chair Orozco called the meeting to order at 10:00 a.m. Roll call was taken and Chair Orozco led the Pledge of Allegiance.

Present: Fernando Armenta County of Monterey
Tony Barrera City of Salinas
Victoria Beach City of Carmel-by-the-Sea
Kristin Clark City of Del Rey Oaks
Alan Cohen City of Pacific Grove
Libby Downey City of Monterey
Alvin Edwards City of Seaside
Randy Hurley City of Greenfield
Frank O’Connell City of Marina
Maria Orozco City of Gonzales
David Pendergrass City of Sand City
Patricia Stephens City of Soledad

Absent: Terry Hughes City of King

Staff: Carl Sedoryk General Manager/CEO
Hunter Harvath Asst. General Manager/Finance & Administration
Michael Hernandez Asst. General Manager/COO
Deanna Smith Executive Assistant/Clerk to the Board
Kelly Halcon Director of Human Resources & Risk Management
Robert Weber Director of Transportation Services
Mark Eccles Director of IT
Tom Hicks CTSA Manager
Zoe Shoats Marketing Manager
Mike Gallant Business Development Planner
2. CONSENT AGENDA

2-1 Review highlights of Agenda.

2-2. Adopt Resolution 2014-04 recognizing Beronica Carriedo, Mobility Trainer, as Employee of the Month for September, 2013.

2-3. Disposal of property left aboard buses.


2-7. Adopt Resolution 2014-05 Community Development Block Grant (CDBG) Program.

2-8. Authorize General Manager/CEO to execute contract with Hartnell College for free fare zones at its 3 campuses for students.

2-9. Approve MSTEA and Confidential Unit Employee Performance Incentives.

2-10. Award contract to survey research consultant for Onboard Rider Survey and Likely Voter Survey.

Public Comment – none.

Director Armenta pulled Item 2-8 and asked if students at the Alisal Hartnell campus will be able to ride for free. Mr. Sedoryk confirmed that any student with a Hartnell ID can ride for free under the program as long as they board at a Hartnell campus stop.

Director Hurley made a motion to approve the Consent Agenda and was seconded by Director Cohen. The motion passed unanimously.
3. **SPECIAL PRESENTATIONS**

   3-1. September Employee of the Month – Beronica Carriedo, Mobility Trainer.

       Mr. Hicks recognized Beronica Carriedo for her outstanding service to MST and the entire community.

4. **PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA**

       MacGregor Eddy stated that she would like to volunteer her service to MST and assist with public outreach to encourage public transit ridership.

5. **COMMITTEE REPORTS**

       *No action required unless specifically noted.*

       5-1. Human Resources Committee Minutes from August 2013.

       Public Comment – none.

6. **BIDS/PROPOSALS**

       6-1. Trapeze Transit Manager Automatic Vehicle Location System Upgrade.

       Mr. Sedoryk provided information on the current Trapeze software and Transit Master Automatic Vehicle Location (AVL) hardware and software currently used in MST buses. The upgrade will provide the ability to expand the communication systems throughout the county and into Santa Cruz and San Jose in the future. Without the upgrade, MST is unable to implement the new AVL system. Due to the proprietary nature of the system’s hardware and software, MST cannot retain the services of another vendor and will realize savings of up to $180,000 by hiring local contractors to install the equipment.

       Director Downey asked if any MST funds are required for the upgrade. Mr. Harvath confirmed that all funds necessary for purchase are provided through Prop 1B funds without additional expense to MST or its fare-paying passengers.

       Director Clark asked if this technology provides for “text the next bus.” Mr. Sedoryk confirmed.

       Director Edwards asked why there were contingency funds in the amount of $327,500 included in the total cost of the upgrade. Mr. Eccles stated that it was included to cover any unforeseen costs, and if it was not needed, it would not be spent. He stated the $180,000 in potential savings would be possible by hiring local contractors to install the equipment and, when the time comes, this portion of the contract would go out to bid.
Director Beach stated that she would like a presentation at a future meeting that provided a detail of the technology used in MST buses as well as other technology available or on the horizon.

Director Barrera made a motion to authorize the General Manager/CEO to execute a contract with Trapeze Software Group Inc., to upgrade the Transit Master AVL hardware and software, incorporating a five-year maintenance support contract, Interactive Voice Response system and North County Radio/Data expansion. The motion was seconded by Director Edwards and carried unanimously.

7. PUBLIC HEARINGS

8. UNFINISHED BUSINESS

9. NEW BUSINESS

10. REPORTS & INFORMATION ITEMS


10-4. Correspondence.

Public Comment – none.

11. COMMENTS BY BOARD MEMBERS

11-1. Reports on meetings attended by Board Members at MST expense (AB1234).

11-2. Board Member Comments and Announcements.

Director Armenta recognized Ms. Eddy for her work among the community to encourage car-free living and congratulated Mr. Sedoryk and Mr. Harvath for their comprehensive transit outreach in the county. He also stated that the request to reimburse MST for the Regional Taxi Authority start up costs has gone successfully before the Board of Supervisors Budget Committee and will be decided soon by the full board.

Libby Downey stated that she hoped the County of Monterey will do more in the future to help homeless women.

Mr. Sedoryk reminded the board and public to use the elevator or stairs in the lobby to exit the building.
Director Edwards asked if there had been any feedback on the new board meeting location. Mr. Harvath stated that the board meeting shuttle from the Monterey Transit Plaza and Sand City Station is still being provided.

Public Comment

Ms. Eddy stated that transportation from Salinas to the board meetings is not clear.

Close Public Comment

11-3. Board Member Referrals for future agendas.

Per the request of Director Beach, a presentation on MST bus technology will be placed on a future agenda.

12. ATTACHMENTS


Chair Orozco moved to Closed Session at 10:34 a.m.

13. CLOSED SESSION

13-1 Conference with Legal Counsel – Litigation - Existing Litigation, (§54956.9(a)): Monterey County Superior Court Case No. M 122629 Cal Signal Corp. v. County of Monterey et al. (No enclosure) (D. Laredo, C. Sedoryk)


13-3 Conference with Labor Negotiators – Amalgamated Transit Union (ATU), Local 1225, and MST (D. Laredo, K. Halcon) (§54957.6)

13-4 General Manager Performance Evaluation, Gov. Code (§54957(b)) (No enclosure) (K. Halcon)

14. RETURN TO OPEN SESSION

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

No reportable action taken.
15. **ADJOURN**

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

Prepared by: [Signature]

Deanna Smith, Deputy Secretary
To: Board of Directors
From: Angela Dawson
Subject: Financial Reports – August 2013

RECOMMENDATION:

1. Accept report of August 2013 cash flow presented in Attachment #1
2. Approve August 2013 disbursements listed in Attachment #2
3. Accept report of August 2013 treasury transactions listed in Attachment #3
4. Accept August 2013 financial statements listed in Attachment #4

FISCAL IMPACT:

The cash flow for August 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 August 1, 2013</td>
<td>$13,630,478.77</td>
</tr>
<tr>
<td>Revenues</td>
<td>3,233,523.62</td>
</tr>
<tr>
<td>Disbursements</td>
<td>&lt;3,534,975.77&gt;</td>
</tr>
<tr>
<td>Ending balance August 31, 2013</td>
<td>$13,329,026.62</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.

A detail of disbursements is available online at http://www.mst.org/about-mst/board-of-directors/board-meetings/, under Attachments, Agenda Item 12-1.

Prepared by: Angela Dawson
Reviewed by: Carl Sedoryk
(REVENUES & DISBURSEMENTS)

CASH FLOW

Beginning balance August 1, 2013 $ 13,630,478.77

Revenues
- Passenger Revenue 556,736.83
- DOD Revenue 154,284.00
- LTF / STA / 5307 2,000,519.14
- Grants 307,828.00
- TAMC Loan/Rabo LOC advance 0.00
- Non Transit Revenue 215,155.65

Total Revenues 3,233,523.62

Disbursements
- Operations (See Attachment #2) 3,440,700.55
- Capital 94,275.22

Total Disbursements (3,534,975.77)

Ending balance August 31, 2013 $ 13,329,026.62

COMPOSITION OF ENDING BALANCE

<table>
<thead>
<tr>
<th>Account</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking - First National Bank</td>
<td>4,159.33</td>
</tr>
<tr>
<td>Checking - Rabo Bank</td>
<td>376,587.04</td>
</tr>
<tr>
<td>Checking(s) - Wells Fargo Bank</td>
<td>17,173.62</td>
</tr>
<tr>
<td>Local Agency Investment Fund (LAIF)</td>
<td>42,566.05</td>
</tr>
<tr>
<td>Money Market - Homeland Security</td>
<td>763,547.32</td>
</tr>
<tr>
<td>Money Market - Rabo MM</td>
<td>1,421,613.73</td>
</tr>
<tr>
<td>Money Market - PTMISEA</td>
<td>10,075,678.37</td>
</tr>
<tr>
<td>Money Market - Rabo Prop. 1 B</td>
<td>408,444.31</td>
</tr>
<tr>
<td>Bank of America - Escrow</td>
<td>58,428.00</td>
</tr>
<tr>
<td>Petty cash fund, STC Coin Machine, and 2 change funds</td>
<td>10,250.00</td>
</tr>
<tr>
<td>RBC Wealth</td>
<td>50,000.00</td>
</tr>
<tr>
<td>Rabobank-RTA</td>
<td>100,581.85</td>
</tr>
</tbody>
</table>

Total $ 13,329,026.62
### PAYROLL ACCOUNT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 9 Payroll &amp; Related Expenses</td>
<td>443,212.95</td>
</tr>
<tr>
<td>August 23 Payroll &amp; Related Expenses</td>
<td>439,621.88</td>
</tr>
<tr>
<td>Payroll adj</td>
<td>0.00</td>
</tr>
<tr>
<td>Pers &amp; 457</td>
<td>150,538.59</td>
</tr>
<tr>
<td>Garnishments</td>
<td>6,746.82</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,040,120.24</strong></td>
</tr>
</tbody>
</table>

### GENERAL ACCOUNT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disbursements on Attached Summary</td>
<td>2,372,768.15</td>
</tr>
<tr>
<td>Paydown loan</td>
<td>0.00</td>
</tr>
<tr>
<td>Workers Comp. Disbursements</td>
<td>107,970.45</td>
</tr>
<tr>
<td>Interest expense</td>
<td>14,116.93</td>
</tr>
<tr>
<td>Bank Service Charge/Armored Car</td>
<td>0.00</td>
</tr>
<tr>
<td>Transfer to/from Rabobank general account</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total Disbursements</strong></td>
<td><strong>2,494,855.53</strong></td>
</tr>
<tr>
<td><strong>Total Disbursements</strong></td>
<td><strong>3,534,975.77</strong></td>
</tr>
<tr>
<td><strong>Less Capital Disbursements &amp; Transfers</strong></td>
<td><strong>(94,275.22)</strong></td>
</tr>
<tr>
<td><strong>Operating Disbursements</strong></td>
<td><strong>$3,440,700.55</strong></td>
</tr>
</tbody>
</table>
DISBURSEMENTS SUMMARY:
GENERAL ACCOUNT DISBURSEMENTS FOR  August 1, 2013 - August 31, 2013

<table>
<thead>
<tr>
<th>VENDOR / DESCRIPTION</th>
<th>CHECKS</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable 08/02/13</td>
<td>32465 - 32548</td>
<td>666,988.35</td>
</tr>
<tr>
<td>Accounts Payable 08/13/13</td>
<td>32549 - 32670</td>
<td>446,876.62</td>
</tr>
<tr>
<td>Accounts Payable 08/19/13</td>
<td>32671 - 32673</td>
<td>61,955.65</td>
</tr>
<tr>
<td>Accounts Payable 08/20/13</td>
<td>32674</td>
<td>879,812.04</td>
</tr>
<tr>
<td>Accounts Payable 08/30/13</td>
<td>32675 - 32790</td>
<td>317,135.49</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>2,372,788.15</strong></td>
</tr>
</tbody>
</table>

CHECKS $100,000 AND OVER

<table>
<thead>
<tr>
<th>VENDOR / DESCRIPTION</th>
<th>BOARD APPROVED</th>
<th>CHECK NUMBER</th>
<th>CHECK DATE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jam Services, Inc.</td>
<td>December 17, 2012</td>
<td>32516</td>
<td>08/02/13</td>
<td>144,624.05</td>
</tr>
<tr>
<td>Pers Health</td>
<td>Recurring Expense</td>
<td>32533</td>
<td>08/02/13</td>
<td>217,227.38</td>
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<tr>
<td>Coast Oil</td>
<td>Recurring Expense</td>
<td>32581</td>
<td>08/16/13</td>
<td>102,053.61</td>
</tr>
<tr>
<td>Pavex</td>
<td>May 14, 2012</td>
<td>32634</td>
<td>08/16/13</td>
<td>137,855.19</td>
</tr>
<tr>
<td>MV Transportation</td>
<td>Recurring Expense</td>
<td>32674</td>
<td>08/20/13</td>
<td>879,812.04</td>
</tr>
</tbody>
</table>
## LAIF ACCOUNT

<table>
<thead>
<tr>
<th>Date</th>
<th>Account</th>
<th>Bank</th>
<th>Deposit</th>
<th>Withdrawal</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Forward at 08/01/13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>42,539.22</td>
</tr>
<tr>
<td>Transfer to checking for payroll</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>Local Agency Investment Fund: Interest earned</td>
<td>-</td>
<td>0.267%</td>
<td>25.83</td>
<td></td>
<td>25.83</td>
</tr>
<tr>
<td>LAIF Treasury Balance at 08/31/13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>42,565.05</td>
</tr>
</tbody>
</table>

## RABOBANK MM ACCOUNT

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<th>Date</th>
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<th>Bank</th>
<th>Deposit</th>
<th>Withdrawal</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Forward at 08/01/13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,613,290.97</td>
</tr>
<tr>
<td>08/09/13</td>
<td>To P/R</td>
<td></td>
<td>415,000.00</td>
<td></td>
<td>1,198,290.97</td>
</tr>
<tr>
<td>08/19/13</td>
<td>To A/P</td>
<td></td>
<td>600,000.00</td>
<td></td>
<td>398,290.97</td>
</tr>
<tr>
<td>08/28/13</td>
<td>LTF</td>
<td></td>
<td>1,260,488.48</td>
<td></td>
<td>1,658,779.45</td>
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<tr>
<td>08/28/13</td>
<td>CA99Z005</td>
<td></td>
<td>62,604.00</td>
<td></td>
<td>1,721,383.45</td>
</tr>
<tr>
<td>08/30/13</td>
<td>To A/P</td>
<td></td>
<td>300,000.00</td>
<td></td>
<td>1,421,383.45</td>
</tr>
<tr>
<td>07/31/13</td>
<td>Interest @ 0.25%</td>
<td></td>
<td>230.28</td>
<td></td>
<td>1,421,613.73</td>
</tr>
<tr>
<td>RABO MM Balance at 08/31/13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,421,613.73</td>
</tr>
</tbody>
</table>
## MONTEREY - SALINAS TRANSIT
Revenue & Expense - Consolidated
Budget vs Actual - Current Month
For the Period from August 1, 2013 to August 31, 2013
(Amounts are in USD)
(Includes Fund: 001)
(Includes Gil. Budget Name: BUDFY14)

<table>
<thead>
<tr>
<th></th>
<th>Curr Mo. Actual</th>
<th>Curr Mo. Budget</th>
<th>Curr Mo. Variance</th>
<th>YTD Actual</th>
<th>YTD Budget</th>
<th>YTD Variance</th>
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<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>(438,618)</td>
<td>(416,567)</td>
<td>(21,951)</td>
<td>(850,599)</td>
<td>(833,333)</td>
<td>(17,266)</td>
</tr>
<tr>
<td>Special Transit</td>
<td>(241,455)</td>
<td>(336,200)</td>
<td>94,745</td>
<td>(559,996)</td>
<td>(672,400)</td>
<td>112,405</td>
</tr>
<tr>
<td>Cash Revenue</td>
<td>(213,019)</td>
<td>(31,571)</td>
<td>(181,449)</td>
<td>(287,233)</td>
<td>(63,142)</td>
<td>(204,092)</td>
</tr>
<tr>
<td>Cash Grants &amp; Reimbursement</td>
<td>(1,807,927)</td>
<td>(1,838,306)</td>
<td>230,399</td>
<td>(3,192,047)</td>
<td>(3,676,813)</td>
<td>484,566</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>(2,500,999)</td>
<td>(2,822,744)</td>
<td>121,745</td>
<td>(4,869,878)</td>
<td>(5,245,488)</td>
<td>375,613</td>
</tr>
</tbody>
</table>

| **Expenses**             |                |                |                   |            |            |              |
|--------------------------|----------------|----------------|                   |            |            |              |
| Labor                    | 652,365        | 964,521        | (112,156)         | 1,417,149  | 1,926,042  | (511,893)    |
| Benefits                 | 534,878        | 646,889        | (111,991)         | 1,152,139  | 1,293,738  | (141,569)    |
| Advertising & Marketing  | 5,485          | 12,542         | (7,056)           | 7,961      | 27,083     | (19,122)     |
| Professional & Technical | 40,111         | 43,799         | (3,688)           | 68,029     | 87,598     | (19,569)     |
| Outside Services         | 3,399          | 18,083         | (14,666)          | 15,206     | 30,167     | (19,000)     |
| Outside Labor            | 46,447         | 55,292         | (8,846)           | 87,094     | 110,584    | (22,491)     |
| Fuel & Lubricants        | 286,707        | 303,480        | (34,773)          | 535,408    | 606,059    | (71,515)     |
| Supplies                 | 58,148         | 52,095         | 6,051             | 77,828     | 104,193    | (26,366)     |
| Vehicle Maintenance      | 50,924         | 53,263         | (2,339)           | 111,700    | 106,625    | 5,175        |
| Marketing Supplies       | 3,800          | 2,500          | 1,300             | 7,163      | 5,000      | 2,163        |
| Utilities                | 26,296         | 23,297         | 2,999             | 54,492     | 46,593     | 7,899        |
| Insurance                | 30,119         | 31,328         | (1,210)           | 62,878     | 62,688     | 220          |
| Taxes                    | 13,989         | 19,833         | (5,843)           | 30,262     | 39,666     | (9,404)      |
| Purchased Transportation | 330,607        | 280,237        | 50,370            | 626,189    | 560,474    | 66,715       |
| Miscellaneous Expenses   | 23,018         | 12,708         | 10,300            | 36,364     | 25,417     | 10,948       |
| Interest Expense         | 2,196          | 2,196          | 0                 | 2,267      | 2,267      | 0            |
| Leases & Rentals         | 5,852          | 5,752          | 100               | 11,494     | 11,504     | (10)         |
| **Total Operating Expenses** | **2,398,341**  | **2,526,600**  | **(230,260)**     | **4,307,081** | **5,063,201** | **(746,119)** |
# MONTEREY - SALINAS TRANSIT

## Revenue & Expense - Consolidated

*Budget vs Actual - Current Month*

For the Period from August 1, 2013 to August 31, 2013

(Amounts are in USD)

(Includes Fund: 002)

(Includes Gil Budget Name: BUDFY14)

<table>
<thead>
<tr>
<th></th>
<th>Curr Mo. Actual</th>
<th>Curr Mo. Budget</th>
<th>Curr 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>(26,989)</td>
<td>(32,083)</td>
<td>5,095</td>
<td>(54,177)</td>
<td>(64,167)</td>
<td>9,990</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>(213,041)</td>
<td>(213,041)</td>
<td>(426,082)</td>
<td>(426,082)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Cash Grants &amp; Reimbursement</strong></td>
<td>(213,041)</td>
<td>(213,041)</td>
<td>(426,082)</td>
<td>(426,082)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>(240,030)</td>
<td>(245,124)</td>
<td>5,095</td>
<td>(480,269)</td>
<td>(490,249)</td>
<td>9,990</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labor</td>
<td>3,499</td>
<td>3,520</td>
<td>(22)</td>
<td>5,880</td>
<td>7,041</td>
<td>(1,161)</td>
</tr>
<tr>
<td>Benefits</td>
<td>2,107</td>
<td>1,728</td>
<td>379</td>
<td>4,525</td>
<td>3,456</td>
<td>1,068</td>
</tr>
<tr>
<td>Advertising &amp; Marketing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional &amp; Technical</td>
<td>167</td>
<td>(167)</td>
<td></td>
<td>333</td>
<td>(333)</td>
<td></td>
</tr>
<tr>
<td>Outside Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outside Labor</td>
<td>2,679</td>
<td>1,398</td>
<td>1,281</td>
<td>4,211</td>
<td>2,795</td>
<td>1,415</td>
</tr>
<tr>
<td>Fuel &amp; Lubricants</td>
<td>36,966</td>
<td>41,667</td>
<td>(4,700)</td>
<td>75,693</td>
<td>83,333</td>
<td>(7,641)</td>
</tr>
<tr>
<td>Supplies</td>
<td>1,375</td>
<td>(1,375)</td>
<td>400</td>
<td>2,750</td>
<td>(2,350)</td>
<td></td>
</tr>
<tr>
<td>Vehicle Maintenance</td>
<td>1,250</td>
<td>(1,250)</td>
<td></td>
<td>2,500</td>
<td>(2,500)</td>
<td></td>
</tr>
<tr>
<td>Marketing Supplies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td>704</td>
<td>(704)</td>
<td></td>
<td>1,408</td>
<td>(1,408)</td>
<td></td>
</tr>
<tr>
<td>Insurance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>187,353</td>
<td>193,066</td>
<td>(5,713)</td>
<td>375,594</td>
<td>386,131</td>
<td>(10,537)</td>
</tr>
<tr>
<td>Miscellaneous Expenses</td>
<td>250</td>
<td>(250)</td>
<td></td>
<td>500</td>
<td>(500)</td>
<td></td>
</tr>
<tr>
<td>Interest Expense</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leases &amp; Rentals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td>232,605</td>
<td>245,124</td>
<td>(12,620)</td>
<td>466,303</td>
<td>490,249</td>
<td>(23,946)</td>
</tr>
<tr>
<td><strong>Operating (Surplus) Loss</strong></td>
<td>(7,425)</td>
<td>0</td>
<td>(7,425)</td>
<td>(13,956)</td>
<td>0</td>
<td>(13,956)</td>
</tr>
</tbody>
</table>
To: Board of Directors

From: Ben Newman, Risk Manager

Subject: Liability Claim Rejection

RECOMMENDATION:

Reject claim by the claimant below.

FISCAL IMPACT:

Unknown.

POLICY IMPLICATIONS:

None.

DISCUSSION:

On September 16, 2013, MST received a claim from Ms. Eva Wilson. Ms. Wilson alleges to have been injured when the bus began to accelerate before she was seated.

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: ____________________
Ben Newman

Approved by: ____________________
Carl Sedoryk
To: Board of Directors
From: Ben Newman, Risk Manager
Subject: Liability Claim Rejection

RECOMMENDATION:

Reject claim by the claimant below.

FISCAL IMPACT:

Unknown

POLICY IMPLICATIONS:

None.

DISCUSSION:

On October 1, 2013, MST received a claim from Mr. Michael Miele. Mr. Miele alleges to have been injured on August 19, 2013, when an MST bus pulled away from the curb and struck his hot dog cart at the Monterey Transit Plaza.

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:  
Ben Newman

Approved by:  
Carl Sedoryk
To: MST Board of Directors

From: Tom Hicks, Consolidated Transportation Services Agency Manager

Subject: Update MST RIDES Operational Policies.

RECOMMENDATION:

Update existing RIDES Operational Policies to improve customer service, ensure compliance with changes to the Department of Transportation regulations of the ADA Paratransit Service Criteria, and improve operational efficiency.

FISCAL IMPACT:

Potential decrease in MST RIDES program expense though increased operational efficiency.

POLICY IMPLICATIONS:

Your Board is responsible for approving RIDES Operational policies.

DISCUSSION:

The Mobility Advisory Committee and its ADA Paratransit Advisory Subcommittee serve in an advisory capacity to your Board. These Committees have reviewed and endorsed staff recommendations to discontinue, revise, and add to the RIDES operational policies as follows:

Discontinue:

MST RIDES Operational Policy #2009-01 - Special Assistance Passengers Receiving Dialysis Treatment – Effective 05/19/01

With the addition of MST RIDES Operational Policy #2013-01 Last Door to First Door Service (see below), this policy will no longer be necessary.
Revise:


The current MST RIDES policy (attached) is in conflict with recent FTA guidelines in that penalties for No Shows and Late Cancellations must be based upon a percentage of scheduled trips rather than a static number in a prescribed period. The revised policy will calculate violations based upon percentages of missed trips and will calculate penalties based upon percentages of missed trips.

Add: (New Policies):

MST RIDES Operational Policy #2013-01 Last Door to First Door Service:

It has been the policy of the RIDES program to only provide “Curbside-To-Curbside” service since the program was transferred to MST by the County of Monterey in 1997. Specifically, the existing policy only requires the RIDES vehicle operators to board and alight passengers at the curb nearest to the passengers’ origin or destination.

Recent interpretation of the Federal Department of Transportation’s ADA Paratransit Service criteria defining “Origin-to-Destination” requirements have since rendered MST’s policy to be obsolete and in conflict with the regulation.

The revised policy now stipulates that all RIDES passengers can request to be escorted by the RIDES vehicle Operator from the last door of their pickup location to the first door of their drop off location. Such assistance may be requested at the time the passenger books the trip or by the close of business the day before the day of service.

MST RIDES Operational Policy #2013-02 Advanced Trip Reservations:

Since the program was transferred to MST by the County of Monterey in 1997, it has been the policy of the RIDES program to allow passengers to book their trips up to 14 days in advance of the day of the service.

Studies of several California Paratransit programs that have reduced reservation times from 14 to 7 days have demonstrated reductions in passenger “No Shows” and “Late Cancellations”. No Shows and Late Cancellations for scheduled RIDES trips create an unnecessary drain on RIDES program resources and jeopardize MST’s ability to meet ADA and FTA requirements for meeting all RIDES requests. With over 10,000 incidences of No Show and Late Cancellations annually within the RIDES program, even modest improvements should produce substantial savings and increase operational efficiency.

Upon your Board’s approval the proposed updates to MST RIDES Operational Policies shall become effective November 1, 2013.
ATTACHMENTS:

A. MST RIDES Operational Policy #2009-01 - Special Assistance Passengers Receiving Dialysis Treatment – Effective 05/19/01 – **Discontinue**


D. MST RIDES Operational Policy #2013-01 – Last Door to First Door Service – Effective 10/13/2013 – **New Policy**


PREPARED BY: Tom Hicks

REVIEWED BY: Carl G. Sedoryk
RELEVANT LEGISLATION:

Subpart F 37.129 (a) Except as provided in this section, complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service.

Subpart F 37.131 (g) Additional service. Public entities may provide complementary paratransit service to ADA paratransit eligible individuals exceeding that provided for in this section. However, only the cost of service provided for in this section may be considered in a public entity's request for an undue financial burden waiver under Sec. Sec.37.151-37.155 of this part.

POLICY STATEMENT:

Given the unpredictability and general debilitating physical effects of dialysis treatment, some passenger may require special assistance to safely ambulate to/from the MST RIDES program vehicle and the treatment facility.

Upon request, MST RIDES ADA program vehicle Operators shall accompany and assist passengers who are receiving this type of treatment to/from the MST RIDES program vehicle and the dialysis treatment facility.

This request shall be honored if made by either the passenger or any Health Care Professional who is affiliated with any Dialysis Center in Monterey County.
MST RIDES OPERATIONAL POLICY
NO-SHOWS AND TRIP CANCELLATIONS

This policy shall apply to MST’s ADA Paratransit, Specialized Transport, and general Dial-A-Ride services.

Missed trips or NO SHOWS cause excessive delays, inconvenience to other passengers, wasted resources and increased operating costs. To emphasize the importance of avoiding No-Shows, MST has adopted the following policy:

All MST ADA Paratransit / Specialized Transport/ and Dial-A-RIDE passengers will be informed of this policy prior to using the services.

APPROVED CANCELLATIONS: To cancel a scheduled ride, passengers shall contact MST DART Dispatch (1-866-663-3278) or MST RIDES Dispatch (754-2804 or 373-1393) at least one (1) hour prior to the scheduled trip.

NO-SHOWS: Failure to cancel a scheduled trip within one (1) hour of the scheduled pick-up time, will be considered a No-Show event. A No-Show will be recorded into the passenger’s transportation record for the following reasons:

1. The trip is cancelled by the passenger or designee with less than one (1) hour notice.
2. The vehicle arrives within the ready window but the passenger fails to board the service within five (5) minutes after the arrival of the program vehicle.
3. The program vehicle arrives within the ready window, but the driver is unable to locate the passenger at the requested pick-up location within five (5) minutes.

PENALTIES: This provision does not apply to trips that are missed for reasons that are beyond the individual’s control. Scheduling errors, late pick-ups, and other operational problems must be considered beyond the passenger’s control. No-Shows may also be excused if an illness or other emergency prevents the passenger from completing the trip. Occurrences of this nature will be reviewed on a case-by-case basis.

- Two (2) unexcused No-Shows within any 30-day period will result in a written warning of a possible suspension of service should a third No-Show event occur within that same 30 day period.
- Three (3) unexcused No-Shows within any 30-day period will result in a suspension of service of 30 calendar days. A letter notifying the passenger of the intention to suspend services will be sent 60 days prior to the effective date that the service suspension will commence.

**APPEALING A NO-SHOW CHARGE:** Passengers who believe that a No-Show event has been recorded into their transportation record in error, may appeal by contacting the MST Contract Transportation Manager by calling 393-8108 or by writing:

MST Contract Transportation Manager  
One Ryan Ranch Road  
Monterey, CA. 93940

Circumstances will be reviewed and investigated on a case-by-case basis, and a written decision shall be issued to the appellant within 5 Business days.

**APPELLING A NOTICE OF SUSPENSION:** Passengers may appeal a notice of suspension by providing a written request for an appeal within 60 days from the date of the suspension letter. Passengers should address the written request to:

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

Once a request for an appeal is received, MST's General Manager, or his/her designated representative, shall notify the appellant of a hearing date. If the appellant or designated representative is not present at the hearing, a decision will be based on the written documentation submitted.

The General Manager/CEO or his/her designated representative shall provide the appellant with a written final ruling within 15 days of the hearing date. The appellant will be able to continue to make reservations and utilize the service pending this review. Subsequent No-Shows during the appeal process will also be considered in the final determination.
This policy shall apply to MST’s ADA Paratransit AND Specialized Transportation services.

Missed trips or NO-SHOWS cause excessive delays, inconvenience to other passengers, wasted resources and increased operating costs. To emphasize the importance of avoiding NO-SHOWs, MST has adopted the following policy:

All MST ADA Paratransit /Specialized Transport passengers will be informed of this policy prior to using the services.

**APPROVED CANCELLATIONS:** To cancel a scheduled ride, passengers shall contact the MST RIDES Reservation Office (754-2804 or 373-1393) at least two (2) hours prior to the scheduled trip.

**NO-SHOWS:** Failure to cancel a scheduled trip within two (2) hours of the scheduled pick-up time will be considered a NO-SHOW event. A NO-SHOW will be recorded into the passenger’s transportation record for any of the following reasons:

1. The trip is cancelled by the passenger or designee with less than two (2) hours notice.

2. The vehicle arrives within the ready window but the passenger fails to board the service within five (5) minutes after the arrival of the vehicle.

3. The program vehicle arrives within the ready window, but the driver is unable to locate the passenger at the requested pick-up location within five (5) minutes.

**PENALTIES:** This provision does not apply to trips that are missed for reasons that are beyond the individual's control. Scheduling errors, late pick-ups, and other operational problems must be considered beyond the passenger’s control. NO-SHOWS may also be excused if an illness or other emergency prevents the passenger from completing the trip.
Trips that cannot be cancelled two (2) hours prior to the scheduled pickup time because the MST RIDES reservation office is closed may be excused. All occurrences of this nature will be reviewed on a case-by-case basis.

Penalties for NO-SHOW:

- NO-SHOWS that exceed 10% of scheduled trips in any month shall be considered a violation of MST’s NO-SHOW Trip Cancellation policy.

- Upon the first occurrence of a violation, a warning letter shall be issued to the RIDES passenger.

- Should any subsequent violations occur, the passenger shall be denied service for a period of time as follows:

<table>
<thead>
<tr>
<th>Monthly NO-SHOWS</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;10%</td>
<td>5-Day Suspension</td>
</tr>
<tr>
<td>&gt;20%</td>
<td>10-Day Suspension</td>
</tr>
<tr>
<td>&gt;30%</td>
<td>15-Day Suspension</td>
</tr>
<tr>
<td>&gt;40%</td>
<td>20-Day Suspension</td>
</tr>
</tbody>
</table>

- The passenger will receive a 30-day written notice of an impending suspension.

- NO-SHOW violations will be tracked from January 1 through December 31 of each calendar year and NO-SHOW violations will be reset to zero on the first day of each January thus requiring a written warning letter for the first violation of the new year.

- Passengers scheduling fewer than ten (10) trips in any month may be exempt from policy violation penalties at the discretion of MST. Violations will be evaluated on a case-by-case basis and are not subject to appeal under this provision.

APPEALING A NO-SHOW CHARGE: A passenger who believes that a NO-SHOW event has been recorded into their transportation record in error, may appeal that entry by contacting MST at (888) 678-2871 for appeal instructions or submit a letter of appeal directly and in writing to:

MST CTSA Manager
150 Del Monte Avenue
Monterey, CA. 93940-2444
Circumstances of each violation will be reviewed and investigated on a case-by-case basis and a written decision shall be issued to the appellant within 10 business days.

**APPEALING A NOTICE OF SUSPENSION:** Passengers may appeal a notice of suspension by providing a written request for a hearing within 15 days from the date of the suspension letter. Passengers should address the written request to:

**MST General Manager/CEO**  
Monterey-Salinas Transit  
One Ryan Ranch Road  
Monterey, CA. 93940

Once a request for an appeal is received, MST's General Manager/CEO, or his/her designated representative, shall notify the appellant of a hearing date. If the appellant or designated representative is not present at the hearing, a decision will be based on the written documentation submitted. The General Manager/CEO or his/her designated representative shall provide the appellant with a written final ruling within 15 days of the hearing date. The appellant will be able to continue to make reservations and utilize the service pending this review. Subsequent NO-SHOWS during the appeal process will also be considered in the final penalty determination.
MST RIDES OPERATIONAL POLICY
LAST DOOR TO FIRST DOOR SERVICE

RELEVANT LEGISLATION:

[Code of Federal Regulations]  
[Title 49, Volume 1]  
[Revised as of October 1, 2007]  
From the U.S. Government Printing Office via GPO Access  
[CITE: 49CFR37]

Subpart F 37.129 (a) Except as provided in this section, Complementary Paratransit service for ADA Paratransit eligible persons shall be origin-to-destination service.

POLICY STATEMENT:

Upon request, MST RIDES ADA program vehicle Operators shall accompany and assist passengers from the last door of their pickup location to the first door of their drop off location.

This request shall be honored if made by either the passenger or any health care professional who is affiliated with the passenger either at the time that the trip is scheduled or by the close of business the day before the day of service.
MST RIDES OPERATIONAL POLICY
ADVANCED TRIP RESERVATIONS

RELEVANT LEGISLATION:

[Code of Federal Regulations]
[Title 49, Volume 1]
[Revised as of October 1, 2007]
From the U.S. Government Printing Office via GPO Access
[CITE: 49CFR37]

37.131 (b) Response time. The entity shall schedule and provide Paratransit service to any ADA Paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means.

POLICY STATEMENT:

The MST RIDES program shall take reservations between 08:00 AM to 5:00 PM weekdays, and from 09:00 AM until 5:00 PM on weekends and holidays.

Passengers may schedule their trips either the day before or up to seven (7) days in advance of their desired day of service.
To: Board of Directors

From: Tom Hicks, Consolidated Transportation Services Agency Manager

Subject: Mobility Advisory Committee appointments (aka CTSA Advisory Committee)

RECOMMENDATION:

Appoint Elizabeth Pope and Laurie Crosby 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 committee of the MST Board of Directors. It makes recommendations to MST staff and the Board regarding the transit needs of, and possible solutions for, persons with disabilities, seniors, low income, youth and isolated populations. The Committee acts as a liaison between MST and these communities and assures that their members have input into the MST service planning process.

There are currently vacancies on the MAC, and its members recommend you appoint Elizabeth Pope and Laurie Crosby to fill two of those vacancies. Ms. Pope works for the Central Coast Center for Independent Living (CCCIL) while Ms. Crosby works for CSUMB in the Student Disability Resource Program. Therefore, pursuant to the MAC by-laws (3.4: Vacancies/Removal), the MAC submits for your approval the nomination of Elizabeth Pope and Laurie Crosby.

PREPARED BY: Tom Hicks
REVIEWED BY: Carl G. Sedoryk
MONTEREY-SALINAS TRANSIT
Marketing Committee Minutes
August 13, 2012
9:00 a.m.
Monterey Bay Unified Air Pollution Control District
24580 Silver Cloud Ct., Monterey

Present: Directors: Hurley, Cohen, Pendergrass, Orozco (9:02 a.m.),
Armenta (9:39 a.m.)

Staff: Carl Sedoryk, GM/CEO; Hunter Harvath, AGM/Director Finance &
Administration; Deanna Smith, Deputy Secretary; Zoé Shoats, Marketing
Manager; Mike Hernandez, AGM/COO; Dave Laredo, General Counsel

Public: Chris Chidlaw, Chidlaw Marketing; MaGregor Eddy, MST Rider

1. Call to order.

In the absence of Chair Orozco, Director Cohen called the meeting to order at 9:00 a.m.

2. Public comments on matters not on the agenda.

No comment.

3. American Public Transportation Association First Place AdWheel Award in
Television Advertisement or Public Service Announcement Category. “Fall
in Love with JAZZ.”

Zoe Shoats announced that MST has won the prestigious award and will be
receiving the honor at the APTA Annual Meeting in Chicago, IL, on September 30. The
ad will run again this month up to the Monterey Jazz Festival at the end of September.
The ad also ran locally during the Oakland Raiders and S.F.Forty-Niners NFL football
games the weekend of September 6.
4. Consider purchase and installation of ad frames on bike racks.

Chris Chidlaw provided handouts on the proposed bike rack advertising costs and design. Mr. Sedoryk stated that the revenue generated through ad sales would pay for the investment in approximately two years and the racks would be purchased incrementally until all buses were equipped. The committee approved the program without a vote.

Mr. Chidlaw discussed the option of moving toward bus “wraps” instead of ad card racks on the sides of buses. He stated that the wraps would require a longer ad commitment from advertisers and offer a more progressive and modern approach.

The Committee members were receptive of the concept, but were concerned that many wrapped buses tend to lose their own identity and look like a privately owned service. Ms. Shoats and Mr. Chidlaw will continue to explore options and inform the committee on further proposals.

5. Receive update on bus advertising program and consider recommending changes to advertising rates.

Mr. Chidlaw recommends that the board consider raising ad rates in the spring of 2014. He presented an approved ad rate chart with the addition of bike rack rates and requested approval from the committee.

Director Orozco made a motion to approve the revised ad rate chart and was seconded by Director Hurley. The motion carried unanimously.

6. Discuss marketing plan for FY 2014.

Zoe Shoats presented the re-launch of the Grapevine Express and provided examples of a new logo and tagline “A journey for your palate.” A marketing push to promote the line includes television ads, newspaper and wine magazine ads, an addition to the Grapevine Express Brochure to offer 2 for 1 tastings per agreement with participating wineries, and logo insulated wine bags to be handed out at local hotels by their concierge service. MST is also interested in sponsoring local wine events to promote the line. The Grapevine Express provides a safe alternative to driving after wine tasting and has been much appreciated as an economic driver for the wineries and other businesses along the Carmel Valley wine corridor.

Director Cohen suggested adding the MST logo back to the revised Grapevine Express symbol to ensure MST branding and credit for the line. Committee members and staff concurred.

Mr. Harvath stated that last year’s Customer Survey displayed a noticeable difference in opinion between Spanish and English speakers regarding MST services. In an effort to connect with Hispanic community and better inform riders, the first twenty
pages of the MST Riders guide have been reformatted to include English and Spanish information. MST will make an effort to encourage the use of fare cards in place of cash to speed up boarding time issues and inform riders of the benefits of fare card usage.

Previously successful “Cry and Scream” television ads will air again in October and November with accompanying radio ads in both English and Spanish. MST recently re-joined the Hispanic Chamber of Commerce and is making an effort to be more involved with the Salinas Unified Business Association. The MST mobility team often attends local festivals to promote bus service.

Director Armenta recommended a more grass roots approach to reaching the Hispanic community in place of formal groups who are not always as active in the community as expected. Director Orozco suggested having MST directors provide dates to local festivals and gatherings so MST Mobility Management Team could plan accordingly.

Director Pendergrass suggested color-coding either the English or Spanish languages as it is often confusing and difficult to read two languages on page or ad.

Public Comment

Ms. Eddy stated that she is a teacher and has given many seminars on living car free in Monterey County. She stated that the costs of automobile accidents are the greatest burden on households. She suggested a “text while you ride, not while you drive” ad campaign to promote bus use.

7. Adjourn.

There being no further business, Chair Orozco adjourned the meeting at 9:55 a.m.
MOBILITY ADVISORY COMMITTEE
ADA PARATRANSIT SUBCOMMITTEE (ADAPTR)
December 13, 2012

Description: ADAPTR is responsible for providing the Mobility Advisory Committee with advice and guidance in matters related to the MST ADA Paratransit (RIDES) Program.

1. CALL TO ORDER

Vice-Chair Diana Seay called the meeting to order at 2:25 p.m. in the conference room of the Monterey Mobility Management Center, 150 Del Monte Ave. Monterey.

Present: Diana Seay, Consumer
Rena Weaver, Blind & Visually Impaired Center
Eugenia (Genie) Jimenez (Alternate), Alliance on Aging

Absent: George Redmon, Consumer

Staff: Cristy Sugabo, Senior Mobility Specialist
Lance Atencio, MV Staff

2. CONSENT AGENDA

2.1 Minutes of the regular meeting of October 10, 2012.

Member Rena Weaver moved to approve items as amended on the consent agenda. Member Genie Jimenez seconded, and the motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

4. UNFINISHED BUSINESS

4.1 MST Staff Cristy Sugabo provided the members draft copies of the membership recruitment flyer to review. Members suggested to include Ms. Sugabo direct contact information and to exclude letter of interest request. Consequently, members requested a second draft to
review, and Ms. Sugabo will provide the draft before by the next ADAPTR meeting.

5. **NEW BUSINESS**

5.1 The subcommittee discussed the November nominations for RIDES Employee of the Month. The subcommittee did not have a nominee for the month of November.

6. **REPORTS AND INFORMATION ITEMS**

6.1 ADAPTR-MAC liaison, Rena Weaver Wyant reported to the subcommittee that the MAC met on November 28, 2012.

Ms. Wyant informed the subcommittee that TAMC Staff Andy Cook presented to the committee TAMC’s unmet transit needs survey and held a public meeting. TAMC Staff received public comments from members of the public as follow:

1) Residents of Spreckels Community, and the Las Palmas Community.

2) Monterey County Office of Education (MCOE) Staff Richard Adams who expressed the need to accommodate expansion of fixed-route bus services near Bolsa Knolls School.

3) Ms. Suzanne Gibbs expressed the need for more service via highway 68 corridor.

Ms. Wyant informed the subcommittee that a follow-up item was suggested by Ms. Wyant regarding the residents in the Toro Park Community. Ms. Wyant requested Staff to increase time points to Salinas from Toro Park Community so that residents are able to travel to Salinas more often or have the opportunity to transfer to route 20 for Monterey.

Ms. Wyant informed the subcommittee that Suzanne Gibbs, a member of the public attended the meeting to request for a follow-up about her experiences with the MST RIDES Program and the MST fixed-route bus services.

7. **MST RIDES UPDATES**

7.1 MV Staff, Lance Atencio informed the subcommittee that MV transportation will soon contract with Yellow Cab to provide RIDES services.
Mr. Atencio confirmed that RIDES reservationist Geri Flagler resigned. Mr. Atencio states MV Transportation is in the process of seeking a replacement.

Mr. Atencio informed the subcommittee that MV will transition to a new phone system that is up to date with standards.

8. **CTSA UPDATES**

9. **ANNOUNCEMENT**

10. **ADJOURN**

    There being no further business, the meeting was adjourned at 3:25 P.M.

Prepared by: [Signature]

Christy Sugabo
Senior Mobility Specialist

Reviewed by: [Signature]

Tom Hicks
CTSA Manager
Description: ADAPTR is responsible for providing the Mobility Advisory Committee with advice and guidance in matters related to the MST ADA Paratransit (RIDES) Program.

1. CALL TO ORDER

Chair Diana Seay called the meeting to order at 2:05 p.m. in the conference room of the Monterey Mobility Management Center, 150 Del Monte Ave. Monterey.

Present: Diana Seay, Consumer Rena Weaver, Blind & Visually Impaired Center Eugenia (Genie) Jimenez (Alternate), Alliance on Aging

Staff: Tom Hicks, CTSA Manager Cristy Sugabo, Senior Mobility Specialist Lance Atencio, MV Staff

2. CONSENT AGENDA

2.1 Minutes from the regular meeting of December 13, 2012.

Member Rena Weaver moved to approve items as amended on the consent agenda. Member Genie Jimenez seconded, and the motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

4. NEW BUSINESS

4.1 MST Staff informed the committee that effective July 18, 2013 RIDES will officially become a first-door-to-first-door service. MST Staff explained that, in practice, the new policy will have minimal effect on
the current practice will formalize the arrangement in the contractual language between MV Transportation and MST.

In addition, MST Staff informed the committee that eligible passengers who need the assistance will request for coach operators assistance at the time the reservation was made or no later than the close of business the day before the trip.

4.2 The subcommittee discussed the April nominations for RIDES Employee of the Month. The subcommittee did not have a nominee for the month of April.

In addition, the subcommittee asked Lance Atencio the status of coach operators name being placed in inside the RIDES vehicle. Mr. Atencio responded by informing the subcommittee that he will revisit the idea by communicating the request with MV’s maintenance staff.

5. **UNFINISHED BUSINESS**

5.1 Cristy Sugabo, MST Staff presented the finalized membership recruitment flyer. The members discussed where the flyer will be posted on the RIDES vehicle. The members agreed the flyer can be posted right behind the driver side of the vehicle where RIDES passengers can easily view. In addition, the flyer will be handed out by coach operators to passengers. Ms. Sugabo will coordinate the flyer distribution with MV Staff Lance Atencio.

5.2 Tom Hicks, MST Staff, informed the subcommittee that the Mobility Advisory Committee (MAC) is also recruiting members. Mr. Hicks presented the MAC membership recruitment flyers to the subcommittee members.

6. **REPORTS AND INFORMATION ITEMS**

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

6.1 ADAPTR-MAC liaison, Rena Weaver Wyant reported to the subcommittee that the MAC met on March 27, 2013. Ms. Wyant informed the subcommittee that MAC Chair Ronn Rygg removed ADAPTR member George Redmon for lack of participation in ADAPTR meetings, however, Chair Rygg expressed that Mr. Redmon will be able to continue to participate in meetings as a member of the public.
7. **MST RIDES UPDATES**

7.1 Mr. Atencio informed the subcommittee that MST and MV Transportation is continuing negotiation for the new contract.

7.2 Mr. Atencio informed the subcommittee that MV is waiting for a new phone system and the Interactive Voice Response (IVR) system. MST Staff Tom Hicks informed the committee that the IVR system is still funded, and will work out the details with Mr. Atencio once MV receives the new phone system.

8. **CTSA UPDATES**

8.1 Mr. Hicks informed the subcommittee that MST has been holding public hearings for a possibility of 30% service cutback because the Amalgamated Transit Union, which represents Monterey-Salinas Transit’s (MST) uniformed employees and other transit-worker unions have asked the United States Department of Labor to withhold federal transit grant funding from MST and other public transit operators throughout California. The Amalgamated Transit Union’s action is in response to concerns with the recent adoption of the 2013 Public Employees Pension Reform Act (AB 340) by the California state legislature and Governor Jerry Brown. In the event the federal government agrees to the Amalgamated Transit Union’s request to withhold federal operating and capital grant funds from MST, the agency would be forced to implement emergency measures to reduce its bus service by approximately 30%, to a level that can be supported only by passenger fares and state grant assistance. Further, Mr. Hicks informed the committee that the Mobility Programs will not immediately be affected because the programs are still funded and operating from previous grants, however, the RIDES program has to parallel the fixed route bus services in its fees and services. Mr. Hicks do not foresee an increase on the RIDES fares but, if routes are eliminated, the RIDES service areas might get affected and also the hours of operations.

8.2 Mr. Hicks informed the subcommittee that MST is currently working on a Salinas route for the Senior Shuttle service. The route is designed to meet senior trip locations such as shopping and medical offices.

8.3 Mr. Hicks informed the subcommittee that currently the City of Salinas is not yet an active participant of the senior voucher program, however, MST is working with the Montecito senior apartment complex
in Salinas where its location is no longer serviced by fixed route bus stop due to service changes.

8.4 Mr. Hicks informed the subcommittee that all nine MST accessible vehicles are leased out to cab companies.

9. ANNOUNCEMENTS

10. ADJOURN

There being no further business, the meeting was adjourned at 3:20 P.M.

Prepared by: Christy Sugafo Senior Mobility Specialist

Reviewed by: Tom Hicks CTSA Manager
CTSA Advisory Committee
Regular Meeting Minutes
Wednesday, March 27, 2013

1. CALL TO ORDER

Committee Chair Ronn Rygg called the meeting to order at 1:05 p.m. in the conference room of the Monterey Mobility Management Center (3MC).

Present: Andy Cook  TAMC Transportation Planner
          Ronn Rygg  United Way Monterey County
          Maureen McEachen  VNA
          Genie Jimenez  Alliance on Aging (Alternate)
          Kathleen Murray-Phillips  DSES-AAA
          Kasuko Wessendorf  Interim, Inc. (Alternate)
          Melissa McKenzie  Carmel Foundation
          Rena Weaver Wyant  Blind & Visually Impaired Center
          Nancy Budd  ITN Monterey County

Staff: Tom Hicks  CTSA Manager
       Cristy Sugabo  Senior Mobility Specialist
       Lance Atencio  MV Transportation

2. CONSENT AGENDA

2.1 Minutes of the regular meeting of January 30, 2013.

Member Nancy Budd made a motion to approve the minutes as amended on the consent agenda, and was seconded by member Maureen McEachen. The motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

4. SPECIAL PRESENTATION

5. PUBLIC HEARING

6. UNFINISHED BUSINESS

7. NEW BUSINESS
7.1 MAC members discussed ways to promote membership recruitment. To further discuss promotion the committee decided to form an ad-hoc committee to meet, and discuss ideas for membership recruitment. Member Andy Cook, Maureen McEachen, and Nancy Budd volunteered to be in the ad-hoc committee.

In addition, Member Kathleen Murray-Phillips suggested using national public radio, and theater advertisement to promote volunteers who’s willing to commit their time to participate in the committee.

Member Rena Weaver, liaison to the committee, informed the committee that the ADAPTR subcommittee needs to recruit membership due to lack of quorum. Subsequently, Chair Ronn Rygg removed ADAPTR member George Redmon for lack of participation in ADAPTR meetings; however, Chair Rygg expressed that Mr. Redmon will be able to continue to participate in meetings as a member of the public.

7.2 MST Staff informed the committee that effective July 18, 2013 RIDES will officially become a first door to first door service. MST Staff expressed that in practice the new policy will have minimal effect, but rather it is a policy change that will improve contractual service between MV Transportation and MST.

In addition, MST Staff informed the committee that eligible passengers who need the assistance will request for coach operators assistance at the time the reservation was made.

8. **SUBJECT ITEM FOLLOW-UP**

8.1 TAMC Staff, Andy Cook reported the results of the comments received from the Unmet Transit Needs 2013 public hearings, and informed the committee that the comments received are still at the Staff review level. Mr. Cook will report back the unmet transit needs findings to the committee for review and comments before the next public hearing at the MAC May meeting. Thereafter, the findings that the committee adopts will be presented at the next TAMC Board of Directors public hearing.

8.2 Chair Ronn Rygg expressed to the committee his need to resign as the Committee Chair due to other commitments from his employers. Subsequently, the Committee held a special election for the position of Chair and elected member Andy Cook to preside the remaining term.
In addition, the Committee elected member Maureen McEachen as Vice Chair, and Kathleen Murray-Phillips as Secretary.

In addition, the committee discussed membership term and election of officers. MST Staff presented attendance information, but will further follow-up at next meeting regarding each assigned term of office.

9. SUBJECT ITEM REQUEST

9.1 Member Maureen McEachen requested more information about the MST RIDES Program.

9.2 Member Rena requested more information about the JAZZ bus line. Ms. Rena expressed that her constituents are confused about the JAZZ line.

10. REPORTS

10.1 Andy Cook, TAMC Staff informed the committee that TAMC current project is to extend the Capitol Corridor rail service to Salinas Train Station. The project secured about forty-five million dollars from federal grants at its first stage. TAMC Staff will provide further details of the project as it becomes available.

10.2 Tom Hicks, MST Staff informed the committee that RIDES interviews are now being conducted at the Alliance on Aging Salinas Office. The interviews are by appointment only on Tuesdays and Thursdays.

Mr. Hicks informed the committee that the City of Pacific Grove started distributing senior taxi vouchers for their residents. The vouchers will be distributed at the following locations: Pacific Grove Library, Pacific Grove City Hall, and the Sally Griffith Senior Center. In addition, Mr. Hicks clarified that there are two different taxi voucher program offered by MST. One is the senior taxi voucher program for seniors sixty-five or older. Second is for persons with disabilities taxi voucher program issued to participants in the MST RIDES Program.

Mr. Hicks informed the committee that all nine MST accessible vehicles are leased out to cab companies. Provisions of the lease contract the cab companies must operate under priority service as follow: 1) Must provide service to stranded passenger called in by Supervisor, 2) Provide service to taxi voucher holders, 3) Provide service to the general public requiring accessible taxi, 4) Provide service to the general public.
Mr. Hicks informed the committee that The Amalgamated Transit Union, which represents Monterey-Salinas Transit’s (MST) uniformed employees and other transit-worker unions have asked the United States Department of Labor to withhold federal transit grant funding from MST and other public transit operators throughout California. The Amalgamated Transit Union’s action is in response to concerns with the recent adoption of the 2013 Public Employees Pension Reform Act (AB 340) by the California state legislature and Governor Jerry Brown. In the event the federal government agrees to the Amalgamated Transit Union’s request to withhold federal operating and capital grant funds from MST, the agency would be forced to implement emergency measures to reduce its bus service by approximately 30%, to a level that can be supported only by passenger fares and state grant assistance.

11. ANNOUNCEMENTS AND APPRECIATION

11.1 Member Kathleen Murray-Phillips thanked MST Staff for following up with information regarding MST retired vehicles. Ms. Murray-Phillips expressed that she was able to forward information to other agencies that she directly works with. In addition, Ms. Murray-Phillips learned that Outreach was able to received one of the donated vehicles.

11.2 Tom Hicks, MST Staff presented the idea of having a joint meeting with the Santa Cruz County Advisory Committee that advises their mobility programs. The committee welcomed the idea and requested Staff to follow-up.

12. ADJOURN

There being no further business, Chair Ronn Rygg adjourned the meeting at 2:45p.m.

Prepared by: Christy Sugabo
Senior Mobility Specialist

Reviewed by: Tom Hicks
CTSA Manager
1. CALL TO ORDER

Committee Chair Andy Cook called the meeting to order at 1:15 p.m. in the conference room of the Alliance on Aging Office.

Present: Andy Cook TAMC Transportation Planner
Ronn Rygg United Way Monterey County
Maureen McEachen VNA
Genie Jimenez Alliance on Aging (Alternate)
Kasuko Wessendorf Interim, Inc. (Alternate)
Rena Weaver Wyant Blind & Visually Impaired Center

Excused: Kathleen Murray-Phillips DSES-AAA
Melissa McKenzie Carmel Foundation
Nancy Budd ITN Monterey
Lance Atencio MV Staff

Staff: Tom Hicks CTSA Manager
Cristy Sugabo Senior Mobility Specialist

2. CONSENT AGENDA

2.1 Minutes of the regular meeting of March 27, 2013.

Member Maureen McEachen made a motion to approve the minutes as amended on the consent agenda, and was seconded by member Ronn Rygg. The motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Teresa Sullivan, Director for Alliance on Aging, addressed the committee expressing her gratitude toward MST Mobility Staff. They provided assistance in coordinating a MST fixed-route bus trip to and from the Monterey County Board of Supervisors meeting in Salinas. Concurrently, they provided a mobility training orientation to the attending seniors who came from Monterey, Prunedale, and the City of
Ms. Sullivan stated that the Board members seemed very pleased about their senior constituents attending the meeting.

4. SPECIAL PRESENTATION

4.1 Agenda item 3.1 MST JAZZ bus service was tabled until the next MAC meeting and MST Staff will coordinate with Mike Gallant, MST Planner to present at the next meeting.

4.2 Tom Hicks, CTSA Manager, presented the finalized English version of a RIDES Program video. Mr. Hicks stated that the video will be used for informational purposes for the general public and for agency personnel. In addition, Mr. Hicks informed the committee that currently the video is being duplicated in Spanish with subtitles as well as English with subtitles.

5. PUBLIC HEARING

6. UNFINISHED BUSINESS

6.1 Conduct public hearing to allow the opportunity for the committee members and members of the public to comment on the unmet transit needs findings by T AMC.

Andy Cook, TAMC Staff, explained that the unmet transit needs process is associated with state retail sales taxes allocated to Monterey County for transportation-related purposes. The Transportation Agency for Monterey County (TAMC) works with the Mobility Advisory Committee to identify unmet transit needs through a public hearing and outreach process. The TAMC Board of Directors adopts a finding on unmet transit needs prior to allocating local transportation Funds for public transit purposes.

Mr. Cook presented a matrix of comments received for unmet transit needs that the committee previously reviewed at the January 2013 committee meeting. Mr. Cook stated Spreckles, Las Palmas on River Road, and the location of Bolsa Knolls Middle School and La Hoya Elementary School were considered two groups of comments on unmet transit needs. Mr. Cook informed the committee that TAMC Staff reviewed these comments, and been working with MST Staff to determine whether MST can provide services. The findings in both cases have found that the unmet needs identified are not reasonable to meet at this time due to lack of funding and impacts to existing transit service. Mr. Cook explained that the state sales tax revenue continues to decrease. Moreover, the ATU union request to hold federal funds for operating transit will cause MST a thirty
percent cut in operation funds and subsequently will not have the capacity to
provide the service to these areas without reducing other routes. Therefore,
TAMC Staff recommends the TAMC Board of Directors adopt a finding on
unmet transit needs in Fiscal Year 2013-14 stating there are no unmet
transit needs that are reasonable to meet. Further, TAMC Staff recommends
that the unmet findings for Fiscal Year 2013-14 be tracked and brought back
to the committee to be reviewed and prioritized.

Public Comment

Ms. McEachen asked how unmet needs and re-routing bus service
pertains to such areas as Spreckels.

Ms. Jimenez suggested TAMC study and determine the transportation
needs in Spreckels before prioritizing it for funding.

Ms. Wyant suggested developing a short route from Spreckels to the
Toro Park area or group shuttle service to serve short distance as a potential
solution.

Closed Public Comment

Member Rena Wyant made a motion to approve that TAMC
Board of Directors adopt a finding on unmet transit needs in Fiscal
Year 2013-14 that within Monterey County there are no unmet
transit needs that are reasonable to meet. Further, TAMC Staff
recommend that the unmet findings for Fiscal Year 2013-14 is
brought back in one year and be prioritized. The motion was
seconded by member Kasuko Wassendorf. The motion carried
unanimously.

7. NEW BUSINESS

7.1 MST Staff presented proposed revisions to RIDES policies to comply
with current regulations and best practices:

1) 3.3.5 CONTRACTOR shall accept trip reservations from 8:00AM
until 5:00PM for next day service. CONTRACTOR shall not provide
same day service.

2) 3.3.6 CONTRACTOR shall accept trip reservations up to three (3)
days in advance of the requested day of service.
3) 3.3.7 CONTRACTOR shall not accept reservations more than three (3) days in advance of the requested service.

Member Ronn Rygg made a motion to endorse the policy updates and his motion was seconded by member Maureen McEachen. The motion carried unanimously.

7.2 MST Staff requested all committee members fill out the advisory board data record form to comply with federal regulations. MST is required to comply with the Civil Rights Act of 1964 and the Federal Transit Administration to collect and report ethnic data of its employees, non-elected planning boards, advisory councils and committees.

8. SUBJECT ITEM FOLLOW-UP

8.1 Tom Hicks stated there are nine current members and six vacancies on the committee and that an adhoc committee was appointed to recruit new members. The ad hoc committee met and agreed to create a recruitment flyer. Subsequently, Mr. Hicks presented the finalized copy of the recruitment flyer and stated the flyers are available for distribution. In addition, Mr. Hicks informed the committee that the adhoc is focusing its recruitment on the following: CSUMB students and staff, Francine Goodman from the Oldemyer Center, Veterans, CCCIL, Dialysis Center, North and South County representatives, Carmel Valley, Board of Directors recommendations, senior residents, non-medical transportation representatives.

8.2 Cristy Sugabo, MST Staff presented the updated membership elected term and attendance information.

9. SUBJECT ITEM REQUEST

10. REPORTS

10.1 Andy Cook, TAMC Staff, informed the committee that AMBAG is partnering with MST and TAMC in updating the Human Services Coordinated Plan for Monterey County.

10.2 Rena Weaver Wyant, ADAPTR subcommittee liaison, reported the ADAPTR subcommittee is also recruiting members and assigned Staff to create a recruitment flyer. Ms. Wyant stated Staff presented the finalized flyer and Staff will coordinate with MV Transportation in posting the flyers inside the MST RIDES vehicles. MV coach operators will also hand out the flyers to RIDES passengers.
10.3 Tom Hicks informed the committee that he followed up with the Santa Cruz County advisory committee regarding a joint future meeting. Mr. Hicks was informed that a facility in Watsonville is available to host the meeting. The committee requested Mr. Hicks plan and coordinate the September meeting with the Santa Cruz County Advisory Committee.

Mr. Hicks stated that he recently attended a CalACT conference where he made a presentation on MST’s accessible taxis program. Further, Mr. Hicks stated that some conference attendees requested a sample of MST’s taxi lease agreement and that MST continues to be a leader in innovative mobility programs.

11. ANNOUNCEMENTS AND APPRECIATIONS

12. ADJOURN

There being no further business, Chair Andy Cook adjourned the meeting at 3:15p.m.

Prepared by: Christy Sugabo
Senior Mobility Specialist

Reviewed by: Tom Hicks
CTSA Manager
To: Board of Directors
From: C. Sedoryk, General Manager/CEO
Subject: Monthly Report – August, 2013

Attached are a summary of monthly performance statistics for the Transportation, Maintenance, and Administration departments for August, 2013.

On August 29, I attended a meeting of the APTA Authorization Committee in Chicago, IL, and served as Co-Chair of the Committee.

Attachment #1 – Operations Department Report August, 2013
Attachment #2 – Facilities & Maintenance Department Report August, 2013
Attachment #3 – Administration Department Report August, 2013
Attachment #4 – General Counsel Performance Evaluation

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

PREPARED BY: C. Sedoryk
MST Fixed Route
YTD Dashboard Performance Comparative Statistics
July through August
Fiscal Years 2012-2014

- Ridership
  - FY 2012: 862,002
  - FY 2013: 788,404
  - FY 2014: 770,275

- Passengers Per Hour
  - FY 2012: 17.2
  - FY 2013: 18.5
  - FY 2014: 18.9

- Cost Per Revenue Hour
  - FY 2012: $95.32
  - FY 2013: $106.19
  - FY 2014: $109.79

- Fare Box Recovery Ratio
  - FY 2012: 32%
  - FY 2013: 32%
  - FY 2014: 33%

- Miles Between Road Calls
  - FY 2012: 15,623
  - FY 2013: 16,400
  - FY 2014: 12,290

- Miles Between Preventable Collisions
  - FY 2012: 185,886
  - FY 2013: 305,945
  - FY 2014: 234,336

- On Time Performance
  - FY 2012: 84.0%
  - FY 2013: 83.6%
  - FY 2014: 82.4%

- Percentage of Service Delivered
  - FY 2012: 100.0%
  - FY 2013: 99.9%
  - FY 2014: 99.8%

*Data for Fiscal Years 2012 and 2013 Unavailable*
MST RIDES
YTD Dashboard Performance Comparative Statistics
July through August
Fiscal Years 2012-2014

- **Ridership**
  - FY 2012: 19,303
  - FY 2013: 19,150
  - FY 2014: 17,025
  (Total cumulative YTD passenger boardings)

- **One Way Trips**
  - FY 2012: 15,267
  - FY 2013: 15,125
  - FY 2014: 13,240
  (Total cumulative YTD one-way passenger trips completed)

- **Cost Per Revenue Hour**
  - FY 2012: $45.70
  - FY 2013: $55.67
  - FY 2014: $48.31
  (Total operating cost per hour of service)

- **Fare Box Recovery Ratio**
  - FY 2012: 12.2%
  - FY 2013: 12.5%
  - FY 2014: 11.6%
  (Ratio of passenger fares to total operating costs)

- **Miles Between Road Calls**
  - FY 2012: 68,129
  - FY 2013: 79,467
  - FY 2014: 60,012
  (Miles travelled between mechanical failure)

- **Miles Between Preventable Collisions**
  - FY 2012: 95,769
  - FY 2013: 106,210
  - FY 2014: 89,448
  (Total miles travelled between preventable collisions)

- **On Time Performance**
  - FY 2012: 84.7%
  - FY 2013: 85.2%
  - FY 2014: 88.6%
  (Percent of trips within 15 minutes of scheduled arrival)

- **Passengers Per Hour**
  - FY 2012: 1.9
  - FY 2013: 1.9
  - FY 2014: 1.7
  (Passengers per hour of service)
ATTACHMENT 1

October 3, 2013

To: Mike Hernandez, Assistant General Manager / C.O.O.
From: Robert Weber, Director of Transportation Services
Cc: MST Board of Directors
Subject: Transportation Department Monthly Report – August 2013

FIXED ROUTE BUS OPERATIONS:

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

Preliminary boarding statistics indicate that ridership decreased by 3.68% in August 2013, (397,530), as compared to August 2012, (412,721). Fiscal year-to-date, this represents a 2.36% decrease in passenger boardings from last fiscal year.

Productivity remained constant from 19.0 passengers per hour (August 2012), to 19.2 PPH in August of this year.

Trolley Services:

MST Trolley – Monterey: For the month of August, boarding data for the Monterey Trolley showed it carried 44,269 passengers. This represents a 1.89% increase in passenger boardings from August of 2012 (43,447).

Supplemental / Special Services:

August 17-18: Supplemental services on the lines 37, 38, & 39 were provided for the annual Rolex Reunion races held at Laguna Seca. 365 passenger boardings were recorded during this two day event, which represents a 38.90% reduction from last year’s event, (507).

August 24 – 25: MST Trolley service was provided for the annual West End Celebration held in Sand City. The service transported 172 passengers during this two day event, which represents a decrease of 25.58% from the previous year (216).

August 30 – Sept 2: Supplemental service was provided in support of the annual Monterey County Fair transporting 7,054 passengers. This represents a 60.77% decrease in passenger boardings from last year’s event (11,341).
System Wide Statistics:

- Ridership: 397,530
- Vehicle Revenue Hours: 20,599
- Vehicle Revenue Miles: 335,277
- System Productivity: 19.2 Passengers Per Vehicle Revenue Hour
- One-Way Trips Deployed: 30,652

Time Point Adherence: Of 98,945 total time-point crossings sampled for the month of August, the TransitMaster™ system recorded 20,008 delayed arrivals to MST’s published time-points system-wide. This denotes that 79.78% of all scheduled arrivals at published time-points were on time. *(See MST Fixed-Route Bus — On Time Compliance Chart FY 2014.)*

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

Trips With 10 or More Standees: There were forty seven (47) reported trips with 10 or more standees for the month of August. *(See Operations Summary report for further information)*

Cancelled Trips: As listed below, there were a total of thirteen (13) cancelled trips for the month of August for both directly operated and contracted services.

<table>
<thead>
<tr>
<th>Reason</th>
<th>MST</th>
<th>MV Transportation</th>
<th>% Of All Missed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident / Collision</td>
<td>1</td>
<td>0</td>
<td>7.69%</td>
</tr>
<tr>
<td>Staffing Shortage</td>
<td>6</td>
<td>0</td>
<td>46.15%</td>
</tr>
<tr>
<td>Traffic</td>
<td>6</td>
<td>0</td>
<td>46.15%</td>
</tr>
<tr>
<td>Totals</td>
<td>13</td>
<td>0</td>
<td>100%</td>
</tr>
</tbody>
</table>

Documented Occurrences: MST Coach Operators are required to complete an occurrence report for any unusual incident that occurs during their work day. The information provided within these reports is used to identify trends, which often drive changes in policy or standard operating procedures. The following is a comparative summary of reported incidents for the month(s) of August 2012 and 2013:

<table>
<thead>
<tr>
<th>Occurrence Type</th>
<th>August-12</th>
<th>August-13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collision: MST Involved</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Object Hits Coach</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Passenger Conflict</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Passenger Fall</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Passenger Injury</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Employee Injury</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Near Miss</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unreported Damage</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Fuel / Fluid Spill</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total Occurrences</strong></td>
<td><strong>19</strong></td>
<td><strong>17</strong></td>
</tr>
</tbody>
</table>
CONTRACTED SERVICES:

MST RIDES ADA / ST Paratransit Program:

Preliminary boarding statistics for the MST RIDES program reflect that for the month of August there were 8,536 passenger boardings. This denotes a 13.32% decrease in passenger boardings from August of 2012, (9,848). For Fiscal year 2014, this represents an 11.15% decrease in passenger boardings from the previous fiscal year.

- For the month of August, 83.76 % of all scheduled trips for the MST RIDES Program arrived on time, increasing slightly from 83.13 % in August of 2012. (*See MST RIDES ~* On Time Compliance Chart *FY 2014.*)

- Productivity for August of this year was at 1.99 passengers per hour, increasing slightly from 1.90 in August of 2012.

Other:

08/27/13: MV Transportation Inc was involved in a non-injury preventable collision in coach #9005, which resulted in $1,632 in damages to the coach.

COMMUNICATIONS CENTER:

In August, the Communications Center summoned public safety agencies on nine (9) 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 Incident / Other</td>
<td>4</td>
</tr>
<tr>
<td>Emergency Medical Services</td>
<td>Medical Emergency</td>
<td>3</td>
</tr>
<tr>
<td>Fire Department</td>
<td>Alarm Activation / Smoke</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Investigation</td>
<td></td>
</tr>
</tbody>
</table>

Robert Weber

Fixed Route Operations Summary Report
August 2013

<table>
<thead>
<tr>
<th>Service Delivered</th>
<th>Service Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ridership</td>
<td>On-time Time Points</td>
</tr>
<tr>
<td>397,530</td>
<td>77,421</td>
</tr>
<tr>
<td>Passengers / Vehicle Revenue Hour</td>
<td>Delayed Time Points</td>
</tr>
<tr>
<td>19.3</td>
<td>19,552</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>On-time Passenger Boardings</td>
</tr>
<tr>
<td>334,726.8</td>
<td>329,003</td>
</tr>
<tr>
<td>One-way Trips Scheduled</td>
<td>Percent On-time Boardings</td>
</tr>
<tr>
<td>30,652</td>
<td>83%</td>
</tr>
</tbody>
</table>

Systemwide Service:
Compared to August of 2012 ridership fell 3.7%, however the revenue hours operated were reduced by 5.2%. The combination of these two factors resulted in a 1.6% increase in productivity, measured in passengers per hour or PPH, increasing from 19 PPH to 19.3 PPH.

Seasonal Service:
Line 22 carried 1,372 passengers this month, a 3% increase over last August. The MST Trolley Monterey reported a 2% increase in ridership, going from 43,447 boardings last August to 44,269 boardings this month.

Supplemental Service:
Supplemental services operated this month were offered on line 1 to accommodate students at MIIS (carrying 200 passengers); on lines serving Laguna Seca for the Rolex Motorsport Reunion Races (carrying 365 passengers); on JAZZ lines for the Sand City West End Celebration (carrying 172 passengers); and on JAZZ lines for the Monterey County Fair (carrying 7,054 passengers).
Fixed Route Operations Summary Report
August 2013

Service Cancellations by Month

- Mechanical Problem - 2:45 hrs (4%)
- MST Accident - 2:12 hrs (3%)
- Other - 3:06 hrs (5%)
- Staffing Shortage - 49:33 hrs (74%)
- Traffic - 9:18 hrs (14%)

Cancelled Revenue Hours - Year to Date
### Ridership by Line - August 2013

#### Total Passengers

<table>
<thead>
<tr>
<th>Line Description</th>
<th>Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>41-Northridge/Salinas via East Alisal Trolley Monterey</td>
<td>47,214</td>
</tr>
<tr>
<td>20-Monterey/Salinas</td>
<td>44,269</td>
</tr>
<tr>
<td>76-Presidio/Stillwell Park Express</td>
<td>30,418</td>
</tr>
<tr>
<td>JAZZ A-Aquarium/Sand City via Hilby</td>
<td>26,417</td>
</tr>
<tr>
<td>JAZZ B-Aquarium/Sand City via Broadway</td>
<td>17,300</td>
</tr>
<tr>
<td>23-Salinas/King City</td>
<td>14,265</td>
</tr>
<tr>
<td>16-Monterey/Marina</td>
<td>13,604</td>
</tr>
<tr>
<td>49-Salinas/Santa Rita</td>
<td>13,285</td>
</tr>
<tr>
<td>24-Monterey/Carmel Valley Grapevine Express</td>
<td>13,285</td>
</tr>
<tr>
<td>69-Presidio/Del Monte Center</td>
<td>9,673</td>
</tr>
<tr>
<td>29-Watsonville/Salinas via Prunedale</td>
<td>9,673</td>
</tr>
<tr>
<td>11-Carmel/Sand City</td>
<td>7,473</td>
</tr>
<tr>
<td>1-Asilomar/Monterey</td>
<td>7,182</td>
</tr>
<tr>
<td>2-Monterey/Pacific Grove</td>
<td>7,082</td>
</tr>
<tr>
<td>Monterey County Fair</td>
<td>7,054</td>
</tr>
<tr>
<td>28-Watsonville/Salinas via Castroville</td>
<td>6,926</td>
</tr>
<tr>
<td>45-Northridge/Salinas via East Market</td>
<td>5,822</td>
</tr>
<tr>
<td>75-Presidio/Marshall Park Express</td>
<td>5,570</td>
</tr>
<tr>
<td>43-South Salinas/Salinas</td>
<td>5,310</td>
</tr>
<tr>
<td>44-Northridge/Salinas via Westridge</td>
<td>4,242</td>
</tr>
<tr>
<td>48-Salinas/Airport Business Center</td>
<td>3,562</td>
</tr>
<tr>
<td>55-Monterey/San Jose Express</td>
<td>2,964</td>
</tr>
<tr>
<td>JAZZ C-Aquarium/Sand City Express</td>
<td>2,960</td>
</tr>
<tr>
<td>74-Presidio/Preston Park Express</td>
<td>2,657</td>
</tr>
<tr>
<td>19-Mercury/San Jose Express</td>
<td>2,504</td>
</tr>
<tr>
<td>71-Presidio/Marina Express</td>
<td>2,284</td>
</tr>
<tr>
<td>27-Watsonville/Marina</td>
<td>2,113</td>
</tr>
<tr>
<td>MST On Call Marina</td>
<td>2,088</td>
</tr>
<tr>
<td>70-Presidio/La Mesa</td>
<td>2,029</td>
</tr>
<tr>
<td>94-Sand City/Carmel Rancho</td>
<td>2,016</td>
</tr>
<tr>
<td>MST On Call Greenfield</td>
<td>1,806</td>
</tr>
<tr>
<td>82-Fort Hunter Liggett/Salinas Express</td>
<td>1,756</td>
</tr>
<tr>
<td>26-CSUMB/East Campus Express</td>
<td>1,708</td>
</tr>
<tr>
<td>47-Hartnell/Alisal Campus</td>
<td>1,656</td>
</tr>
<tr>
<td>72-Presidio/North Salinas Express</td>
<td>1,597</td>
</tr>
<tr>
<td>77-Presidio/Seaside</td>
<td>1,594</td>
</tr>
<tr>
<td>8-Ryan Ranch/San Jose</td>
<td>1,576</td>
</tr>
<tr>
<td>78-Presidio/Santa Cruz Express</td>
<td>1,532</td>
</tr>
<tr>
<td>22-Big Sur/Monterey</td>
<td>1,372</td>
</tr>
<tr>
<td>14-Monterey/NPS via La Mesa</td>
<td>1,281</td>
</tr>
<tr>
<td>MST On Call King City</td>
<td>1,236</td>
</tr>
<tr>
<td>3-CHOMP/Monterey</td>
<td>1,163</td>
</tr>
<tr>
<td>13-Ryan Ranch/Monterey</td>
<td>1,061</td>
</tr>
<tr>
<td>MST On Call Soledad</td>
<td>1,045</td>
</tr>
<tr>
<td>21-Pebble Beach/Salinas Express</td>
<td>968</td>
</tr>
<tr>
<td>MST On Call Gonzales</td>
<td>839</td>
</tr>
<tr>
<td>25-CSUMB/Salinas</td>
<td>689</td>
</tr>
<tr>
<td>12-Monterey/The Dunes</td>
<td>600</td>
</tr>
<tr>
<td>17-CSUMB/Marina</td>
<td>594</td>
</tr>
<tr>
<td>83-Fort Hunter Liggett/Paso Robles Express</td>
<td>577</td>
</tr>
<tr>
<td>Rolex Motorsport Reunion Races</td>
<td>365</td>
</tr>
<tr>
<td>56-Salinas/Monterey</td>
<td>329</td>
</tr>
<tr>
<td>91-Sand City/Pacific Meadows</td>
<td>314</td>
</tr>
<tr>
<td>7-Del Rey Oaks/Monterey</td>
<td>296</td>
</tr>
<tr>
<td>92-CHOMP/Pacific Meadows via Carmel</td>
<td>202</td>
</tr>
<tr>
<td>MIIS Trolley</td>
<td>200</td>
</tr>
<tr>
<td>Sand City West End Celebration</td>
<td>172</td>
</tr>
<tr>
<td>93-Monterey/Pacific Meadows</td>
<td>93</td>
</tr>
</tbody>
</table>
### Productivity by Line - August 2013

#### Passengers Per Hour

<table>
<thead>
<tr>
<th>Route</th>
<th>Passengers Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monterey County Fair MIIS Trolley</td>
<td>165.7</td>
</tr>
<tr>
<td>MST Trolley Monterey</td>
<td>76.9</td>
</tr>
<tr>
<td>69-Presidio/Del Monte Center</td>
<td>50.6</td>
</tr>
<tr>
<td>76-Presidio/Stillwell Park Express</td>
<td>36.3</td>
</tr>
<tr>
<td>11-Carmel/Sand City</td>
<td>34.2</td>
</tr>
<tr>
<td>71-Presidio/Marina Express</td>
<td>34.1</td>
</tr>
<tr>
<td>77-Presidio/Seaside</td>
<td>31.8</td>
</tr>
<tr>
<td>JAZZ A-Aquarium/Sand City via Hilby</td>
<td>29.0</td>
</tr>
<tr>
<td>70-Presidio/La Mesa</td>
<td>28.7</td>
</tr>
<tr>
<td>49-Salinas/Santa Rita</td>
<td>27.9</td>
</tr>
<tr>
<td>41-Northridge/Salinas via East Alisal</td>
<td>27.1</td>
</tr>
<tr>
<td>72-Presidio/North Salinas Express</td>
<td>26.2</td>
</tr>
<tr>
<td>20-Monterey/Salinas</td>
<td>24.5</td>
</tr>
<tr>
<td>JAZZ B-Aquarium/Sand City via Broadway</td>
<td>23.4</td>
</tr>
<tr>
<td>19-Marina/Monterey</td>
<td>23.0</td>
</tr>
<tr>
<td>26-CSUMB/East Campus Express</td>
<td>21.5</td>
</tr>
<tr>
<td>43-South Salinas/Salinas</td>
<td>21.0</td>
</tr>
<tr>
<td>74-Presidio/Preston Park Express</td>
<td>20.0</td>
</tr>
<tr>
<td>29-Watsonville/Salinas via Prunedale</td>
<td>18.5</td>
</tr>
<tr>
<td>1-Asilomar/Monterey</td>
<td>15.5</td>
</tr>
<tr>
<td>16-Monterey/Marina</td>
<td>15.5</td>
</tr>
<tr>
<td>2-Monterey/Pacific Grove</td>
<td>15.1</td>
</tr>
<tr>
<td>24-Monterey/Carmel Valley Grapevine Express</td>
<td>15.0</td>
</tr>
<tr>
<td>44-Northridge/Salinas via Westridge</td>
<td>14.7</td>
</tr>
<tr>
<td>23-Salinas/King City</td>
<td>14.4</td>
</tr>
<tr>
<td>75-Presidio/Marshall Park Express</td>
<td>14.3</td>
</tr>
<tr>
<td>JAZZ C-Aquarium/Sand City Express</td>
<td>14.0</td>
</tr>
<tr>
<td>47-Hartnell/Alisal Campus</td>
<td>13.9</td>
</tr>
<tr>
<td>48-Salinas/Airport Business Center</td>
<td>13.6</td>
</tr>
<tr>
<td>14-Monterey/NPS via La Mesa</td>
<td>13.4</td>
</tr>
<tr>
<td>8-Ryan Ranch/Sand City</td>
<td>13.4</td>
</tr>
<tr>
<td>45-Northridge/Salinas via East Market</td>
<td>13.0</td>
</tr>
<tr>
<td>28-Watsonville/Salinas via Castroville</td>
<td>12.4</td>
</tr>
<tr>
<td>Sand City West End Celebration</td>
<td>11.9</td>
</tr>
<tr>
<td>MST On Call Greenfield</td>
<td>9.1</td>
</tr>
<tr>
<td>17-CSUMB/Marina</td>
<td>8.0</td>
</tr>
<tr>
<td>13-Ryan Ranch/Monterey</td>
<td>7.7</td>
</tr>
<tr>
<td>3-CHOMP/Monterey</td>
<td>7.6</td>
</tr>
<tr>
<td>56-Salinas/Monterey</td>
<td>7.3</td>
</tr>
<tr>
<td>94-Sand City/Carmel Rancho</td>
<td>7.3</td>
</tr>
<tr>
<td>25-CSUMB/Salinas</td>
<td>7.0</td>
</tr>
<tr>
<td>Rolex Motorsport Reunion Races</td>
<td>6.9</td>
</tr>
<tr>
<td>27-Watsonville/Marina</td>
<td>6.9</td>
</tr>
<tr>
<td>78-Presidio/Santa Cruz Express</td>
<td>6.4</td>
</tr>
<tr>
<td>MST On Call King City</td>
<td>6.2</td>
</tr>
<tr>
<td>MST On Call Marina</td>
<td>6.2</td>
</tr>
<tr>
<td>55-Monterey/San Jose Express</td>
<td>6.0</td>
</tr>
<tr>
<td>MST On Call Soledad</td>
<td>5.9</td>
</tr>
<tr>
<td>7-Del Rey Oaks/Monterey</td>
<td>5.6</td>
</tr>
<tr>
<td>82-Fort Hunter Liggett/Salinas Express</td>
<td>5.4</td>
</tr>
<tr>
<td>22-Big Sur/Monterey</td>
<td>5.0</td>
</tr>
<tr>
<td>21-Pebble Beach/Salinas Express</td>
<td>4.2</td>
</tr>
<tr>
<td>91-Sand City/Pacific Meadows</td>
<td>3.6</td>
</tr>
<tr>
<td>12-Monterey/The Dunes</td>
<td>3.5</td>
</tr>
<tr>
<td>MST On Call Gonzales</td>
<td>3.3</td>
</tr>
<tr>
<td>83-Fort Hunter Liggett/Paso Robles Express</td>
<td>2.4</td>
</tr>
<tr>
<td>93-Monterey/Pacific Meadows</td>
<td>2.4</td>
</tr>
<tr>
<td>92-CHOMP/Pacific Meadows via Carmel</td>
<td>2.2</td>
</tr>
</tbody>
</table>
## August 2013

**Systemwide Ridership:** 397,530  
**Systemwide Revenue Hours:** 20559:18  
**Systemwide Revenue Miles:** 334,726.8

### Local - $1.50 / $.75

<table>
<thead>
<tr>
<th></th>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-CHOMP/Monterey</td>
<td>1,163</td>
<td>152:39</td>
<td>1,839.5</td>
<td>7.62</td>
<td>0.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>7-Del Rey Oaks/Monterey</td>
<td>296</td>
<td>52:30</td>
<td>915.7</td>
<td>5.64</td>
<td>0.1%</td>
<td>0.3%</td>
</tr>
<tr>
<td>8-Ryan Ranch/Sand City</td>
<td>1,576</td>
<td>117:43</td>
<td>1,847.3</td>
<td>13.39</td>
<td>0.4%</td>
<td>0.6%</td>
</tr>
<tr>
<td>13-Ryan Ranch/Monterey</td>
<td>1,061</td>
<td>137:30</td>
<td>2,292.7</td>
<td>7.72</td>
<td>0.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>17-CSUMB/Marina</td>
<td>594</td>
<td>74:30</td>
<td>858.0</td>
<td>7.97</td>
<td>0.1%</td>
<td>0.4%</td>
</tr>
<tr>
<td>26-CSUMB/East Campus Express</td>
<td>1,708</td>
<td>79:20</td>
<td>1,288.8</td>
<td>21.53</td>
<td>0.4%</td>
<td>0.6%</td>
</tr>
<tr>
<td>47-Hartnell/Alisal Campus</td>
<td>1,656</td>
<td>119:00</td>
<td>969.8</td>
<td>13.92</td>
<td>0.4%</td>
<td>0.6%</td>
</tr>
<tr>
<td>48-Salinas/Airport Business Center</td>
<td>3,562</td>
<td>261:48</td>
<td>3,764.1</td>
<td>13.61</td>
<td>0.9%</td>
<td>1.3%</td>
</tr>
<tr>
<td>91-Sand City/Pacific Meadows</td>
<td>314</td>
<td>88:00</td>
<td>1,227.8</td>
<td>3.57</td>
<td>0.1%</td>
<td>0.4%</td>
</tr>
<tr>
<td>92-CHOMP/Pacific Meadows via Carmel</td>
<td>202</td>
<td>92:46</td>
<td>878.6</td>
<td>2.18</td>
<td>0.1%</td>
<td>0.5%</td>
</tr>
<tr>
<td>93-Monterey/Pacific Meadows</td>
<td>93</td>
<td>38:51</td>
<td>469.0</td>
<td>2.39</td>
<td>0.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>94-Sand City/Carmel Rancho</td>
<td>2,016</td>
<td>277:45</td>
<td>3,531.0</td>
<td>7.26</td>
<td>0.5%</td>
<td>1.4%</td>
</tr>
<tr>
<td>MST On Call Marina</td>
<td>2,088</td>
<td>339:20</td>
<td>4,217.0</td>
<td>6.15</td>
<td>0.5%</td>
<td>1.7%</td>
</tr>
<tr>
<td>MST On Call Gonzalez</td>
<td>899</td>
<td>253:00</td>
<td>2,376.0</td>
<td>3.32</td>
<td>0.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>MST On Call Greenfield</td>
<td>1,806</td>
<td>198:00</td>
<td>2,068.0</td>
<td>9.12</td>
<td>0.5%</td>
<td>1.0%</td>
</tr>
<tr>
<td>MST On Call King City</td>
<td>1,236</td>
<td>198:00</td>
<td>2,332.0</td>
<td>6.24</td>
<td>0.3%</td>
<td>1.0%</td>
</tr>
<tr>
<td>MST On Call Soledad</td>
<td>1,045</td>
<td>176:00</td>
<td>2,882.0</td>
<td>5.94</td>
<td>0.3%</td>
<td>0.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>21,255</strong></td>
<td><strong>2656:42</strong></td>
<td><strong>33,757.5</strong></td>
<td>8.0</td>
<td><strong>5.3%</strong></td>
<td><strong>12.9%</strong></td>
</tr>
</tbody>
</table>

### Primary - $2.50 / $1.25

<table>
<thead>
<tr>
<th></th>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Asilomar/Monterey</td>
<td>7,182</td>
<td>463:04</td>
<td>4,986.6</td>
<td>15.51</td>
<td>1.8%</td>
<td>2.3%</td>
</tr>
<tr>
<td>2-Monterey/Pacific Grove</td>
<td>7,082</td>
<td>470:06</td>
<td>4,777.7</td>
<td>15.06</td>
<td>1.8%</td>
<td>2.3%</td>
</tr>
<tr>
<td>11-Carmel/Sand City</td>
<td>7,473</td>
<td>218:57</td>
<td>3,543.0</td>
<td>34.13</td>
<td>1.9%</td>
<td>1.1%</td>
</tr>
<tr>
<td>16-Monterey/Marina</td>
<td>14,265</td>
<td>922:17</td>
<td>17,083.7</td>
<td>15.47</td>
<td>3.6%</td>
<td>4.5%</td>
</tr>
<tr>
<td>19-Marina/Monterey</td>
<td>2,504</td>
<td>109:04</td>
<td>1,889.2</td>
<td>22.96</td>
<td>0.6%</td>
<td>0.5%</td>
</tr>
<tr>
<td>24-Monterey/Carmel Valley Grapevine Express</td>
<td>13,285</td>
<td>884:36</td>
<td>16,758.5</td>
<td>15.02</td>
<td>3.3%</td>
<td>4.3%</td>
</tr>
<tr>
<td>25-CSUMB/Salinas</td>
<td>689</td>
<td>98:30</td>
<td>2,315.0</td>
<td>6.99</td>
<td>0.2%</td>
<td>0.5%</td>
</tr>
<tr>
<td>27-Watsonville/Marina</td>
<td>2,113</td>
<td>307:16</td>
<td>8,230.1</td>
<td>6.88</td>
<td>0.5%</td>
<td>1.5%</td>
</tr>
<tr>
<td>41-Northridge/Salinas via East Alisal</td>
<td>47,214</td>
<td>1799:13</td>
<td>18,868.5</td>
<td>26.24</td>
<td>11.9%</td>
<td>8.8%</td>
</tr>
<tr>
<td>43-South Salinas/Salinas</td>
<td>5,310</td>
<td>252:16</td>
<td>2,514.0</td>
<td>21.05</td>
<td>1.3%</td>
<td>1.2%</td>
</tr>
<tr>
<td>44-Northridge/Salinas via Westridge</td>
<td>4,242</td>
<td>289:15</td>
<td>3,400.0</td>
<td>14.67</td>
<td>1.1%</td>
<td>1.4%</td>
</tr>
<tr>
<td>45-Northridge/Salinas via East Market</td>
<td>5,822</td>
<td>448:19</td>
<td>5,364.7</td>
<td>12.99</td>
<td>1.5%</td>
<td>2.2%</td>
</tr>
<tr>
<td>49-Salinas/Santa Rita</td>
<td>13,604</td>
<td>502:54</td>
<td>4,355.8</td>
<td>27.05</td>
<td>3.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td>JAZZ A-Aquarium/Sand City via Hilby</td>
<td>26,417</td>
<td>918:55</td>
<td>10,413.8</td>
<td>28.75</td>
<td>6.6%</td>
<td>4.5%</td>
</tr>
<tr>
<td>JAZZ B-Aquarium/Sand City via Broadway</td>
<td>22,722</td>
<td>970:12</td>
<td>10,607.1</td>
<td>23.42</td>
<td>5.7%</td>
<td>4.7%</td>
</tr>
<tr>
<td>JAZZ C-Aquarium/Sand City Express</td>
<td>2,960</td>
<td>211:12</td>
<td>2,453.8</td>
<td>14.02</td>
<td>0.7%</td>
<td>1.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>182,884</strong></td>
<td><strong>8866:06</strong></td>
<td><strong>117,561.5</strong></td>
<td>20.6</td>
<td><strong>46.0%</strong></td>
<td><strong>43.1%</strong></td>
</tr>
</tbody>
</table>
## Regional - $3.50 / $1.75

<table>
<thead>
<tr>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-Monterey/Salinas</td>
<td>40,697</td>
<td>1737:12</td>
<td>33,806.8</td>
<td>23.43</td>
<td>10.2%</td>
</tr>
<tr>
<td>21-Pebble Beach/Salinas Express</td>
<td>968</td>
<td>230:57</td>
<td>5,130.6</td>
<td>4.19</td>
<td>0.2%</td>
</tr>
<tr>
<td>22-Big Sur/Monterey</td>
<td>1,372</td>
<td>273:50</td>
<td>6,582.3</td>
<td>5.01</td>
<td>0.3%</td>
</tr>
<tr>
<td>23-Salinas/King City</td>
<td>17,300</td>
<td>1199:10</td>
<td>36,876.1</td>
<td>14.43</td>
<td>4.4%</td>
</tr>
<tr>
<td>28-Watsonville/Salinas via Castroville</td>
<td>6,926</td>
<td>556:24</td>
<td>14,228.5</td>
<td>12.45</td>
<td>1.7%</td>
</tr>
<tr>
<td>29-Watsonville/Salinas via Prunedale</td>
<td>9,207</td>
<td>497:03</td>
<td>9,130.2</td>
<td>18.52</td>
<td>2.3%</td>
</tr>
<tr>
<td>56-Salinas/Monterey</td>
<td>329</td>
<td>44:48</td>
<td>902.0</td>
<td>7.34</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>76,799</td>
<td>4539:24</td>
<td>106,656.4</td>
<td>16.9</td>
<td>19.3%</td>
</tr>
</tbody>
</table>

## Commuter - $12 / $6

<table>
<thead>
<tr>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>55-Monterey/San Jose Express</td>
<td>2,964</td>
<td>493:36</td>
<td>14,352.0</td>
<td>6.00</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,964</td>
<td>493:36</td>
<td>14,352.0</td>
<td>6.0</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

## Military

<table>
<thead>
<tr>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-Monterey/The Dunes</td>
<td>600</td>
<td>170:52</td>
<td>2,931.0</td>
<td>3.51</td>
<td>0.2%</td>
</tr>
<tr>
<td>14-Monterey/NPS via La Mesa</td>
<td>1,281</td>
<td>95:20</td>
<td>943.9</td>
<td>13.44</td>
<td>0.3%</td>
</tr>
<tr>
<td>69-Presidio/Del Monte Center</td>
<td>9,673</td>
<td>266:22</td>
<td>2,392.5</td>
<td>36.31</td>
<td>2.4%</td>
</tr>
<tr>
<td>70-Presidio/La Mesa</td>
<td>2,029</td>
<td>72:36</td>
<td>808.6</td>
<td>27.95</td>
<td>0.5%</td>
</tr>
<tr>
<td>71-Presidio/Marina Express</td>
<td>2,284</td>
<td>71:52</td>
<td>1,155.0</td>
<td>31.78</td>
<td>0.6%</td>
</tr>
<tr>
<td>72-Presidio/North Salinas Express</td>
<td>1,597</td>
<td>65:16</td>
<td>1,326.0</td>
<td>24.47</td>
<td>0.4%</td>
</tr>
<tr>
<td>74-Presidio/Preston Park Express</td>
<td>2,657</td>
<td>133:06</td>
<td>2,374.1</td>
<td>19.96</td>
<td>0.7%</td>
</tr>
<tr>
<td>75-Presidio/Marshall Park Express</td>
<td>5,570</td>
<td>389:38</td>
<td>5,446.1</td>
<td>14.30</td>
<td>1.4%</td>
</tr>
<tr>
<td>76-Presidio/Stillwell Park Express</td>
<td>30,418</td>
<td>889:32</td>
<td>8,948.3</td>
<td>34.20</td>
<td>7.7%</td>
</tr>
<tr>
<td>77-Presidio/Seaside</td>
<td>1,594</td>
<td>55:00</td>
<td>782.9</td>
<td>28.98</td>
<td>0.4%</td>
</tr>
<tr>
<td>78-Presidio/Santa Cruz Express</td>
<td>1,532</td>
<td>239:52</td>
<td>5,990.9</td>
<td>6.39</td>
<td>0.4%</td>
</tr>
<tr>
<td>82-Fort Hunter Liggett/Salinas Express</td>
<td>1,756</td>
<td>325:49</td>
<td>12,990.4</td>
<td>5.39</td>
<td>0.4%</td>
</tr>
<tr>
<td>83-Fort Hunter Liggett/Paso Robles Express</td>
<td>577</td>
<td>240:38</td>
<td>8,505.5</td>
<td>2.40</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>61,568</td>
<td>126</td>
<td>54,595</td>
<td>20.4</td>
<td>15.5%</td>
</tr>
</tbody>
</table>

## Free

<table>
<thead>
<tr>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>MST Trolley Monterey</td>
<td>44,269</td>
<td>874:54</td>
<td>6,157.1</td>
<td>50.60</td>
<td>11.1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>44,269</td>
<td>874:54</td>
<td>6,157.1</td>
<td>50.6</td>
<td>11.1%</td>
</tr>
</tbody>
</table>

## Supplemental

<table>
<thead>
<tr>
<th>Ridership</th>
<th>VRHrs</th>
<th>VRMi</th>
<th>Pax/Hr</th>
<th>% Riders</th>
<th>% Hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIIS Trolley</td>
<td>200</td>
<td>2:36</td>
<td>31.2</td>
<td>76.92</td>
<td>0.1%</td>
</tr>
<tr>
<td>Rolex Motorsport Reunion Races</td>
<td>365</td>
<td>53:02</td>
<td>1,113.0</td>
<td>6.88</td>
<td>0.1%</td>
</tr>
<tr>
<td>Sand City West End Celebration</td>
<td>172</td>
<td>14:30</td>
<td>92.9</td>
<td>11.86</td>
<td>0.0%</td>
</tr>
<tr>
<td>Monterey County Fair</td>
<td>7,054</td>
<td>42:35</td>
<td>410.0</td>
<td>165.65</td>
<td>1.8%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7,791</td>
<td>112:43</td>
<td>1,647.1</td>
<td>69.1</td>
<td>2.0%</td>
</tr>
</tbody>
</table>
September 20, 2013

To: Carl G. Sedoryk, General Manager/CEO

From: Michael Hernandez, Assistant General Manager/COO

Subject: Monthly Maintenance Report for August 2013

This monthly report summarizes information about fuel prices and the activities of the Maintenance and Facilities Departments during the past month.

**Fuel Prices:**

<table>
<thead>
<tr>
<th>FY13 Budget:</th>
<th>August Average</th>
<th>FY2014 Average</th>
<th>Low</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel: $3.60</td>
<td>$3.52</td>
<td>$3.41</td>
<td>$3.41</td>
<td>$3.59</td>
</tr>
<tr>
<td>Gas: $3.90</td>
<td>$3.53</td>
<td>$3.58</td>
<td>$3.45</td>
<td>$3.61</td>
</tr>
</tbody>
</table>

**Fleet Status:**

<table>
<thead>
<tr>
<th>Operating Cost Per Mile:</th>
<th>Road Call Rate Goal: 7,000 Miles</th>
<th>Miles Between Road Calls:</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2013: $1.27</td>
<td>August 2013: 13,133</td>
<td></td>
</tr>
<tr>
<td>FY2014 - Year To Date: $1.21</td>
<td>FY2014 - Year to Date: 12,200</td>
<td></td>
</tr>
</tbody>
</table>

**Comments:**

There were 28 road calls in August, of which 21 were categorized as “major mechanical” and 5 were due to minor mechanical and/or non-mechanical issues. The highest road call category was for electrical related issues. MST maintenance staff conducted inspections on several accessible taxi mini-vans leased to Monterey County Regional Taxi Authority members. These vans are used for service to persons with disabilities in support of MST’s senior shuttle.
The in-ground hoist in Bay 2 at TDA was out of service for most of the month due to a cylinder leak that required extensive repairs.

The “Queue Jump” for Jazz routes, located at Fremont and Casanova, was placed into service at the end of August. A new shelter was installed in King City during the month.

Michael Hernandez
ATTACHMENT 3

Date: October 14, 2013

To: C. Sedoryk, General Manager/CEO

From: Hunter Harvath, Assistant General Manager – Finance & Administration; Mark Eccles, Director of Information Technology; Kelly Halcon, Director of Human Resources/Risk Management; Zoe Shoats, Marketing Manager; Sonia Bannister, Customer Service Supervisor.

Subject: Administration Department Monthly Report – August 2013

The following significant events occurred in Administration work groups for the month of August 2013:

Human Resources

A total employment level for August 2013 is summarized as follows:

<table>
<thead>
<tr>
<th>Positions</th>
<th>Budget FY14</th>
<th>Actual</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coach Operators / Trainees</td>
<td>128</td>
<td>127</td>
<td>-1</td>
</tr>
<tr>
<td>C/O on Long Term Leave *</td>
<td>3</td>
<td>0</td>
<td>-3</td>
</tr>
<tr>
<td>Coach Operators Limited Duty</td>
<td>2</td>
<td>0</td>
<td>-2</td>
</tr>
<tr>
<td>Operations Staff</td>
<td>26</td>
<td>24</td>
<td>-2</td>
</tr>
<tr>
<td>Maintenance &amp; Facilities</td>
<td>43</td>
<td>40</td>
<td>-3</td>
</tr>
<tr>
<td>Administration (Interns 2 PT)</td>
<td>26</td>
<td>23</td>
<td>-3</td>
</tr>
</tbody>
</table>

| Total                             | 228         | 214    | -14        |

*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.

| August Worker's Compensation Costs | |
|-----------------------------------| |
| Indemnity (paid to employees)     | $19,263.90 |
| Other (includes Legal)            | $14,340.97 |
| Medical includes Case Mgmt, UR, Rx & PT | $74,105.68 |
| TPA Administration Fee            | $5,000.00  |
| Excess Insurance                  | $7,341.08  |

| Total Expenses                    | $120,051.63 |
| Reserves                          | $1,173,336.65 |
| Excess Reserved                   | ($257,958.38) |

# Ending Open Claims 48
Training

<table>
<thead>
<tr>
<th>Description</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual VTT Training</td>
<td>30</td>
</tr>
<tr>
<td>Line Instructor Training</td>
<td>0</td>
</tr>
</tbody>
</table>

Risk Management Update

<table>
<thead>
<tr>
<th>Description</th>
<th>August 2013 Preventable</th>
<th>August 2012 Preventable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Vehicle hits Bus</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Bus hits object</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

During the month of August 2013, there was one preventable collision. On private property and returning to the yard, a bus hit a stationary object (the security gate pylon) as it entered the CJW division. This resulted in moderate damage. This single preventable collision for the month continues our low trend of preventable collisions.
There were $64,800.00 in claim recoveries during this period and no claims paid.

**Customer Service Update**

<table>
<thead>
<tr>
<th>Service Report Type</th>
<th>Aug '13</th>
<th>Aug '12</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Compliment</td>
<td>1</td>
<td>2.4%</td>
<td>3</td>
</tr>
<tr>
<td>Service Compliment</td>
<td>1</td>
<td>2.4%</td>
<td>0</td>
</tr>
<tr>
<td>Proper Driving</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request To Add Service</td>
<td>1</td>
<td>2.4%</td>
<td>1</td>
</tr>
<tr>
<td>Passed By</td>
<td>5</td>
<td>11.9%</td>
<td>3</td>
</tr>
<tr>
<td>Improper Employee Conduct</td>
<td>1</td>
<td>2.4%</td>
<td>9</td>
</tr>
<tr>
<td>Bus Stop Amenities</td>
<td>0</td>
<td>0.0%</td>
<td>3</td>
</tr>
<tr>
<td>Late Arrival</td>
<td>2</td>
<td>4.8%</td>
<td>1</td>
</tr>
<tr>
<td>Fare / Transfer Dispute</td>
<td>1</td>
<td>2.4%</td>
<td>0</td>
</tr>
<tr>
<td>No Show</td>
<td>5</td>
<td>11.9%</td>
<td>6</td>
</tr>
<tr>
<td>Inaccurate Public Information</td>
<td>1</td>
<td>2.4%</td>
<td>3</td>
</tr>
<tr>
<td>Off Route</td>
<td>1</td>
<td>2.4%</td>
<td>1</td>
</tr>
<tr>
<td>Service Other</td>
<td>2</td>
<td>4.8%</td>
<td>6</td>
</tr>
</tbody>
</table>
Passenger Conduct | 1 | 2.4% | 1 | 1.6%
Early Departure | 5 | 11.9% | 1 | 2 | 3.3%
Passenger Injury | 5 | 11.9% | 2 | 0 | 0.0%
Request to reduce service | 1 | 2.4% | 0 | 0.0%
Unsafe Conditions | 0 | 0.0% | 2 | 3.3%
Agency Policy | 1 | 2.4% | 3 | 4.9%
Taxi | 1 | 2.4% | 0 | 0.0%
Employee Other | 5 | 11.9% | 1 | 1 | 1.6%
Service schedule | 0 | 0.0% | 1 | 1.6%
Overcrowding | 0 | 0.0% | 1 | 1.6%
Routing | 0 | 0.0% | 2 | 3.3%

42 | 100% | 61 | 100%

Finance Update

**General Accounting/Accounts Payable**

During the month of August, staff continued working on annual audit preparation and closing of the fiscal year. Staff continues to work effectively to meet accounts payable and financial reporting deadlines. Sales and cash receipt reports were audited and reports were updated.

**Payroll**

Routine changes and adjustments to payroll records were maintained along with filing of all federal, state, and retirement reports and payments on a timely basis. Payroll continued to provide hours and earnings reports upon request to MST departments. In addition, staff assisted in ridership surveys for the National Transit Database triennial survey.

**Grants**

During the month of August, staff prepared and submitted the MST Triennial Review Baseline Report for FTA. Staff also submitted a grant application to the City of Salinas for Community Development Block Grant (CDBG) funds and continued to work with consultants to prepare reimbursement requests from Caltrans.

**Purchasing**

During the month of August, staff finished up its approval review of the MV Transportation contract with Department of Transportation/Cal Trans, assisted with preparation of the MST Triennial Review Baseline Report for the FTA, and worked on the publication of the Workers Compensation RFP and several other small procurements. Staff also continued to focus on parts availability and maintaining historically low inventory levels.
IT Update

Staff configured and monitored the Trapeze Group TransitMaster system software and hardware. Staff continued to monitor and configure software and hardware for the Trapeze Enterprise Asset Management (EAM) Maintenance system. Staff continued to support and monitor the Serenic Navision Financial system. Staff continued to verify the configuration of the GIRO DDAM payroll interface system. Staff updated software on workstations. Staff monitored the functionality of the Customer Service database. Staff updated the MST web page and made the appropriate changes as required.

Staff liaised with the county of Monterey Information Technology Radio department regarding the radio configuration of the hardware sited at the Mount Toro antenna site. And, staff continued to support the agency’s technology needs, proactively ensuring full and prompt assistance on demand.

Marketing and Sales Update

Published news stories include: “Monterey County’s seven best hot dog spots for summer” (Monterey County Weekly, 8/7/13); “MST changes meeting location” (The Californian, 8/7/13); “An intense – and often ugly – urban dictionary understanding of Monterey County” (Monterey County Weekly, 8/8/13); “MST changes board meeting location” (Monterey County Business Council’s Friday Facts, 8/9/13); “Salinas: Potential measures target November 2014 ballot” (Monterey County Herald, 8/13/13); “Free bus service for Laguna Seca ticket holders” (Monterey County Business Council’s Friday Facts, 8/16/13); “Monterey County Fair opens next week” (The Californian, 8/22/13); “Food and beverages abound at the Fair” (The Californian, 8/26/13); “Rug store sues MST over bus stop” (The Carmel Pine Cone, 8/30/13); “Not the usual suspects: Transit expands its list of partners” (Metro Magazine, 8/13).

Press releases sent include: “MST changes board meeting location” (8/7/13); “Free Bus Service for Laguna Seca Ticket Holders to the Rolex Monterey Motorsports Reunion Automobile Races August 17 & 18, 2013” (8/14/13); “Modifications to MST bus service effective Aug. 24 and Sept. 7” (8/23/13); “MST bus service on Labor Day” (8/28/13).

Marketing activities: Prepared request for quote and scope of work for MST’s Onboard Passenger Survey and Likely Voter Opinion Survey with MST’s election consultant; began planning Grapevine Express re-launch for Spring 2014; MST Trolley photo shoot; updated Rider’s Guide for 9/28/13 service change; JAZZ photo shoot; met with Monterey County Registrar of Voters to distribute voter registration forms at MST customer service locations and consider onboard advertising sponsorship; made modifications to maps and schedules for Aug. 24 and Sept. 7 service modifications; updated farebox decals on buses; attended Monterey County Business Council’s Best Places to Work Luncheon; attended Monterey County Convention and Visitors Bureau Annual Membership Luncheon; attended Monterey County Hispanic Chamber of
During the month of August, staff continued developing route and schedule alterations and additions for the fall service change, slated for implementation September 28th. Among the concepts developed for the fall are a new shuttle service connecting parts of Del Rey Oaks with downtown Monterey and Sand City as well as a new grant-funded senior shuttle route serving areas of Salinas, connecting senior housing locations with popular destinations, including shopping, dining and medical offices. With a recent increase in federal funds targeted for rural areas only, Line 22 Big Sur will resume its service on weekends during the fall, winter and spring, a service that was discontinued last year due to budget cuts. New for 2013, Line 22 Big Sur will begin and end on the Presidio of Monterey, providing better access to Defense Languages Institute students residing on post. Also during the month of August, a new route – Line 17 CSUMB-Marina – was introduced. Line 17 replaces the Otter Trolley and provides intra-campus services as well as hourly service to the Dunes Shopping Center and downtown Marina. Line 25 CSUMB-Salinas, Line 26 CSUMB-East Campus Express, and Line 47 Hartnell-Alisal Campus all returned as schools reconvened for the fall semester at the end of August.

Staff continued working with MST’s military partners at the Presidio of Monterey, Naval Postgraduate School and Fort Hunter Liggett on improving transportation services to these facilities. Focus shifted from the Presidio to Naval Postgraduate School as the next site for implementation of the new automated ticket machines required to accommodate the Department of Defense’s new Visa debit card-based federal transit benefit distribution program. With military revenues substantially down due to the new VISA card system, staff also continued to work with military partners to increase program participation and revenues and to improve transit services for their employees.

Staff met with representatives of the Monterey Bay Unified Air Pollution Control District to brainstorm strategies for reducing congestion – and the resultant emissions from vehicles – along the Highway 68/Ryan Ranch corridor. Staff continued discussions as to how to meet the mobility needs of persons with mental and physical disabilities on the CSUMB campus and at the new Monterey County Behavioral Health Center on the former Fort Ord. Staff continued discussions with city of Monterey officials regarding a potential Bus Rapid Transit corridor along Del Monte Avenue as well as a potential location for a new transit center in the downtown area.

During the month, staff continued preparations for the upcoming Federal Transit Administration Triennial Review. Staff also participated in meetings with various local agencies, including the Transportation Agency for Monterey County, Association of Monterey Bay Area Governments, Monterey County Hospitality Association, Monterey County Workforce Investment Board, and Fort Ord Reuse Authority.
To: Board of Directors

From: K. Halcon, Director of Human Resources/Risk Management

Subject: General Counsel Performance Evaluation Form and Process

RECOMMENDATION:

Per Board recommendation, develop and implement a performance evaluation form and process to evaluate the services of MST’s General Counsel.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

At the request of General Counsel, the HR Committee has recommended the Board conduct an evaluation of general counsel services.

DISCUSSION:

In March of 2013, The MST Board of Directors held their annual strategic planning meeting. As part of the process, each Director was asked to complete a survey asking questions regarding the processes of MST Board and the future direction of MST. Based on the discussion at the strategic meeting, many members directed staff to develop and implement a performance evaluation for MST’s General Counsel.

Staff has researched and formatted the attached General Counsel Performance evaluation for your completion. Staff is asking each member to take the time to review and complete by October 28, 2013. You will have the option to complete the form by email or paper. It is the intention of staff to summarize the comments and averages and present at the November Board meeting.

PREPARED BY: Kelly Halcon

REVIEWED BY: Carl G. Sedoryk
CONGRATULATIONS, IT'S A GUIDEBOOK! BOARD ADOPTS NEW RESOURCE TO HELP DEVELOP "COMPLETE STREETS"

Transportation Agency staff has been working with the Santa Cruz County Regional Transportation Commission, San Benito Council of Governments and Association of Monterey Bay Area Governments to produce the Monterey Bay Area Complete Streets Guidebook. On Wednesday, August 28, the Transportation Agency Board voted to adopt the Guidebook, providing a comprehensive resource that can be adopted in whole or in part by local jurisdictions.

“Complete Streets” are roadways designed to meet the needs of all users regardless of mode choice, age or ability. They are safe, comfortable and convenient places to ride a bicycle, walk, take the bus or drive. Developing complete streets can help reduce greenhouse gas emissions, improve health and safety and work towards other important local and regional goals. Other benefits of complete streets include better transportation options for non-drivers, more vibrant downtown and commercial areas and less traffic congestion.

Resources in the Guidebook include sample complete streets goals and policies, conceptual cross-sections, planning and engineering best practices, and a project review checklist. Transportation Agency staff will be available to assist local jurisdictions interested in adopting all or portions of the Guidebook from September 2013 to February 2014.

A DIFFERENT KIND OF HYBRID TO HELP ENSURE SUSTAINABLE COMMUNITIES

The Transportation Agency Board directed its attention to ensuring a sustainable future for Monterey County on Wednesday, voting to recommend that the Association of Monterey Bay Area Governments adopt Hybrid Scenario A for its 2014 Metropolitan Transportation Plan and Sustainable Communities Strategy.

Hybrid Scenario A, which is based on projects submitted by local jurisdictions and public feedback collected and evaluated by the Association of Monterey Bay Area Governments staff, focuses on regional corridors, expanded transit, and livable communities. It includes transportation projects which will form the basis for the Monterey County Regional
Transportation Plan. The Association of Monterey Bay Area Governments Board must adopt a preferred scenario at its September meeting.

Once a recommended preferred scenario for the Sustainable Communities Strategy is adopted, Transportation Agency staff will prepare a draft plan for review by the Board prior to a formal public comment period.

LESSONS LEARNED FROM SALINAS ROAD INTERCHANGE PROJECT

The Salinas Road Interchange, on Highway 1 north of Moss Landing, adds vital safety improvements to a high accident intersection and reduces delays by removing left turns across the highway. Unfortunately, additional expenses from the project, which opened to traffic earlier this year, will require $560,000 to pay outstanding contract change order requests and item overruns.

At their meeting on Wednesday, the Transportation Agency Board voted to authorize Executive Director Debbie Hale to submit a request to the California Transportation Commission to amend the State Transportation Improvement Plan to cover the additional expenses.

The Highway 1/Salinas Road Interchange was funded primarily by Prop. 1B, a state transportation bond measure approved by voters in 2006. The US 101-San Juan Road Interchange Project also is funded in part with Proposition 1B bond program funds. As the project sponsor, the Transportation Agency will be responsible for any cost increases beyond contingency amounts incorporated in the budget. Transportation Agency and Caltrans staffs have been implementing lessons learned from the Salinas Interchange Road Project in the management and oversight of the US 101-San Juan Road Interchange Project. These include implementation of better project contingency costs controls; early resolution of contract change orders and potential claim issues; completion of utility work in advance of construction; improved utility company agreements; and timely reporting back to the Transportation Agency.
TO: Carl Sedoryk

FROM: Thomas P. Walters

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

- Worked with APTA to coordinate support for Commuter Fringe Benefit Parity fly-in.

- Requested support from Congressional Delegation for H.R. 2288, the Commuter Parity Act.

- Represented MST at meeting with ATU to discuss California State law and potential resolution of Federal labor regulations impacting transit.

- Contacted Congressional Delegation to follow up MST staff advocacy meetings and to urge support for resolution of Federal labor regulations impacting transit.

- Advised on advocacy strategy for Federal agenda and additional lobbying opportunities.

- Provided updates to MST on transportation and appropriations legislation.

TPW:dwg
To: Board of Directors

From: Carl Sedoryk, General Manager/CEO

Subject: State Legislative Advocacy Update August, 2013

The Senate and Assembly adjourned September 12th, marking the conclusion of the first year of the two-year session. Among the 500 bills sent to the Governor for his signature were the MST-sponsored bill AB 730 (Alejo), MST Bond Funding; and AB 946 (Stone), Bus On Shoulder. The Governor subsequently signed both bills into law.

Also, the Legislature approved AB 1222 (Bloom) which will provide a one-year exemption from PEPRA (to January 1, 2015) for transit employees covered under the “section 13(c)” provisions of the Federal Transit Act. This exemption allows agencies in California whose grants are decertified an opportunity to maintain PEPRA through action in federal court and will facilitate the U.S. Department of Labor’s ability to begin certifying the remaining federal grants otherwise owed to California transit operators while litigation proceeds.

Prepared by: Carl Sedoryk
MST
MONTEREY-SALINAS TRANSIT

AGENDA ITEM # 105

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

September 12, 2013

Mr. Kenneth Wilson
8240 El Camino Estrada
Carmel, CA 93923

RE: Property Damage

Dear Mr. Wilson;

I wanted to thank you for your letter of September 1, 2013 in where you notified us of your concerns regarding the damage that has been occurring on your property.

On behalf of Monterey-Salinas Transit, I would first like to apologize for any difficulties that our services may have caused you. MST remains committed to provide a safe, reliable, and efficient transportation system to the communities it serves. MST contracts with MV Transportation Inc. (MVTI) to provide our RIDES ADA Paratransit service. I have been in contact with the General Manager of MVTI’s Monterey County Division, (Lance Atencio), to discuss your complaint.

Subsequent to that discussion, Mr. Atencio has sent MVTI’s Safety / Training Officer to your property to access the situation and provide specific recommendations to resolve the issue. MVTI has since determined that the limited turning area on your property may be the primarily contributing factor causing these incidents given the size of the program vehicle that has thus far been used. MVTI shall dispatch a smaller vehicle or an accessible taxi cab to serve that location in the future, which should solve the problem.

Additionally, Mr. Atencio has notified me that he has been in contact with you to discuss the replacement of your neighbor’s Crab Apple tree and has indicated that his firm is willing to reimburse your neighbor. Again, I apologize for the difficulties that our services may have caused you, and should you have any questions or require any additional information; please do not hesitate to contact me at (831) 393-8109.

Sincerely Submitted

Robert Weber
Director - Transportation Services
Monterey – Salinas Transit District

Cc: Maria Orozco, MST Board of Directors
Carl Sedoryk, General Manager / CEO, MST

87
September 19, 2013

Tom Hicks, CTSA Manager
Monterey Salinas Transit
150 Del Monte Avenue
Monterey, CA 93940

Dear Tom:

This letter is to formally acknowledge the terrific work your staff provided during the Monterey Fair on August 29th “Senior Day at the Fair”.

Beronica Carriedo and Adam Balesteri provided wonderful service to the seniors through the Mobility Training Program. They were courteous, well mannered, affable and polite. They demonstrated professional service by accommodating the necessities of the seniors while traveling to the fair grounds and back.

The traveling seniors were very complimentary about the excellent transportation service they received from MST.

Thank you for your participation in this community service to seniors. We hope to collaborate with your agency on future events.

Sincerely,

Teresa Sullivan
Executive Director

cc: Beronica Carriedo
Adam Balesteri
Genie Jimenez
September 25, 2103

Kevin Klika  
President and Chief Operating Officer  
5910 N., Central Expwy., Suite 1145  
Dallas, TX 75206  

Re: MV Transportation - Fixed Route Services

Dear Mr. Klika:

In recent weeks I have become increasingly concerned with the quality of MV Transportation’s fixed route services. As of this writing, MST has received over fifteen (15) customer service reports (complaints) for the month of September regarding the fixed route services provided by your firm.

These reports include incidents of no shows, off route, pass by, early departures, and improper driving complaints. In early September, a conference call was held between MST’s management staff and MV’s local management team to discuss this increase in service complaints and we were provided assurance that immediate action would be taken to correct the issues.

Within the past ten days, MST has continued to receive service complaints about MV’s fixed route services; often several complaints are received in a single day. Additionally, MST’s Communications Center has reported other incidents involving MV’s fixed route operation which have resulted in avoidable delays and missed trips.

In my view, most of these problems are the result of inadequate training and supervision of the contractor’s personnel. MST customers have begun expressing their increasing levels of dissatisfaction with the services provided by MV Transportation to members of the MST Board of Directors. To provide an incentive to correct these service issues, I will be assessing liquidated damages as allowed by our service agreement. The level of service currently provided by MV is wholly unacceptable and could jeopardize our contractual relationship should these issues continue.
Conversely, MV’s ADA Paratransit (MST RIDES) service continues to run smoothly; we often receive customer compliments and few complaints. I will continue to monitor the situation and shall keep you apprised of any further developments. I sincerely hope that MV will be able to correct this situation promptly.

Sincerely,

[Signature]

Carl Sedoryk
General Manager/CEO,
Monterey-Salinas Transit

cc: John Siragusa, President West Group, MV Transportation