Board of Directors Regular Meeting

Monday, July 12, 2010

MST Conference Room
One Ryan Ranch Road, Monterey
and
San Moritz Condominiums (J-201), 18 Hunter Hill Road, Crested Butte, Colorado 81225
(831) 236-5733

10:00 a.m.

TRANSPORTATION: Ride Line 8 Ryan Ranch-Edgewater to MST Office

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

2. **CHANGE OF GOVERNANCE**
   
   2-1. Swearing In Ceremony (Carl Sedoryk)
   
   2-2. Adopt By-laws. (Carl Sedoryk) (p. 1)
   
   2-3. Conduct election of officers. (Carl Sedoryk) (p. 9)
   
   2-4. Adopt FY 2011 – 2013 Strategic Plan (Carl Sedoryk) (p. 11)
   
   2-5. Adopt FY 2011 Budget. (Hunter Harvath) (p. 25)
   
   2-6. Adopt master resolution approving existing policies. (Carl Sedoryk) (p. 57)
   
   2-7. Appoint Board Committee assignments. (Carl Sedoryk) (p. 61)

3. **CONSENT AGENDA**
   
   3-1. 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.

   3-2. Adopt Resolution 2011-01 Assemblymember Anna Caballero appreciation for transit advocacy. (Hunter Harvath) (p. 63)
3-3. Adopt Resolution 2011-02 recognizing Elizabeth Torres, Coach Operator, as Employee of the Month for July 2010. (Robert Weber) (p. 65)

3-4. Disposal of property left aboard buses. (Danny Avina) (p. 67)

3-5. Minutes of the regular meeting of June 14, 2010. (Sonia Bannister) (p. 69)


3-7. APTA Dues. (Hunter Harvath) (p. 99)


3-10. Adopt 2010-2013 Affirmative Action Plan (Lyn Owens) (p. 121)

3-11. Assetworks maintenance contract. (Mark Eccles) (p. 207)

End of Consent Agenda

4. SPECIAL PRESENTATIONS

4-1. July Employee of the Month – Elizabeth Torres, Coach Operator. (Robert Weber)

5. 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.

6. COMMITTEE REPORTS

No action required unless specifically noted.

6-1. Transition Committee Meeting – June 10, 2010. (Carl Sedoryk) (p. 209)

6-2. Human Resources Committee Meeting – June 14, 2010. (Lyn Owens) (p. 211)

6-3. Legislative Committee Meeting – June 21, 2010. (Hunter Harvath) (p. 213)
7. **BIDS/PROPOSALS**

| 7-1. | Award contract up to $36,000 to JEA & Associates for State Legislative Services. (Hunter Harvath) (p. 215) |
| 7-2. | Award $311,640 contract to First Alarm for security foot patrol services. (Lyn Owens) (p. 217) |
| 7-3. | Award $90,000 contract to Vavrinek, Trine, Day & Co., LLP for financial audit services. (Kathy Williams) (p. 219) |

8. **PUBLIC HEARINGS**

9. **UNFINISHED BUSINESS**

10. **NEW BUSINESS**

| 10-1. | Operating line of credit. (Hunter Harvath) (p. 221) |

11. **REPORTS & INFORMATION ITEMS**

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

| 11-1. | General Manager/CEO Report. (p. 225) |
| 11-5. | Staff trip reports. (p. 269) |

12. **COMMENTS BY BOARD MEMBERS**

| 12-1. | Reports on meetings attended by Board members at MST expense (AB1234). |

13. **ANNOUNCEMENTS**

14. **CLOSED SESSION**

   *As permitted by Government Code §64956 et seq. of the State of California, the Board of Directors may adjourn to Closed Session to consider specific matters dealing with personnel and/or pending possible litigation and/or conferring with the Board’s Meyers-Millas-Brown Act representative.*
14-1. Conference with property negotiators. (Parcel # APN 259-011-067, 003-171-024, 002-248-009-010, 002-248-005, 032-171-005, L.2.1, 1.2.4.3, L.2.4.2, L.2.2.1, L.2.2.2, L.2.3, L.2.4.1) No Enclosure. (Carl Sedoryk)

14-2. Conference with Legal Counsel – Anticipated Litigation (Gov.Code Section 5495639(b)) Gaspar Sardina v MST #M102804 (Enclosure) (Lyn Owens) (p. 271)

15. RETURN TO OPEN SESSION

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

16. ADJOURN

NEXT MEETING DATE: August 9, 2010 in MST Conference Room.

NEXT AGENDA DEADLINE: July 28, 2010

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 Sonia Bannister, MST, One Ryan Ranch Road, Monterey, CA 93940 or srbannister@mst.org
To: Board of Directors
From: C. Sedoryk, General Manager/CEO
Subject: Monterey-Salinas Transit District By-Laws

RECOMMENDATION:

Adopt Monterey-Salinas Transit By-Laws.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

AB644, the enabling legislation that creates the Monterey-Salinas Transit District requires the District Board to adopt by-laws to govern their actions.

DISCUSSION:

On January 11, 2010 a Board Strategic Planning Workshop was held. At that meeting your Board directed staff to develop draft by-laws and to review them with the members of the ad hoc District Transition committee. Utilizing the existing by-laws of several districts and agencies including, Yolo County Transit District, Santa Cruz Metropolitan Transit District, and the Transportation Agency of Monterey County, staff prepared draft by-laws that were reviewed by the ad hoc District Transition committee at their meetings of March 1, 2010 and April 6, 2010. At their meeting of April 6, 2010 the committee recommended approval by the new Monterey-Salinas Transit District of the attached draft by-laws.

Staff recommends adoption of the attached by-laws to govern the actions of the Monterey-Salinas Transit District Board.

PREPARED BY: Carl G. Sedoryk
THE BYLAWS OF THE
BOARD OF DIRECTORS OF THE
MONTEREY SALINAS TRANSIT DISTRICT

These Bylaws are intended to supplement Part 17 (commencing with Section 106000) to Division 10 of the Public Utilities Code, relating to transportation.

These Bylaws outline the basic organization and the administration procedures used by the Monterey-Salinas Transit District, successor agency to the Monterey-Salinas Transit Joint Powers Agency, and Monterey Peninsula Transit Joint Powers Agency. When serving as the Public Transit Operator the Monterey-Salinas Transit District is referred to as the “District”.

ARTICLE I. COMPOSITION OF BOARD

The district shall be governed by a Board of Directors which shall be composed of one representative from each member jurisdiction. Each member of the Board of Directors shall have one vote. Each member jurisdiction shall appoint one regular member and one alternate member to the Board of Directors and shall notify the district in writing of its appointments or any change of representative.

ARTICLE II. APPOINTMENT OF MEMBERS

Each member shall serve solely at the pleasure of the appointing member jurisdiction. Members shall be either elected officials or officers or employees of the appointing member jurisdiction.

ARTICLE III. DISTRICT POWERS

a. Taxes. The District may, with the concurrence of a majority of the member jurisdictions represented on the Board of Directors, cause to be submitted to voters of the District a ballot measure for the imposition of taxes in accord with the limits set by the District enabling Act.

b. Fees. The District may impose and administer fees and other funding sources secured for transportation system operation, maintenance, and improvement, as authorized by law.

c. Fares. The Board of Directors may set fares for public transit service by resolution or minute order.

d. Bonds. The District may issue bonds, payable from revenues of any facility or enterprise to be acquired or constructed by the District, in the manner provided by the Revenue Bond Law of 1941 (Chapter 6 (commencing with Section 54300) of Part 1 of Division 2 of Title 5 of the Government Code), all of the provisions of which are applicable to the District.
ARTICLE IV. FUNDING

The District may promulgate a plan for funding transportation projects.

ARTICLE V. MEETINGS

a. Regular meetings of the Board shall be held the second Monday of each month throughout the year commencing at the hour of 10:00am in the Monterey-Salinas Transit, Thomas D. Albert Division Conference Room at One Ryan Ranch Road, Monterey, California 93940. Regular meetings may also be held on other days, at other times, and places as the business of the Monterey-Salinas Transit District (“District”) requires. Unless otherwise determined, meetings shall be held in the Monterey-Salinas Transit, Thomas D. Albert Division at One Ryan Ranch Road, Monterey, California 93940.

b. District meetings are open to the public and are conducted according to the Ralph M. Brown Act (Govt. Code Section 54950 et seq.) and Roberts Rules of Order. Time will be allotted at each meeting for the public to present their views to the District on transportation items, as set forth in Govt. Code Section 54954.3. Public presentations on transportation matters not on the District’s agenda are limited to three minutes each, unless extended at the discretion of the Chair. The Chair may establish reasonable limitations on the time allotted for public presentations on any District agenda item.

c. The voting members of the District may meet in closed session to discuss those matters authorized by state law. Only appointed District representatives and, in their absence, their appointed alternates may attend Closed Sessions. Ex-officio members shall not be authorized to attend Closed Sessions.

d. The District Chair in consultation with the General Manager/CEO may cancel any regular meeting if there are no items presented that require the District's immediate attention.

e. The District Agenda will be prepared by the District staff and will close at noon Wednesday nine (9) working days before the regular meeting. Any member may request in writing an item to appear on the agenda. The request shall be made by the agenda deadline and any supporting papers must be furnished by that time or be readily available.

f. Agenda packets shall be distributed to District members, alternates, and ex-officio members.

ARTICLE VI. OFFICERS

a. The Board shall elect a Chair, Vice-Chair, and appoint a Secretary, Deputy Secretary, Treasurer, Deputy Treasurer and make other required appointments at the first regular meeting in July of each calendar year to serve until the first regular meeting in July of the next succeeding calendar year. If the positions of Chair and Vice-Chair are both vacated
at any time, the elections for the remainder of the terms shall be held at the next regularly scheduled meeting.

b. Duties of elected and appointed officers are defined as follows:

The Chair shall preside at all regular and special meetings and shall preserve order and decorum and shall decide all questions of order and procedure not otherwise provided for in these By-Laws subject to the will of the majority of the board quorum in attendance. The Chair shall be entitled to make or second any motion, discuss and present any matter as a member of the Board without having to step down from the Chair. The Chair may appoint committees from time to time for any purpose he or she deems proper for the conduct of Board business.

The Vice-Chair shall assume all duties of the Chair in the latter’s absence from any meeting.

The Secretary shall be the General Manager/CEO and keep the official minutes of all meetings of the Board, and shall perform such other duties as determined by the Board.

The Deputy Secretary shall be a staff member and assume all duties of the Secretary in the latter’s absence from any meeting.

The Treasurer shall be a staff member, and shall review and monitor the financial condition of the District, ensure that the Board is adequately informed of its financial condition, and act as the fiscal agent of the Board.

The Deputy Treasurer shall be a staff member and assume all duties of the Treasurer in the latter’s absence from any meeting.

ARTICLE VII. BOARD RESPONSIBILITIES

a. The Board shall consider staff recommendations, adopt policies, conduct hearings, make appointments, and perform all other activities required via motion, resolution, or ordinance to further the mission and goals of the District; comply with federal, state, and local laws; and provide staff guidance and oversight to fulfill its fiduciary responsibilities to the constituencies it serves.

b. Subject to the will of a majority of the Board, the Chair, or the Vice-Chair in the Board Chair’s absence, may establish permanent and ad hoc committees as are determined necessary. These committees shall act to provide advice and recommendation to the Board of Directors on policy matters relative, but not limited to transportation services, facilities, compensation and benefit programs, legislation, marketing and finances affecting the District. These committees shall be members of the Board of Directors as selected by the Chair and such other persons, including District staff and public members as selected by the Board. Any establishment of a committee shall specify the purpose of the committee,
the length of time the committee shall serve and the times and methods by which the committees shall report to the Board. Meeting times and dates of this committee shall be established by a majority of the committee members. Written minutes of each meeting shall be maintained.

c. Pursuant to the AB644, the enabling legislation creating the District, the Board shall: Adopt an annual budget; adopt an administrative code, by ordinance, which prescribes the powers and duties of the district officers, the method of appointment of the district employees, and methods, procedures, and systems of operation and management of the district; and cause a post audit of the financial transactions and records of the district to be made at least annually by a certified public accountant.

ARTICLE VIII. EXECUTIVE DIRECTOR.

The Board shall appoint a Chief Executive Officer to serve as administrative head of the District.

a. The duties of the Chief Executive Officer subject to the discretion and control of the Board include:

1. All duties and responsibilities assigned, delegated or allowed by Federal, State and local law, rule, statute, regulation and/or ordinance to the administrative head of a State transportation district.

2. All necessary liaison activities between the District and Federal, State and local public agencies relating to public transportation services originating or terminating within the geographical boundaries of Monterey County.

3. All necessary activities required by law to plan, organize, coordinate, direct and evaluate the activities of the District, including (a) the organization and administration of Board and committee meetings; (b) the development and management of the operating and capital budgets of the District; (c) the management of transportation-related projects; (d) the performance of contract negotiations, monitoring and administration.

4. All personnel matters including the hiring, compensation, promotion, and disciplining of District staff, including employee termination consistent with Board adopted personnel policies and procedures and related labor agreements.

5. All duties and activities related to procurement, construction, general administration, maintenance and operation of MST facilities, equipment and transit programs as necessary and required to carry out Board approved District policies.

6. All necessary activities related to Federal and State legislative matters concerning public transportation in the District.

7. All necessary activities required of the Secretary to the Board.
8. Such other duties and responsibilities as may be, from time to time, assigned or
delegated by the District Board of Directors.

ARTICLE IX. LEGAL COUNSEL.

The Board shall appoint its legal counsel and shall determine the duties and responsibilities of its
legal counsel.

ARTICLE X. QUORUM.

No action of the Board shall be taken unless a quorum thereof is present. A majority of the
entire voting membership of the Board shall constitute a quorum.

ARTICLE XI. VOTING.

a. Voice Vote. Subject to the will of a majority of the voting Board Members in attendance,
the Chair may call for voting on a motion by voice vote without calling the roll. A
member’s silence shall be recorded as an affirmative vote

b. Calling the Roll. Any voting member may call for a roll call vote.

c. Minimum vote. Except as may otherwise be required by State law and except as
otherwise indicated in these Bylaws, no action or recommendation of the Board shall be
valid unless a majority of a quorum of voting Board Members concur therein.

d. Abstaining Vote. A vote to abstain is not to be construed as a vote for or against a motion.

ARTICLE XII. STIPEND.

The voting members and non-voting ex-officio members of the Board of Directors shall be paid
a stipend for each MST meeting actually attended where a quorum is present. An alternate shall
be entitled to a stipend only if the appointed member is not present at the meeting and only one
stipend per meeting shall be paid per jurisdiction. This stipend amount shall be determined by an
action of the Board.

ARTICLE XIII. BUDGET PROCESS.

a. For each fiscal year (July 1 to June 30), the Board shall adopt a District budget for capital
and operating expenses, as well as capital and operating revenues.

b. The Board shall adopt at least a preliminary budget by June 30 which shall serve as the
tentative District budget pending adoption of a final budget. A final budget shall be
adopted no later than August 30 of each year.
ARTICLE XIV.   RESOLUTIONS.

Resolutions of the Board may be adopted conditionally and referred to the District Chief Executive Officer for drafting in the proper form. Resolutions shall be numbered consecutively and annually and copies thereof shall be maintained by the Secretary to the Board Members and made available to the Public. A copy of each Resolution shall be delivered to each Board Member.

ARTICLE XV.   APPEALS

a. All Board decisions are final. A motion to reconsider action taken by the Board may be made only on the day the action was taken. The motion to reconsider may be made only by a Board member who voted with the prevailing side. This does not prevent a Board member from making or remaking the same or any other motion at a subsequent meeting of the Board.

b. Any judicial review of a Board decision shall be undertaken within the time limits established by law.

ARTICLE XVI.   AMENDMENT OF BYLAWS.

These bylaws may be amended at any regular meeting of the Board upon the affirmative vote of a majority of members.
To: Board of Directors
From: C. Sedoryk, General Manager/CEO
Subject: Election of Officers

RECOMMENDATION:

Conduct election of officers and appoint representatives.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

The Monterey-Salinas Transit District bylaws require the Board to conduct an annual election of officers and to make required appointments.

DISCUSSION:

On April 12, 2010 the Monterey Salinas Transit Joint Powers Agency Board of Directors conducted an election of officers and made necessary appointments. The MST JPA Board and the District Transition Committee consisting of MST JPA Board members and representatives from Gonzales, and Soledad recommend the Monterey-Salinas Transit District Board elect of Fernando Armenta as Chair, and Kristin Clark as Vice-Chair of the Monterey-Salinas Transit District and to make other appointments as indicated in the attachment of MST Officers and Appointments.
Recommended MST District Officers and Appointments
As of April 12, 2010

**Officers elected by the Board:**

- Chair: Fernando Armenta
- Vice-Chair: Kristin Clark

**Non-elected officers and appointments:**

- Secretary to the Board: Carl G. Sedoryk
- Deputy Secretary to the Board: Sonia A. R. Bannister
- Treasurer: Carl G. Sedoryk
- Deputy Treasurer: Hunter Harvath
- General Counsel: David C. Laredo
- Representative to TAMC: Carl G. Sedoryk
- Alternate to TAMC: Hunter Harvath
- Alternate to TAMC: Michael Gallant
- Representative to FORA: Hunter Harvath
- Alternate to FORA: Michael Gallant
- Representative to California Transit Insurance Pool (CalTIP): Carl G. Sedoryk
- Alternate to CalTIP: Lyn Owens

April 2010 Board Meeting
To: Board of Directors

From: C. Sedoryk, General Manager/CEO

Subject: FY 2011–2013 Strategic Plan

RECOMMENDATION:

Adopt FY 2011–2013 Strategic Plan.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

Strategic goals adopted by your Board will drive MST staff activities for the next several years. The plan was adopted by the MST Joint Powers Agency board at their May 17, 2010 meeting and their Board recommended the adoption of this plan by the Monterey-Salinas Transit District Board of Directors.

DISCUSSION:

On January 11, 2010 a Board Strategic Planning Workshop was held. A draft plan was presented to the MST JPA Board on February 8, 2010 and their Board referred the document to an ad hoc Strategic Planning Committee consisting of both JPA board members and incoming District board members. The Strategic Planning Committee met March 1, 2010 and April 6, 2010 to review the draft strategic plan and provide further input. Based on the input received to date, the plan identifies seven strategic goals that include:

1. Develop adequate and stable long term revenues.
2. Provide quality transit and mobility management services.
3. Implement new transit district governance.
4. Research, implement, and promote policies and practices that encourage environmental sustainability and resources conservation.
5. Educate the public on MST services through promotion, communication and advocacy.
6. Actively promote organizational values to maintain high quality relationships with MST employees, contractors, vendors and community stakeholders.
7. Attain industry leadership for like-sized agencies within California and the United States.
The attached plan includes MST priorities, objectives, desired outcomes, indicators of success, and action plans that staff will employ towards the completion of the strategic priorities.

Your Board may choose to approve this document as presented or recommend further changes to the plan.

PREPARED BY:  
Carl G. Sedoryk
About The Plan

This plan represents the collaboration of the Monterey-Salinas Transit (MST) Board of Directors and staff to develop a long-term vision and identify strategic priorities to focus MST resources and energies.

MST services focus on moving people from where they are to where they need and choose to be. The MST Board of Directors focuses on a similar concept but on a different scale – developing policy to move the Joint Powers Agency to where it needs to be to effectively serve our communities and constituencies.

A review of MST strengths, weaknesses, opportunities and threats (SWOT) revealed several important facts. The availability of federal and state sources of operating funds continues to shrink. Traffic congestion and demand for increased access for public transportation in Monterey County continue to increase. Finally, the lack of adequate facilities continues to limit the ability of MST to grow its service to meet community needs.

The SWOT analysis also revealed that MST’s image in the community, growing ridership, as well as its employees and management team, continues to be strong. MST’s land holdings and change in governance to a District provide opportunities for revenue growth and increased physical capacity. Upon completion of the SWOT analysis, a list of major challenges and future priorities were identified. After discussion and debate, the three highest priority goals identified were:

- Develop Adequate and Stable Long Term Revenues.
- Provide Quality Transit and Mobility Management Services.
- Implement new Transit District Governance.

Secondary goals identified include:

- Educate the public on MST services through promotion, communication, and advocacy.
- Actively promote organizational values to maintain high quality relationships with MST employees, contractors, vendors, and community stakeholders.
- Research, implement and promote policies and practices that encourage environmental sustainability and resource conservation.
- To attain a position of industry leadership for like-sized agencies within California and the United States.
Monterey-Salinas Transit Mission:

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

Our Vision:

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

We Value...

- Using Good Judgment
- Achieving Win/Win Outcomes
- Mutual Respect
- Teamwork
- Acting With Dignity, Trust, Cooperation, and Loyalty
- Constant Measurable Improvement
- Recognizing Results
- Meeting and Exceeding Our Customers’ Expectations In Providing Safe, On Time, Friendly, Affordable and Convenient Transit Services.
Strategic Goals

The following are the strategic priorities and goal statements that MST will pursue over the next three years. For each goal there are defined initial objectives, desired outcomes and proposed action plans. Indicators of success are defined to track relative progress towards the objectives and outcomes. Each year with the adoption of the annual budget specific annual action plans will be submitted with progress reported to the Board quarterly.

- **Develop Adequate and Stable Long Term Revenues**

  *Pursue partnerships, fare-pricing strategies and revenue generation opportunities as a means to supplement the revenue required to construct needed capital facilities, purchase vehicles and sustain current and future transit services.*

  *Through education and advocacy, encourage policy makers and the general public to enact legislation at local, state and federal levels to provide sustained revenue sources that will support the future growth of Monterey County’s public transportation system.*

- **Provide Quality Transit and Mobility Management Services**

  *Develop and implement services, infrastructure and technologies to meet and exceed the expectations of customers, reduce subsidies and improve the value of MST in the community. Continue to explore and implement new technologies and practices that enhance the overall customer experience, improve safety and sustainability, reduce costs, attract new customers, retain existing customers, motivate employees and improve the value of MST in the community.*

- **Implement New Transit District Governance**

  *Complete the transition to the transit district governance model in a manner that maximizes full participation and satisfaction of the jurisdictions represented on the MST Board and integrates the incoming members as full participants in the governance and organization of the Board.*

- **Research, implement and promote policies and practices that encourage environmental sustainability and resource conservation.**

  *Implement economically sound and environmentally-friendly resource conservation policies that reduce dependence on scarce natural resources and the potential for negative impacts on our environment.*
- Educate the public on MST services through promotion, communication and advocacy.

  *Attract new riders and improve community support for MST by implementing effective marketing, promotion and communication techniques and by applying greater focus in meeting individual community and stakeholder needs.*

- Actively promote organizational values to maintain high quality relationships with MST employees, contractors, vendors, and community stakeholders.

  *Act in a manner in all that we do to promote individual and organizational safety, efficiency, effectiveness and enhance the satisfaction of our customers, employees, partners and other key stakeholders.*

- To attain a position of industry leadership for like-sized agencies within California and the United States.

  *Develop and implement programs and practices that continue to distinguish Monterey-Salinas Transit as a leader within the public transit industry.*
The following are the seven strategic priorities that MST will pursue over the next three years. Each goal includes specific objectives to be met during FY 2011 to support these goals along with tactics to be used to achieve each objective.

1. Develop Adequate and Stable Long Term Revenues

Objectives/Outcomes: Pursue public/private and public/public partnerships, fare-pricing strategies and revenue generation from the use of MST assets as the means to generate the funds required to construct needed capital facilities, purchase vehicles, sustain current and future transit services and reduce the overall subsidy per passenger.

Encourage policymakers and the general public, through education and advocacy, to enact legislation at local, state and federal levels to provide sustained funding sources that will support the future growth of Monterey County's public transportation system.

Indicators of Success:

- Reduced subsidy per passenger.
- Public/private funding agreements executed.
- Adequate funding in place to support operating and capital needs.
- Increased local funding support through partnerships, fees, sales tax and other initiatives.

Action Plan Items:

a. Adopt and execute annual state and federal legislative programs.

b. Participate in community outreach and provide public information regarding measures to provide dedicated funding for improved public transportation.

c. Seek public and private funding partners for development of the Frank J. Lichtanski Monterey Bay Operations Center.

d. Identify the means to develop MST properties in a manner consistent with local jurisdiction land use guidelines that promotes increased transit use and provides stable long-term funding.
2. **Provide Quality Transit and Mobility Management Services**

Objectives/Outcomes: Develop and implement services, infrastructure and technologies to meet and exceed the expectations of customers, reduce subsidies and improve the image of MST in the community; continue to explore and implement new technologies and practices that enhance the overall customer experience, improve safety, reduce costs, attract new customers, retain existing customers, motivate employees, and improve the value of MST in the community.

Indicators of Success:

- Passenger boarding growth rate that exceeds board adopted standards
- Increased customer and stakeholder satisfaction
- Business conducted within approved budget and board adopted performance standards for safety, efficiency, effectiveness, on-time performance, employee satisfaction and stakeholder.

Action Plan:

a. Continue programs that reward safe behavior.

b. Fine tune existing service to improve convenience and on-time performance.

c. Monitor operating, maintenance and financial performance statistics on a monthly basis and implement programs to support continuous improvement.

d. Implement new services, including South County On-Call and other services based on the results of the South County Transit Study.

e. Begin construction of Monterey Bay Operations and Maintenance Facility.

f. Implement Fremont/Lighthouse Avenue Bus Rapid Transit (BRT) service.

g. Continue planning a comprehensive regional BRT plan and apply for funding, as appropriate.

h. Identify funding for additional shelters and on-street passenger amenities.

i. Acquire automated fare collection equipment that provides features to attract additional riders, improve customer convenience and increase fare revenues.

j. Conduct satisfaction surveys of riders, non riders, and stakeholders.
3. Implement New Transit District Governance

Objectives/Outcomes: Complete the transition to the transit district governance model in a manner that maximizes full participation and satisfaction of the jurisdictions represented on the MST Board.

Indicators of Success:

- A satisfied, involved, active, and fully-integrated Board of Directors.
- Residents of member jurisdictions feeling well represented

Action Plan:

a. Develop and implement Board member training and orientation programs.

b. Adopt all necessary resolutions and take actions required to comply with the requirements of AB644 (Caballero).

c. Adopt bylaws for governance of new transit district.

d. Implement revised Board committee structures to support decision making.

e. Effect dissolution of Monterey-Salinas Transit Joint Powers agency and transfer all rights and obligations to the Monterey-Salinas Transit District.

f. Conduct Board and member satisfaction surveys.

4. Research, Implement and Promote Policies and Practices that Encourage Environmental Sustainability and Resource Conservation

Objective: Implement economically sound and environmentally-friendly resource conservation policies that reduce MST dependence on scarce natural resources and the potential for negative environmental impact without compromising levels or quality of service.

Indicators of Success:

- Compliance with EPA and California Air Resources Board mandates
- Reduced consumption of fossil fuels and related costs of utilities including water, natural gas and electricity.
- Increased use of alternative fuels and emerging green technologies.
- Green initiatives funded without compromising service levels or quality.
Action Plan:

a. Participate in national, state and regional transit conferences, meetings and groups alternative fuel forums, user groups, etc. that identify and outline changes to federal and California Air Resources Board (CARB) emission requirements.

b. Maintain a dialogue with CARB staff regarding emission requirements and emission reduction strategies.

c. Adopt Leadership in Energy and Environmental Design (LEED) principles as appropriate in the design and construction of MST facilities.

d. Identify opportunities for energy, water, gas and other resource conservation programs.

e. Acquire diesel/electric hybrid buses as funding allows.

f. Monitor emerging technologies and determine cost-effective sustainable technologies and implement as appropriate.

5. **Educate and Inform our Community and Stakeholders on the Value of MST Services through Promotion, Communication, and Advocacy**

  *Attract new riders and improve support for MST by utilizing effective marketing, promotion, communication and advocacy techniques meeting individual community and stakeholder needs*

Indicators of Success:

1. Increased awareness of MST transportation and mobility services and the value they provide.

2. Increased patronage and usage of MST website and tools provided.

3. Increased number of positive media stories regarding MST and public transit.

Action Plan:

a. Implement and develop coordinated, multi-media, bilingual media communications and advertising programs.

b. Improve MST Online, and utilize new and emerging technologies to communicate with new markets.
c. Encourage transit-friendly land-use planning through further dissemination of the *Designing for Transit* manual.

d. Implement targeted marketing and promotional efforts designed towards major employers, schools, senior groups, hospitality industry and non-traditional customers.

6. **Actively Promote Organizational Values to Maintain High Quality Relationships with MST Employees, Customers, Contractors, Vendors, and Community Stakeholders**

   *Act in manner in all we do to promote individual and organizational safety, efficiency and effectiveness and enhance the satisfaction of those who interact with MST including our customers, employees and other key stakeholders and partners.*

Indicators of Success:

1. High levels of employee, customer and stakeholder satisfaction.
2. Continue to improve relationships with represented labor workforce.
3. Increased utilization of employee development programs.
4. Improved safety performance and reductions in injuries.

Action Plan:

a. Recognize and celebrate individual and group achievements in support of MST’s mission, vision, values, goals and objectives.

b. Conduct attitude and opinion surveys to gauge satisfaction of riders, non-riders, employees and stakeholders.

c. Improve communication with all employees and the Amalgamated Transit Union leadership.

d. Complete negotiations of the Amalgamated Transit Union and Monterey-Salinas Transit Employee Association agreements.

e. Develop and implement targeted marketing and promotional efforts designed towards major employers, schools, senior groups, hospitality industry and non-traditional riders will also assist in growing ridership.

f. Ensure a proper staff structure is in place that understands and supports the mission, vision and values to meet strategic goals and objectives.
7. To attain industry leadership for like-sized agencies within California and the United States.

*Continue developing and implementing programs and practices that continue to distinguish Monterey-Salinas Transit as a leader with the public transit industry.*

Indicators of Success:

1. Participate in a leadership role in industry trade associations.

2. Receive recognition and acknowledgement for innovative programs and practices.

Action Plan:

a. Seek appointment to leadership positions within appropriate national, state, and local trade, business and community associations and committees.

b. Develop and implement innovative programs that enhance the overall customer experience, improve safety and sustainability, reduce costs, attract new customers, retain existing customers, motivate employees, and reflect well on Monterey-Salinas Transit and the public transit industry.
Acknowledgements:

MST thanks and acknowledges the American Public Transportation Association and California Transit Association for their excellent strategic plans from which several of this document’s elements were derived. We also acknowledge the following for their participation in the development of this document:

Monterey Salinas Transit Board Members

Chair, Fernando Armenta, County of Monterey
Vice Chair, Tom Mancini, City of Seaside
Kristin Clark, City of Del Rey Oaks
Karen Sharp, City of Carmel-by-the-Sea
Sergio Sanchez, City of Salinas
Libby Downey, City of Monterey
Alan Cohen, City of Pacific Grove
James Ford, City of Marina
Maria Orozco, City of Gonzales
John Huerta, City of Greenfield
Patricia Stephens, City of Soledad
Michael Powers, City of King
David Pendergrass, Sand City

Monterey Salinas Transit Staff and Associates

Carl Sedoryk, General Manager/CEO
Michael Hernandez, Assistant General Manager/Chief Operating Officer
Hunter Harvath, Assistant General Manager/Finance & Administration
Lyn Owens, Director of Human Resources and Risk Management
Mark Eccles, Director of Information Technology
David Laredo, MST General Counsel
Heidi Quinn, Legal Counsel

Monterey Salinas Transit Planning Consultant
Steven Alexander, Facilitator
## APPENDIX A
### Monterey-Salinas Transit 2010 Strengths, Weaknesses, Opportunities and Threats

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees and management team</td>
<td>Funding/revenue sources fluctuations</td>
</tr>
<tr>
<td>Fiscally responsible</td>
<td>Public transit industry weak</td>
</tr>
<tr>
<td>Legislative representatives/governmental relations (FTA, Caltrans)</td>
<td>Extended geographic service area</td>
</tr>
<tr>
<td>Well-maintained fleet</td>
<td>Relationships w/ labor leadership</td>
</tr>
<tr>
<td>Employee relations</td>
<td>Low urban density</td>
</tr>
<tr>
<td>Emergency response planning</td>
<td>Low administrative staffing levels due to cutbacks</td>
</tr>
<tr>
<td>Stable ridership base</td>
<td>Lack of physical capacity at transit facilities</td>
</tr>
<tr>
<td>Community / stakeholder image</td>
<td>Potential core service cuts</td>
</tr>
<tr>
<td>Brand identity</td>
<td>Aging population requiring specialized service</td>
</tr>
<tr>
<td>Service planning</td>
<td>Lack of capital replacement funds</td>
</tr>
<tr>
<td>Land ownership</td>
<td>Recruitment of skilled trades</td>
</tr>
<tr>
<td>Implemented advanced technology</td>
<td>Mixed fuel fleet</td>
</tr>
<tr>
<td>No debt</td>
<td>Non-participation of South County cities</td>
</tr>
<tr>
<td>Safety culture</td>
<td>Not all County LTF used for transit</td>
</tr>
<tr>
<td>Broad community use of services</td>
<td>Demand for trolleys exceeds fleet size</td>
</tr>
<tr>
<td>No cost-effective alternative fuel fleet options</td>
<td>Technology utilization and maintenance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Threats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of MST properties</td>
<td>Safety/security</td>
</tr>
<tr>
<td>State bond dollars (Prop 1A – 1E)</td>
<td>Unpredictable fuel cost</td>
</tr>
<tr>
<td>Public/private partnerships</td>
<td>Traffic congestion</td>
</tr>
<tr>
<td>Changing habits—new customer types</td>
<td>County General Plan</td>
</tr>
<tr>
<td>Traffic congestion</td>
<td>CARB/EPA unfunded mandates</td>
</tr>
<tr>
<td>Bus Rapid Transit (BRT)</td>
<td>Demographics; aging population</td>
</tr>
<tr>
<td>Specialized transportation</td>
<td>Medi-Cal trips shift to RIDES</td>
</tr>
<tr>
<td>New technology</td>
<td>Increased costs</td>
</tr>
<tr>
<td>Ballot initiatives</td>
<td>Prolonged recession</td>
</tr>
<tr>
<td>New District status</td>
<td>Roadway congestion</td>
</tr>
<tr>
<td>Extended service area</td>
<td>Former Fort Ord development</td>
</tr>
<tr>
<td>Untapped customer base</td>
<td>State raids of transit funds</td>
</tr>
<tr>
<td>Public/private partnerships</td>
<td>Monterey Branch Line—light rail option</td>
</tr>
<tr>
<td>Expanded service hours</td>
<td>Degradation of labor relations</td>
</tr>
<tr>
<td>Expanded transit facilities</td>
<td>State financial condition</td>
</tr>
<tr>
<td>South County city integration</td>
<td>Sprawling development</td>
</tr>
<tr>
<td>Regional partnerships</td>
<td>Flu pandemic</td>
</tr>
<tr>
<td>Mixed-use developments</td>
<td>Potential labor work action</td>
</tr>
<tr>
<td>Demand for trolley services</td>
<td>CSUMB development concerns</td>
</tr>
<tr>
<td>Pending former Fort Ord developments</td>
<td>National Highway Trust Fund deficit</td>
</tr>
<tr>
<td>Labor contract negotiations</td>
<td></td>
</tr>
<tr>
<td>University/college transit services</td>
<td></td>
</tr>
<tr>
<td>Federal Authorization bill &amp; Stimulus II</td>
<td></td>
</tr>
</tbody>
</table>
To: Board of Directors

From: Kathy Williams, General Accounting and Budget Manager

Subject: Approve FY 2011 Operating and Capital budgets

RECOMMENDATION:

As recommended by the Monterey-Salinas Transit Joint Powers Agency Board:

1. Approve the FY2011 budget (attachment 1)
2. Approve FY2011 Staffing Levels (attachment 2)
3. Approve Resolution 2010-20 (attachment 3) authorizing federal grant applications

FISCAL IMPACT:

The FY 2011 budget is $34,766,051, which is a 13.5 percent increase from FY2010. The operating budget is showing a 3.4 percent decrease from FY2010. The capital budget has funding available from anticipated California State Prop 1B bond funds. Two service centers comprise the budget: Fixed Route BUS and MST RIDES.

<table>
<thead>
<tr>
<th></th>
<th>FY2010</th>
<th>FY2011</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed Route</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>$27,151,761</td>
<td>$26,764,750</td>
<td>(1.4%)</td>
</tr>
<tr>
<td>Capital</td>
<td>-</td>
<td>5,547,129</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>$27,151,761</td>
<td>$32,311,879</td>
<td></td>
</tr>
<tr>
<td><strong>MST Rides</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>$3,474,038</td>
<td>$2,991,114</td>
<td>(13.9%)</td>
</tr>
<tr>
<td>Capital</td>
<td>-</td>
<td>-</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>$3,474,038</td>
<td>$2,991,114</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$30,625,799</td>
<td>$35,302,993</td>
<td>15.2%</td>
</tr>
</tbody>
</table>
The entire budget, including each of these sub-budgets, is balanced. That is, revenues equal expenses.

POLICY IMPLICATIONS:

AB644, the enabling legislation that creates the Monterey-Salinas Transit District requires the District Board to adopt an annual budget. This budget implements your Board’s intentions as indicated below:

Fixed Route BUS. Maintains current fares and levels of service on existing routes and provides new service between Salinas – California State University, Monterey Bay, and additional peak hour service on Line 20 between Marina - Monterey. This balanced budget contemplates continuation of all labor and employee contracts and agreements. The budget contemplates reductions in discretionary spending, stricter enforcement of existing work rules governing pay outs of paid time off balances, and closure of MST administrative offices and customer service outlets for up to 5 additional days.

MST RIDES. This budget allows MST to comply with ADA-mandated paratransit service levels and maintains current fares. The budget contemplates reduced expenses through more stringent screening of new MST RIDES applicants by way of in-house assessment of applications rather than relying on certification by independent third-parties.

DISCUSSION:

The budget was presented to the Monterey-Salinas Transit Joint Powers Agency Board at the June 14, 2010 meeting, and Board adopted the budget and further recommended its adoption by the Monterey-Salinas Transit District Board.

Attachments:
1. Proposed FY 2011 budget
2. Proposed FY 2011 staffing
3. Resolution 2010-20

PREPARED BY: ______________________  REVIEWED BY: ______________________
Kathy Williams  Carl Sedoryk
To: Board of Directors

From: C. Sedoryk, General Manager/CEO

Subject: Resolution approving existing policies

RECOMMENDATION:

Adopt Resolution 2011-03 approving existing policies, guidelines, contracts, agreements, and memoranda of understanding.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

This action confirms the intent of the Monterey-Salinas Transit District Board to adopt all policies, guidelines, contracts, agreements, and memoranda of understanding previously adopted by the Monterey-Salinas Transit Joint Powers Agency Board. This action is consistent with AB644, the enabling legislation that creates the Monterey-Salinas Transit District which states the District is the successor to the Joint Powers Agency’s interests in any property, its rights and obligations under any contract, any outstanding indebtedness of the agency, and its rights under any grants.

DISCUSSION:

In order to comply with a variety of federal, state, and local regulations the Monterey-Salinas Transit Joint Powers Agency has entered into, or adopted a variety of policies, guidelines, contracts, agreements, and memoranda of understanding. Occasionally staff is required to demonstrate that the MST Board has taken a formal action to review and approve a particular document. The District Transition Committee and MST General Counsel agree that adopting the referenced policies via resolution is an appropriate means of demonstrating that the new Monterey-Salinas Transit District Board has taken action to approve existing policies and agreements.

Copies of the referenced documents have been provided to your Board in an electronic format. Staff recommends adoption of the attached resolution.

PREPARED BY: Carl G. Sedoryk
MONTEREY-SALINAS TRANSIT DISTRICT
ADOPTING PRIOR EXISTING POLICIES, PROCEDURES,
GUIDELINES, CONTRACTS, AGREEMENTS, AND
MEMORANDA OF UNDERSTANDING

WHEREAS, AB644, the Monterey-Salinas Transit District Act (District Act) was signed into law on October 11, 2009, and is found at California Public Utilities Code, section 106,000, et seq., and,

WHEREAS, The Act, effective July 1, 2010, dissolved the Monterey-Salinas Transit Joint Powers Agency (JPA) and created the Monterey-Salinas Transit District (District) to succeed to the rights, powers, duties, and obligations of the JPA; and,

WHEREAS, The District is the successor to JPA’s interests in any property, its rights and obligations under any contract, any outstanding indebtedness of the agency, and its rights under any grants, without the necessity of any further action; and,

WHEREAS, The JPA had legally adopted various policies, procedures, guidelines, agreements, and understandings to conform with federal, state, and local regulations and assist in the consistent management and control of JPA personnel and assets; and

WHEREAS, This Resolution does not constitute a “project” as defined by California Environmental Quality Act (CEQA) because it is an organizational and administrative activity that will not result in direct or indirect physical changes in the environment;

NOW THEREFORE THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT DISTRICT DOES RESOLVE AS FOLLOWS:

SECTION 1. Each recital set forth above is found and determined to be true and correct, and by this reference incorporates each as an integral part of this Resolution.

SECTION 2. The Monterey-Salinas Transit District adopts all contracts, agreements, memoranda of understanding, policies, procedures, and guidelines previously adopted by the Joint Powers Agency including, but not limited to:

- Contractual Agreement with Amalgamated Transit Union (ATU), Local Division 1225 – October 2007 – September 30, 2010
- Employment Agreement With Carl Sedoryk, General Manager/CEO
- Agreement with David C. Laredo, De Lay & Laredo, General Counsel
- Memorandum of Understanding with Monterey-Salinas Transit Employees Association (MSTEA)
- Monterey-Salinas Transit Employee Handbook
- Monterey-Salinas Transit Procurement & Purchasing Plan
• Monterey-Salinas Transit Disadvantaged Business Enterprise Plan
• Board Policy Handbook
• Disadvantaged Business Enterprise Unified Certification Program Memorandum of Understanding for California Recipients
• Memorandum of Understanding with Association of Monterey Bay Area Governments
• Memorandum of Understanding with County of Monterey transferring the RIDES Program to MST
• Monterey-Salinas Transit Drug & Alcohol Policy
• Monterey-Salinas Transit Affirmative Action Plan
• Information Security Policy
• Purchasing Authority Thresholds
• MST Policy providing service to individuals with Disabilities
• MST Rides Operational Policy “Subscription Prioritization”
• MST Rides and DART no-show and trip cancellation policy
• MST Rides Operational Policy “Wheelchair Specifications”
• Disposal of Lost and Found Property
• Disposal of Surplus MST Property
• Cal Card Purchasing Policy
• Employer-Employee Relations Policy
• Litter Clean Up at Bus Stops
• Use of MST Property for Non-Transit Purposes
• Advertising Policy
• Public Hearing Guidelines
• Vehicle Identification Permit Policy (Security)
• Door-to-door Dialysis Trips
• Public Hearing Guidelines
• Media Relations
• Succession Plan

SECTION 3. The General Manager/CEO, and the General Counsel, are authorized to execute all documents and to perform all other necessary acts to implement this Resolution, and as may be needed by law to effect the dissolution of the Monterey-Salinas Transit Joint Powers Agency and creation of the Monterey-Salinas Transit District to succeed to the rights, powers, duties, and obligations of the JPA.

SECTION 4. This Resolution shall take effect immediately following its adoption.
THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION 2011-03 this 12th day of July 2010.

Fernando Armenta  
Chairman

Carl G. Sedoryk  
Secretary

APPROVED AS TO FORM:

DAVID C. LAREDO  
General Counsel

U:\General (NEW)\MST - Main Files\10 Gen\Master Resolution.docx
To: Board of Directors
From: C. Sedoryk, General Manager/CEO
Subject: Board Committees

RECOMMENDATION:

1. Adopt existing committee structure.
2. Direct Chair to appoint new board committee members for approval at the August 9, 2010 meeting of your Board.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

The Monterey-Salinas District By-laws allow the Board to form committees to provide advice and recommendation to the Board of Directors on policy matters relative, but not limited to transportation services, facilities, compensation and benefit programs, legislation, marketing and finances affecting the District. These committees shall be members of the Board of Directors as selected by the Chair and such other persons, including District staff and public members as selected by the Board. The Monterey-Salinas Transit Joint Powers Agency Board had established six committees with each Board member serving on at least two committees and the Chair and Vice-Chair serving on three committees.

DISCUSSION:

The current Board committees, their mission statements and current committee members are attached. Board members wishing to sit on particular committees may make their desires known to the Board Chair or MST General Manager/CEO. After receiving input from Board members and the Board chair, staff will recommend an updated committee structure to your Board at your meeting of August 9, 2010.
### Monterey-Salinas Transit Board Committees
#### July 12, 2010

<table>
<thead>
<tr>
<th>Committee</th>
<th>Mission Statements</th>
<th>Current Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legislative Policy Committee</td>
<td>Recommends to the Board strategies and actions regarding legislative initiatives.</td>
<td>Armenta, Clark, Sanchez, Downey</td>
</tr>
<tr>
<td>Finance Committee</td>
<td>Oversees MST financial matters and recommends to the Board policies, practices, and efficiencies, which maximize service and ensure a financially solvent organization.</td>
<td>Armenta, Ford, Sharp</td>
</tr>
<tr>
<td>Facilities Committee</td>
<td>Recommends to the Board policies which best allows utilization of facilities and other tangible assets to meet organizational growth and development needs</td>
<td>Downey, Mancini, Sanchez</td>
</tr>
<tr>
<td>Planning/Operations Committee</td>
<td>Recommends policy to the Board to improve transit services and better meet the transportation needs of Monterey County.</td>
<td>Clark, Downey, Mancini</td>
</tr>
<tr>
<td>Human Resources Committee</td>
<td>Recommends policies to the Board concerning the effective use of human resources and compensation/benefits/recognition systems.</td>
<td>Ford, Cohen, Armenta, Orozco</td>
</tr>
<tr>
<td>Marketing Committee</td>
<td>Oversees and recommends policies to the Board regarding public information, marketing plans and bus advertising policies.</td>
<td>Ford, Cohen, Armenta, Orozco</td>
</tr>
</tbody>
</table>
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, Elizabeth Torres began her career as a Coach Operator in October 2004 and was later recognized as the Distinguished Graduate of her Coach Operator Class in January 2005. She has been recognized with several commendations for going above and beyond her usual duties as a Coach Operator; and

WHEREAS, Elizabeth Torres was the key factor in recognizing and reporting the diesel fuel spill that occurred on June 4, 2010; and

WHEREAS, Elizabeth Torres had the presence of mind to accurately assess the situation and report the spillage in a timely manner to the Communication Center thereby preventing the situation from becoming far worse than had it remained undetected;

THEREFORE, BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit recognizes Elizabeth Torres as Employee of the Month for July 2010; and

BE IT FURTHER RESOLVED that Elizabeth Torres is to be congratulated for her excellent work at Monterey-Salinas Transit.

THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION 2011-02 this 12th day of July 2010.

_______________________  _______________________
Fernando Armenta        Carl G. Sedoryk
Chairman                Secretary
To: Board of Directors

From: Danny Avina, Marketing and Customer Service Manager

Subject: Disposal of unclaimed property left on bus

St. Vincent De Paul (Pacific Grove)

4 pairs of eyeglasses 2 books
2 coin purses 3 pairs of sunglasses
2 cell phones 1 baby blanket
1 jacket 2 purses
3 caps 1 scarf
1 hat 2 coffee mugs
1 diaper bag 1 apron
1 camera 1 tote bag

To be disposed

2 back packs 1 sweatshirt
1 notebook 1 pair of pants
2 baby blankets 2 caps
1 purse 2 may bus passes
3 wallets 1 baby shoe
4 sets of keys

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.

PREPARED BY: _____________________ REVIEWED BY: _____________________
Danny Avina  Carl Sedoryk
BOARD OF DIRECTORS
REGULAR MEETING
MONTEREY-SALINAS TRANSIT
June 14, 2010

1. CALL TO ORDER

Chairman Armenta called the meeting to order at 10:02 a.m. in the MST Conference Room.

Present: Karen Sharp City of Carmel-By-The-Sea
         Kristin Clark City of Del Rey Oaks
         James Ford City of Marina (10:06)
         Libby Downey City of Monterey
         Alan Cohen City of Pacific Grove
         Sergio Sanchez City of Salinas
         Thomas Mancini City of Seaside
         Fernando Armenta County of Monterey
         Maria Orozco City of Gonzales (Ex-Officio)

Absent: None

Staff: Carl Sedoryk General Manager/CEO
       Hunter Harvath Asst. General Manager/Finance & Administration
       Sonia Bannister Office Administrator/Marketing & Sales Specialist
       Lyn Owens Director of Human Resources
       Michael Hernandez Asst. General Manager/COO
       Mark Eccles Director of IT
       Kelly Halcon Human Resource Manager
       Tom Hicks CTSA Manager
       Angela Dawson Accountant
       Mike Gallant Planner
       Zoe Shoats Marketing Analyst

Others: Dave Laredo De Lay & Laredo
        Heidi Quinn De Lay & Laredo
        Bob Parks ATU, Local 1225
        Pat Stephens City of Soledad
        Max Hamilton MST
        Jan Hamilton Prunedale resident

Apology is made for any misspelling of a name.
2-1. – 2-8. CONSENT AGENDA

The consent agenda items consisted of the following:


2-3. Disposal of property left aboard buses.

2-4. Minutes of the regular meeting of May 17, 2010.


2-6. Adopt Resolution 2010-19 Homeland security grant.

2-7. Liability claim rejection.

2-8. Adopt Resolution 2010-21 allocation of Local Transportation Funds to MST.

Item 2-7 was pulled from the agenda.

Regarding item 2-8, Mr. Sedoryk reported that Monterey County is asking that the Local Transportation Funds be phased in over a period of time.

Director Ford arrived at 10:06 a.m.

**Director Clark moved to approve the remaining items on the consent agenda. Director Sharp seconded and the motion carried unanimously.**

3. SPECIAL PRESENTATIONS

Mark Eccles, Director of Information Technology presented Max Hamilton, Intelligent Transportation Systems Technician, as the June Employee of the Month. In February of 2010, MST purchased three MCI commuter coaches. Max, along with his colleagues, has worked diligently to install the full ACS system, WiFi connectivity, 7 surveillance cameras, a backup camera and a left hand turn camera on two of the three coaches. To our knowledge, the left turn camera is the first of its kind in the entire transit industry. MST hopes that the additional camera will help alleviate the blind spot caused by the left side mirror and prevent future accidents involving left turns.

Max is always working diligently on updating technology systems throughout our fleet. Recently, he completed installing seven ACS systems as well as installing updated DVR systems in the 2000 series coaches. Without his constant dedication, MST would not have buses as well equipped as they are.
4. PUBLIC COMMENT
None.

5-1. – 5-3. COMMITTEE MINUTES
The Board accepted and filed the MST RIDES Advisory Committee Minutes – March 10, 2010; MST Finance Committee Minutes – March 17, 2010; and MST Finance Committee Minutes – May 24, 2010.

6-1. TRANSITMASTER SYSTEM MAINTENANCE CONTRACT
Mr. Eccles, Director of Information Technology, reported that in October 2002, MST implemented the Siemens (Trapeze ITS since Nov. 2009) TransitMaster system integrating computer aided dispatching, automatic vehicle location, geographic positioning systems with voice and data communications. The system is used to keep track of MST’s fleet of buses and support vehicles and controls critical communications between the MST communications center and our employees deployed throughout the service area. Data from the system is used to ascertain on-time performance for specific routes and actual ridership at any bus stop served. To date the data has been instrumental in providing information that is used to serve communities more efficiently, resulting in MST carrying greater numbers of passengers with fewer hours of service, and greater on-time performance.

The software system warranty expired 5/10/2010 and staff has been negotiating the terms of ongoing maintenance for the system since that time. In addition to software maintenance, Siemens VDO offers maintenance for radio equipment, computer hardware, and telecommunications equipment for the system. Due to the complex and proprietary nature of the system software, MST does not have the ability to retain the services of another vendor for this service, nor does it have the internal expertise to maintain the software. With the maintenance agreement MST will be eligible to receive updates that enhance functionality at no additional cost.

Director Downey moved to authorize the General Manager/CEO to execute a $91,000 contract with Trapeze ITS for TransitMaster system maintenance. Director Clark seconded and the motion carried unanimously.

7. SUMMER YOUTH PASS AND ACTIVE-DUTY MILITARY DISCOUNTS PUBLIC HEARING
Mr. Hunter Harvath, Assistant General Manager for Finance & Administration, reported that from time to time, requests are submitted to MST to offer some sort of summer promotional discount pass for youths. Research on other Bay Area transit systems indicates that Santa Clara Valley Transportation Authority (San Jose) and Samtrans (San Mateo County) offer summer youth discounted passes. At one time
several decades ago, MST also offered a similar pass, but has not done so since the 1980’s. While no specific documentation could be found in MST archives that identified this summer youth pass, staff’s best recollection is that the price was $38 at a time when the monthly youth pass was approximately $30.

Regarding the active-duty military discounts, MST is currently partnering with the U.S. Army and Navy to provide public transit services to the Defense Languages Institute at the Presidio military base and the Naval Postgraduate School with 14 new bus lines. Active-duty military participants in the program who live “off-post” qualify for the commute-based Federal Mass Transit Benefit/Transportation Incentive Program through the U.S. Department of Transportation. The transit lines that serve these military installations are fully funded through this federal program. A number of active-duty military personnel who are housed “on-post” at the Presidio do not qualify for this federal commute transit benefit program because they live where they work and, hence, do not commute.

MST’s current “half-fare” discount program is currently available to persons 65 years and old, persons 18 and under, and persons of any age with a disability or holding a Medicare Card. Given the successful partnerships with the Defense Languages Institute and Naval Postgraduate School here in Monterey, it is recommended to extend the “half-fare” discount to all active-duty military personnel purchasing single cash fares and all-day passes.

Chairman Armenta opened the public hearing at 10:20 to receive public comments on the summer youth pass and active-duty military discounts. Seeing no one wishing to comment, the public hearing was closed at 10:21.

**Director Sanchez moved to adopt the $38 youth summer discounted fare “demonstration project” for June through August 2010. Director Mancini seconded and the motion carried unanimously.**

**Director Mancini moved to adopt the active-duty military personnel discounted fare on single cash fares and all-day passes. Director Ford seconded and the motion carried unanimously.**

### 8-1. FY2011 BUDGET

Mr. Harvath, Assistant General Manager for Finance & Administration, reported that the FY 2011 budget is $34,766,051, which is a 13.5 percent increase from FY2010. The operating budget is showing a 3.4 percent decrease from FY2010. This is a balanced budget.

Fixed Route BUS. This budget assumes maintaining current levels of service with no service expansions budgeted. This balanced budget contemplates continuation of all labor and employee contracts and agreements. This budget assumes the transportation Agency of Monterey County allocates $345,595 of Monterey County
Local Transportation Funds for emerging unmet transit needs to avoid service reductions.

MST RIDES. This budget allows MST to comply with ADA-mandated paratransit service levels.

Director Ford moved to: 1) approve the FY 2011 budget; 2) approve the FY 2011 staffing levels; and 3) approve Resolution 2010-20 authorizing federal grant applications. Director Clark seconded and the motion carried unanimously.

9. NEW BUSINESS

None.

10-1. - 10-6. REPORTS & INFORMATION ITEMS

The reports consisted of the General Manager/CEO Report; TAMC Highlights – May 26, 2010; Washington DC Lobbyist Report – June 4, 2010; State Legislative Update; Preliminary program for APTA Transit Board Members Seminar – July 17-20, 2010; and staff trip reports.

11. COMMENTS BY BOARD MEMBERS

Director Downey suggested a meeting between taxi drivers and MST staff to discuss the taxi cab program.

12. ANNOUNCEMENTS

None.

13. CLOSED SESSION

The Board adjourned to Closed Session to meet with legal counsel regarding labor negotiations, and potential and existing litigation.

14. RETURN TO OPEN SESSION

Upon returning to open session, General Counsel Laredo reported that with regard to labor negotiations, a status report was provided and no reportable action was taken.

Regarding the potential litigation, Mr. Laredo reported that this matter was pulled. No discussion or action occurred.
15. ADJOURNMENT

There being no further business, Chairman Armenta adjourned the meeting at 12:00 p.m.

Prepared by: ______________________________

Sonia Bannister
To: Board of Directors
From: H. Harvath, Assistant General Manager for Finance & Administration
Subject: Financial Reports – May 2010

RECOMMENDATION:

1. Accept report of May 2010 cash flow presented in Attachment #1
2. Approve May 2010 disbursements listed in Attachment #2
3. Accept report of May 2010 treasury transactions listed in Attachment #3
4. Accept May 2010 Revenue & Expense Summary listed in Attachment #4

FISCAL IMPACT:

The cash flow for February 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 May 1, 2010</td>
<td>$5,385,788.95</td>
</tr>
<tr>
<td>Revenues</td>
<td>1,002,277.30</td>
</tr>
<tr>
<td>Disbursements</td>
<td>&lt;1,788,627.69&gt;</td>
</tr>
<tr>
<td>Ending balance May 31, 2010</td>
<td>$4,599,438.56</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 consolidated Revenue & Expense Summary is provided for your review in Attachment #4.

PREPARED BY: Hunter Harvath
REVIEWED BY: Carl G. Sadoryk
To: Board of Directors
From: H. Harvath, Assistant General Manager for Finance and Administration
Subject: FY 2010-2011 APTA Dues

RECOMMENDATION:

Approve the expenditure of $26,000 for American Public Transit Association (APTA) dues for Fiscal Year 2010-2011.

FISCAL IMPACT:

$26,000 in funds identified for APTA dues as a part of MST's FY 2011 budget.

POLICY IMPLICATIONS:

Your Board approves expenditures exceeding $25,000.

DISCUSSION:

The American Public Transportation Association (APTA) is the national advocacy group for public transit. APTA represents MST’s interests on a national level through lobbying and testifying before Congress on transit-related issues, as well as through its transit research programs, publications, industry standards and overall industry image building on behalf of transit. MST staff and members of your Board attend various APTA meetings, functions and conferences throughout the year. APTA dues are based on annual operating expenses for the most recent completed year. MST’s operating budget falls within the $20 million to $30 million dues category of $26,000. In light of the economic downturn, APTA has kept dues for transit agencies at the same level for the last three years and has once again held them constant for a fourth year.
To: Board of Directors  
From: H. Harvath, Assistant General Manager – Finance & Administration  
Subject: Pacific Grove Trolley Demonstration Update

RECOMMENDATION:

2. Approve Resolution 2011-04 requesting the transfer of two Optima trolley buses from Central Oklahoma Transportation and Parking Authority to Monterey-Salinas Transit.

FISCAL IMPACT:

Approximately $6,500 to pay for the operation of the 11-day demonstration project, to be funded by the city of Pacific Grove.

POLICY IMPLICATIONS:

According to Grant Management Requirements identified in Federal Transit Administration Circular 5010.1(d), your Board must pass a resolution requesting the transfer of federal assets (the two trolleys) from Central Oklahoma Transportation and Parking Authority to MST.

DISCUSSION:

MST has six model-year 2003 Optima Trolleys. These trolleys are operated by MST’s contractor MV Transportation Inc. (MV) and are currently used in service throughout the year in Monterey, Salinas and Carmel. The peak season for trolley use is in the summer, between Memorial Day and Labor Day. During the summer months, up to four trolleys help reduce local traffic congestion on the Peninsula by shuttling passengers between downtown Monterey, Cannery Row and the Aquarium. An additional trolley is also used for summer service in Carmel-by-the-Sea. During peak tourism periods, MST has one spare vehicle as a backup for these two services.
Over the past several months, the City of Pacific Grove has been actively planning and developing a financing plan for summer trolley service. As the planning process proceeded, it became clear that MST could not reliably and successfully operate a Trolley in Pacific Grove for the full summer period (Memorial Day to Labor Day) with the current inventory of six trolleys. In that regard, staff has agreed to deploy an 11-day demonstration trolley service in Pacific Grove from Thursday, August 12th through Sunday, August 22nd. This demonstration project will use one trolley vehicle that will operate every 30 minutes from 10 am until 5 p.m. along a route that begins at the Aquarium, travels down Ocean View Boulevard to Point Pinos and then returns to the Aquarium on Lighthouse/Central Avenues via downtown Pacific Grove (see Attachment 1). Stops along the route include:

- Monterey Bay Aquarium
- Berwick Park
- Lovers Point
- Ocean View Boulevard @ Esplanade Park
- Lighthouse Avenue @ Asilomar Avenue
- Lighthouse Avenue @ Jewell Avenue
- Lighthouse Avenue @ Ridge Road
- Lighthouse Avenue @ Congress Avenue
- Lighthouse Avenue @ 17th Street
- Fountain Avenue @ Central Avenue
- Central Avenue @ 8th Street
- Cannery Row Parking Garage

The Monterey Bay Aquarium has lent its support to the Pacific Grove Trolley by providing narration that describes points of interest and marine-related features of the adjacent coastline and bay. It is anticipated that this partnership will enhance the rider-experience of the Pacific Grove Trolley and provide educational opportunities for visitors and locals alike. Based on what is learned through this 11-day demonstration project, MST will look to deploy a summer-long trolley in Pacific Grove in 2011, pending availability of funds. To that end, the city of Pacific Grove has applied for a grant from the Monterey Bay Unified Air Pollution Control District to support a two-vehicle trolley service on an expanded route that would include Asilomar Conference Grounds, which would provide alternative transportation options for the visitors staying at this location and the surrounding inns.

Because MST did not have enough trolleys to operate a Pacific Grove Trolley during the summer concurrently with the Monterey and Carmel trolleys, at the June 14th meeting, your Board gave staff authorization to purchase two used Optima trolleys to meet this expanding demand for summer trolley services. After a nationwide search for used trolleys, staff traveled to Austin, Texas, and Oklahoma City, Oklahoma, to inspect used trolleys that were for sale. Staff identified two Oklahoma City trolleys as the best candidates for purchase and refurbishment for use in the MST service area.
Staff is currently working with representatives of the current owner of the vehicles (Central Oklahoma Transportation and Parking Authority) and the Federal Transit Administration (FTA) to transfer these assets to MST. This transfer process falls under the regulations of FTA Circular 5010.1(d)-Grant Management Requirements. As a part of this transfer of federal assets, your Board is required to pass a resolution (see Attachment 2) as the receiving grantee identifying the vehicles by VIN number, stating that the vehicles are needed for revenue service, agreeing that the vehicles will be maintained in accordance and in compliance with FTA requirements, and including these vehicles in MST’s equipment inventory records. Central Oklahoma Transportation and Parking Authority has taken action at its May 7, 2010, board meeting to begin the transaction (see Attachment 3) and has submitted its transfer request to FTA's Region VI Administrator in Fort Worth, Texas (see Attachment 4).

With the adoption of this resolution by your Board, the federal asset transfer process can proceed with an official request from MST to FTA’s Region IX Administrator in San Francisco to execute the vehicle purchase from Central Oklahoma Transportation and Parking Authority.

PREPARED BY: ___________________________ REVIEWED BY: ___________________________

Hunter Harvath Carl G. Sedoryk

Attachment 1: 2010 Pacific Grove Trolley Brochure/Map
Attachment 2: Resolution 2011-04 Transfer of Trolley Vehicles
Attachment 3: COTPA Agenda Item No. VI.C (5/7/2010)
Attachment 4: Letter to FTA Region VI Administrator (5/10/2010)
TRANSFER OF TROLLEY VEHICLES FROM THE CENTRAL OKLAHOMA TRANSPORTATION & PARKING AUTHORITY TO MONTEREY–SALINAS TRANSIT

WHEREAS, the Central Oklahoma Transportation and Parking Authority has two (2) trolley vehicles that due to service reductions have become surplus and need to be disposed; and

WHEREAS, these vehicles are rated as twelve-year trolleys and the Federal Transit Administration has an interest in these trolley for their remaining useful life of about five (5) years; and

WHEREAS, the Federal Transit Administration provides that vehicles that have not reached the end of their useful life can be transferred to/from one federal grantee to another; and

WHEREAS, Monterey-Salinas Transit has an insufficient number of trolleys for service demands and requires an additional two (2) trolleys; and

WHEREAS, Monterey-Salinas Transit will purchase the trolleys from the Central Oklahoma Transportation and Parking Authority at their depreciated local share value which is currently $21,772 per vehicle; and

WHEREAS, once approved by the Federal Transit Administration Monterey-Salinas Transit will purchase two (2) model year 2003 Optima AH-2 trolleys with VIN numbers: 1Z9S2HSS43W216284 and 1Z9S2HSS63W216285; and

WHEREAS, Monterey-Salinas Transit will maintain these vehicles in accordance and in compliance with Federal Transit Administration requirements; and

WHEREAS, Monterey-Salinas Transit will include these vehicles in its equipment inventory records; and

THEREFORE BE IT RESOLVED that the Board of Directors approves the sale and transfer of two model year 2003 Optima AH-2 trolleys from Metro Transit, the Central Oklahoma Transportation and Parking Authority to Monterey-Salinas Transit.

THE BOARD OF DIRECTORS OF MONTEREY–SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION 2011-04 this 12th day of July 2010, by the following vote:

AYES: Armenta, Clark, Cohen, Downey, Ford, Huerta, Jr., Kleber, Mancini, Orozco, Pendergrass, Sanchez, Sharp, Stephens

NOES: None
ABSENT:  None

Fernando Armenta
Chairman

Carl G. Sedoryk
Secretary
To: Board of Directors

From: D. Avina, Marketing and Customer Service Manager

Subject: Limited English Proficiency (LEP)

RECOMMENDATION:

Request your board approve MST policy #2011-01, and accompanying Language Assistance Plan, to assure equal access to MST public information and customer services for persons with limited English proficiency (LEP) in accordance with State and Federal Law.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

Request your board approve MST policy #2011-01 and accompanying Language Assistance Plan, effective August 1, 2010.

DISCUSSION:

In accordance with applicable law, Monterey-Salinas Transit is committed to making public information and customer services accessible to individuals who, as a result of national origin, are limited in their English proficiency. The agency’s ongoing efforts to make these services accessible to persons with limited English proficiency (LEP) are consistent with the obligations imposed under Title VI of the Civil Rights Act of 1964. MST shall develop language assistance procedures for 1) assessing the language needs of the population served; 2) translating both oral and written communications and documentation; 3) training staff in the language assistance program requirements; and 4) monitoring to assure that LEP individuals are receiving equal access to services in a non-discriminatory manner.
a. Background

Title VI of the Civil Rights Act of 1964 states that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to, discrimination under any program or activity receiving Federal financial assistance.” (42 U.S.C. § 2000d) The federal government has promulgated policies prohibiting national origin discrimination against persons with limited English proficiency.

b. Responsibilities

MST’s Marketing and Customer Service Manager will be responsible for:

- Developing a Language Assistance Plan (Attachment 1)
- Developing a policy for implementing LEP services
- Implementing language assistance services for LEP persons
- Training of customer service staff
- Providing written notice to LEP persons
- Developing metrics for policy compliance

c. Language Assistance Procedure

MST’s Language Assistance Plan helps identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP). This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

MST policy #2011-01 (Attachment 2) stipulates proper procedures for providing services to persons with limited English proficiency.

PREPARED BY: ___________________________ REVIEWED BY: ___________________________
Danny Avina Carl G. Sedoryk

Attachment 1: MST Language Assistance Plan
Attachment 2: MST Limited English Proficiency draft policy
Language Assistance Plan
Improving Access to Services for Persons with Limited English Proficiency (LEP)

Monterey-Salinas Transit
One Ryan Ranch Road
Monterey, CA 93940
1-888-MST-BUS1 (1-888-678-2871)
www.mst.org
Language Assistance Plan
Improving Access to Services for Persons with Limited English Proficiency (LEP)

Monterey-Salinas Transit
June 2010

Introduction

This Language Assistance Plan has been prepared to address MST’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. This plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et se, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person’s inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying obligations to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Monterey-Salinas Transit, which receives federal assistance through the U.S. Department of Transportation (U.S. DOT).

Plan Summary

MST has developed this Language Assistance Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Monterey–Salinas Transit. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

MST staff proposes the following five-step plan to ensure compliance with federal mandates:

1. **Identify LEP individuals who need language assistance:**
   - Review the relevant benefits, services, and information provided by MST and determine the extent to which LEP persons have come into contact with these functions.
   - Identify the geographic boundaries of the area that MST serves.
   - Obtain and Analyze Census data on the LEP population in the MST service area.
   - Continue to assess language needs through MST’s customer surveys.
   - Identify any concentrations of LEP persons within the MST service area, including:
     - Specific languages spoken by the LEP population.
     - Population trends.
     - What services are most frequently sought by LEP populations.
2. **Identify ways to provide language assistance:**

   - List the programs, activities, and services with which LEP persons most frequently come in contact.
   - Evaluate signage at MST transit centers.
   - Evaluate signage onboard MST buses.
   - Review and evaluate printed public information.
   - Review and evaluate public information on the MST Website (www.mst.org).
   - Review and evaluate public information provided by phone.
   - Review and evaluate customer service staff-members’ bilingual skills and consider alternate methods of translation.

3. **Provide language assistance measures:**

   - Update signage at transit centers.
     - Standardize all signs to include English and Spanish text.
     - Develop and incorporate a symbol system that effectively conveys the text message of each sign.
     - Install new signs.
   - Update signage onboard MST buses.
     - Standardize all signs to include English and Spanish text.
     - Incorporate new symbol system and update existing signs.
     - Install new signs.
   - Contract vendor for document translation services.
     - Designate vendor.
   - Provide translation services for LEP persons on MST website.
     - Continue providing transit services information on the website in Spanish.
     - Incorporate translation services for languages other than Spanish into design of the new website.
   - Provide translation services for LEP persons that contact MST by phone.
     - MST currently employs customer service representatives that can speak Spanish. 50% of representatives are fluent in Spanish.
     - MST automated phone system is currently offered in Spanish.
     - Utilize Language Line translation services for LEP persons requiring translation for languages other than Spanish.
4. **Monitor and update the plan:**
   - Establish a process to obtain feedback.
   - Obtain feedback from community members and from agency staff.
   - Conduct internal monitoring.
   - Make changes based on feedback received.
   - Consider new language assistance needs when expanding service.

5. **Determine what additional services are needed:**
   - If the agency determines that additional services should be provided, the agency should create a list of specific measures needed to provide meaningful access.
OBJECTIVE: To provide equal access to MST public information and customer services for persons with limited English proficiency (LEP) in accordance with State and Federal Law.

Executive Summary: In accordance with applicable law, Monterey-Salinas Transit is committed to making public information and customer services accessible to individuals who, as a result of national origin, are limited in their English proficiency.

Process Summary: Public information will be categorized by the following six methods:

1. Signage at MST transit centers
2. Signage onboard MST buses
3. Transit information available on MST’s website (www.mst.org)
4. Transit information provided on printed materials
5. Customer service information provided by telephone
6. Customer service information provided in person at transit centers

This policy will describe the appropriate process for implementing language assistance services for each of the above public information methods.

1. Signage at MST transit centers

All signage developed and intended for public viewing at MST transit centers must meet the following requirements:

1. Signage must use font type “Swiss 721” sized no less that 16 pt. font size.
2. Text must be in English and Spanish.
3. A symbol must be incorporated into each sign that effectively conveys the message of that particular sign.
4. Signs will be printed on white weather proof Poly-Metal material.
5. Text will be printed in black.
6. Symbol will be printed in red.
7. Signage will be installed by MST Facilities staff.
2. **Signage onboard MST buses**

All signage developed and intended for public viewing onboard MST buses must meet the following requirements:

1. Signage must use font type “Swiss 721” sized no less that 16 pt. font size.
2. Text must be in English and Spanish.
3. A symbol must be incorporated into each sign that effectively conveys the message of that particular sign.
4. Signs will be printed on white decals unless otherwise specified.
5. Text will be printed in black.
6. Symbol will be printed in red.

3. **Transit information available on MST’s website**

   1. MST will utilize Google Translate to provide translation services on MST’s new website.
   2. Policy details will follow the implementation of the new website.

4. **Transit information provided on printed materials**

   1. Transit information printed in MST’s Riders guide will also be provided in Spanish.
   2. Transit information printed in MST brochures will also be provided in Spanish.

5. **Customer Service Information provided by telephone**

   1. MST’s automated phone system must also be provided in Spanish.
   2. Inbound calls from LEP persons will be transferred to a Spanish speaking representative.
   3. Inbound calls from LEP persons requiring translation services for a language other than Spanish will be connected to a Language Line representative for assistance (example below).
   4. Outbound calls to LEP persons will be initiated by first connecting with a Language Line representative and then calling the LEP person (example below).
6. Transit information provided in person at transit centers

1. Spanish speaking representatives will provide translation assistance to LEP person that speak Spanish.
2. English speaking representatives will utilize the two handset phone to connect LEP persons with a Language Line representative.
3. A list of popular languages available for translation assistance will be posted at transit information locations.
4. A complete list of all languages available for translation assistance will be made available to all LEP persons upon request at transit information locations.
To: Board of Directors

From: L. Owens, Director of Human Resources-Risk Management

Subject: Affirmative Action Plan Update

RECOMMENDATION:

Approve the new 3-year Affirmative Action Program for submittal to FTA.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

The Federal Transit Administration (FTA) requires an update each three years to include Utilization Analysis.

DISCUSSION:

MST has established a goal of maintaining adequate utilization and improving utilization by category. The composition of the current workforce, by sex and race is shown in Table 1 of the AA Plan.

SUMMARY:

Placement goals serve as objectives or targets reasonably attainable by means of applying good faith efforts to make all aspects of the entire Plan work. Goals are used to measure progress toward achieving equal employment opportunity. In some job groups there are few opportunities due to low turnover, minimal expansion and in many cases, no turnover/expansion. MST’s workforce consists primarily of positions requiring licenses or involving specialized knowledge, and experience. The only significant change in the program is the identification of the Officials and Managers, Table 6, Under utilization of females in this category. While this should be noted, it is of little concern due to the feeder group of Professionals for promotability.

MST, through the Equal Employment Opportunity Officer, has designed and implemented an inter audit system that will:

- Measure the effectiveness of MST’s affirmative action program;
- Indicate any need for remedial action
- Determine the degree to which MST’s objectives have been attained;
• Determine whether known special disabled veterans and veterans of the Vietnam era have had the opportunity to participate in all company sponsored educational, training, recreational and social activities; and
• Measure MST’s compliance with the affirmative action program’s specific obligations.

Approval of this plan continues to allow MST to conform to FTA grant requirements.

PREPARED BY: ______________________  REVIEWED BY: _________________________

Lyn Owens       Carl G. Sedoryk
To: Board of Directors  
From: M. Eccles, Director of Information Technology  
Subject: Assetworks Inc. Maintenance Agreement  

**RECOMMENDATIONS:**  

Authorize the General Manager/CEO to execute a contract with Assetworks Inc. for one year of service maintenance with an option for two additional years at a cost not to exceed $100,000.

**FISCAL IMPACT:**  

$31,694 in current fiscal year and is available in the approved budget. Subsequent expenses will be included in the annual budget process.

**POLICY IMPLICATIONS:**  

Your Board approves transactions greater than $25,000.

**DISCUSSION:**  

In April 2005, MST implemented the Assetworks Inc. Maintenance system. The system is used to keep track of the maintenance requirements of the fleet of buses and support vehicles as well as monitoring inventory and creating work orders for bus and facilities work control. The fleet fuelling system is also covered by this agreement.

Due to the complex and proprietary nature of the system software, MST does not have the ability to retain the services of another vendor for this service, nor does it have the internal expertise to fully maintain the software. Also, with the maintenance agreement MST is eligible to receive software updates that enhance functionality at no additional cost.

Annual costs quoted by Assetworks Inc. Inc. for software and hardware maintenance are as follows:

- July 1, 2010 – June 30, 2011 $31,694
- July 1, 2011 – June 30, 2012 $33,279
- July 1, 2012 – June 30, 2013 $34,943

Approval of this item will allow staff to contract with Assetworks Inc. for maintenance of the Maintenance system for a fixed price for three years. However, MST will continue to negotiate with the vendor to ensure the best value for the second and third years is received.

PREPARED BY: ___________________________ REVIEWED BY: ___________________________

Mark Eccles Carl Sedoryk
Transition Ad-Hoc Committee
June 10, 2010
Minutes

Present: Director Armenta
Director Clark
Director Mancini
Director (ex-officio) Orozco
Pat Stephens, Soledad City Councilmember
Carl G. Sedoryk, General Manager/CEO

Absent: Director Sanchez

1. Call to order

Director Armenta called the meeting to order at 9:30 a.m.

2. Public comments not on the agenda

There were no public comments on matter not on the agenda

4. Discuss Election of Officers

Mr. Sedoryk recapped the discussion of the May 17 meeting of the Board. The Board asked the Transition Committee to provide a recommendation regarding how, if at all, should the District By-laws provide for rotation of leadership positions and an opportunity for leadership from all district members. Sedoryk discussed how the Transportation Agency of Monterey County provides for regular leadership opportunities from city representatives as county supervisors, as well as ensuring rotating leadership opportunities from members representing both Salinas Valley and Peninsula cities. Sedoryk noted that none of these practices were defined in the TAMC by-laws but were the result of guidelines and policies that the TAMC Board developed over time.

Mr. Armenta stated that it was important for there to be opportunities for all MST Board members to take on leadership roles. He acknowledged that some members may not be willing, or have the availability to take on additional responsibilities.

Ms. Stephens suggested that the Board adopt guidelines for the nominating committee to help them in the nomination process.
Ms. Orozco agreed with this suggestion and stated that while the guidelines could eventually be adopted as official Board policy, she felt that the practice adopted should not be reflected in the by-laws.

The issue was further discussed by the entire committee and the general consensus of the committee was to direct staff to develop a draft set of nominating committee guidelines that would provide some direction with regard to offering leadership opportunities to those on the board both willing and able to take on additional responsibilities, and to ensure that cities from both the Salinas Valley and Peninsula have equal opportunities to take on leadership roles on the Board.

6. Adjourn

Director Armenta adjourned the meeting at 10:00 a.m.

SUBMITTED BY: _____________________________

Carl Sedoryk
Human Resources Committee  
June 14, 2010  
Minutes  

Present: Chairman Tom Mancini, Director Karen Sharp, Director Alan Cohen, Carl Sedoryk, GM/CEO, Dave Laredo, General Counsel, L. Owens, Director of Human Resources, M. Hernandez, AGM/COO, H. Harvath, AGM, Finance & Administration, K. Halcon, Manager of Human Resources.

1. Call to order

Chairman Mancini called the meeting to order at 9:00 a.m.

2. No public comments on matters not on the agenda.

3. Lyn Owens, Director of Human Resources and Risk Management gave an update on some of the most recent activities of the Human Resources Department.

   - Labor Relations – an explanation of the arbitration “Basic Wage Guarantee” was provided to the committee with the results. The cost to settle the back pay issue is estimated at just over $30,000. There was a discussion on the language of the contract vs the past practice and how the practice came about.

   - Joint Labor Management Committee (JLMC) – The purpose of the JLMC was discussed. The topics covered with the ATU leadership included 1) funding sources for MST; 2) District Governance changes; 3) Responded to questions regarding the Taxi Authority and how it might affect MST drivers.

4. Closed Session –
   - Conference with Legal Counsel – Potential Litigation- H. Jones
   - Conference with Labor Negotiators –All Units, Amalgamated Transit Union, MST Employee Association, Confidential and Unrepresented individuals.

5. Return to Open Session – no action taken.

6. Chairman Mancini adjourned the meeting at 9:45 a.m.

SUBMITTED BY: Lyn Owens
Legislative Committee
June 21, 2010
Minutes

Present: Director Armenta
Director Clark
Carl Sedoryk, General Manager/CEO
Hunter Harvath, AICP, Assistant General Manager – Finance & Administration
Justin Malan, Ecoconsult
Remy Garderet, Innovo Energy Solutions Group, LLC
Rick Margolin, Innovo Energy Solutions Group, LLC (via telephone)

Absent: Director Downey
Director Sanchez

1. Call to order

Director Armenta called the meeting to order at 9:06 a.m. and noted that there was not a quorum present.

2. Public comment

There were no public comments on matters not on the agenda.

3. Review proposals for State Legislative Services

Director Armenta noted the presence of the prospective bidders from the Ecoconsult/Innovo group and inquired as to the status of JEA & Associates. Mr. Sedoryk responded that both prospective bidders were given late notice last week about this meeting and Mr. Arriaga was not able to change his schedule to participate. Mr. Harvath added that attendance at this meeting was not part of the Request for Proposal and was offered only as a courtesy. Mr. Arriaga’s absence will not have any impact on the recommendation of staff and should not have any impact on the decision of the MST Board of Directors to award this contract for legislative advocacy services.

Mr. Malan introduced himself and his firm, Ecoconsult Services, to the committee as he highlighted his transit-related experience, including, but not limited to, the California Natural Gas Coalition and facilitation of Green California, which is closely involved with SB 375 which includes transit components. Mr. Garderet introduced himself and his firm, Innovo energy solutions group, llc, and profiled his environmental and transit-related experiences, including involvement with Energy Independence Now, hydrogen highways, renewable/clean diesel, low carbon fuel standards, and zero emissions buses. Mr. Margolin expanded on Innovo’s track record of building
collaborative relationships around environmental issues that are closely related to transit.

Director Clark asked what MST’s “return on investment” would be if it engaged Ecoconsult/Innovo as a state legislative advocate. Mr. Malan referred to developing synergy with other groups in the environmental and public health arenas in support of increasing transit funding at the state level. Mr. Margolin indicated that the team would stress the restoration of funding streams that had been cut and identifying near- and long-term new funding opportunities.

Director Clark further asked about the ability to utilize Ecoconsult/Innovo’s expertise in the construction of the new Monterey Bay Bus Operations and Maintenance Facility, which is being designed to LEED Silver status. Mr. Malan responded with details about his involvement representing the US Green Building Coalition, green jobs initiatives, federal stimulus funding, and new oil severance tax revenues proposed to support green jobs and renewable energy.

Mr. Harvath inquired about SB 375 with regards to impacts on transit. Mr. Garderet responded that transit has often been a missing piece in the discussions on implementing this program. Mr. Sedoryk asked the group what 2 or 3 issues MST should focus on at the state level given limited time and resources. The team would propose to look at MST’s successes and look for partners to achieve successes with SB 375 and looking at future transit issues.

Director Armenta asked if the Ecoconsult/Innovo team had any direct representation of transit agencies and inquired as to what the team knew about MST and the demographics of its service area in Monterey County. Mr. Garderet responded that as a resident of Carmel Valley he was familiar with MST services and the diverse rural and dense nature of the service area as well as the socio-economic range of the ridership. However, the team had not directly represented a transit agency in the past.

4. **Discuss scope of work for state legislative advocacy services**

Mr. Harvath indicated that the scope of work would be finalized after the MST Board awarded the contract at the July 12th meeting. Mr. Armenta suggested an annual evaluation as a part of the scope of services. This evaluation could also be conducted with MST’s federal legislative advocate. Because there was no quorum, no recommendations were made or voted on.

4. **Adjourn**

Chair Armenta adjourned the meeting at 10:10 a.m.
To: Board of Directors

From: Hunter Harvath, AGM, Finance & Administration

Subject: Contract Award for State Legislative Consultant Services

RECOMMENDATIONS:

1. Award a three-year contract to JEA & Associates, Inc., for state legislative consulting services.

2. Authorize staff to extend the contract for up to two additional one-year periods.

FISCAL IMPACT:

$36,000 per year. Funding is available in FY2011 operating budget.

POLICY IMPLICATIONS:

Your Board approves all contracts of $25,000 or more.

DISCUSSION:

This procurement was issued in an effort to secure a state legislative consultant who is familiar with public government representation and experienced with various state policy and fiscal matters. To that end, MST published a Request for Proposal (RFP), which was advertised in local newspapers, mailed to a listing of fifteen potential consultants, and posted on the MST web site. Two proposals were received, one of which was from MST’s incumbent consultant, JEA & Associates.

Staff evaluated and scored the two proposals with regards to quality and price/value. The results of the scoring were as follows:

<table>
<thead>
<tr>
<th>Consulting Firm</th>
<th>Price</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>JEA &amp; Associates</td>
<td>$36,000 per year</td>
<td>91</td>
</tr>
<tr>
<td>Ecoconsult/Innovo</td>
<td>$61,500 per year</td>
<td>77</td>
</tr>
</tbody>
</table>
Subsequently, the MST Legislative Committee met on June 21, 2010, to discuss the two proposals. While attendance at the committee was not required as a part of the RFP process, representatives of the Ecoconsult/Innovo team did choose to attend and briefed the committee on their legislative advocacy experience. Nothing in their presentation acted to change the scores given to their written proposal during the staff evaluation process.

With nearly 10 years of experience as MST’s Legislative Consultant, JEA & Associates was familiar to the staff and the members of the committee. For this new contract, JEA has enlisted a partner – Capital Representation Group, Inc. – which has extensive experience representing transit agencies throughout the state and was well-reviewed during the reference check process. According to their proposal, the JEA/Capital team has the capability of working as two separate firms when necessary. This should address any conflict of interest concerns as outlined in the RFP with regards to JEA’s representation of multiple jurisdictions and agencies in Monterey County.

Therefore, it is staff’s recommendation that a three (3) year contract be awarded to JEA & Associates in the amount of $36,000 per year. Approval of this action also authorizes staff to extend the contract for up to two additional one-year periods.
To: Board of Directors

From: Ben Newman, Risk and Security Manager

Subject: Award a Contract for Security Foot Patrol Services

RECOMMENDATIONS:

1. Award a three-year contract to First Alarm Security & Patrol, Inc., of Aptos, CA in the amount of $102,310 for the first year of security foot patrol services.

2. Authorize staff to extend the contract for up to two additional one-year periods, for an amount not to exceed $209,330.

FISCAL IMPACT:

$311,640 for the first three years of services. The cost of this service is partially funded by an FTA 5307 Operating Federal grant that requires 1% of the grant amount to be expended towards the cost of security. The remainder of the cost is available in the FY 2011 budget and is projected to be available in future budget years.

POLICY IMPLICATIONS:

Your Board approves all contracts of $25,000 or more.

DISCUSSION:

MST has a continuing need for security services. Staff recommends awarding the contract to the incumbent, First Alarm Security & Foot Patrol, Inc. The service includes on-site security in a cost effective, efficient and professional manner, which properly safeguards and protects personnel and property of MST, thereby creating a safe and secure environment for MST staff and the riding public.

MST published a Request for Proposal (RFP), advertised in local newspapers, mailed to a listing of 20 potential Proposers, and posted an announcement on the MST web site inviting proposals. The RFP was published in The APTA Passenger, The Herald, Salinas Californian, and posted on the MST website. Proposers were requested to submit cost information for providing security foot patrol services.
ANALYSIS:

The value of the new contract represents no price increase over the last contract cost. Significant competition has lead to the pricing remaining flat. Quotes by First Alarm Security & Patrol, Inc. were the same as quoted in 2004. While First Alarm is not the least expensive, past performance and the important role they have played in keeping our facilities safe and secure, the pricing is competitive in this market. Therefore, staff recommends awarding a contract to First Alarm Security & Patrol, Inc.

Approval of this action also authorizes staff to extend the contract for up to two additional one-year periods if service quality remains acceptable.

<table>
<thead>
<tr>
<th>Proposer</th>
<th>Hourly Rate</th>
<th>Nearest Office</th>
<th>Total Cost</th>
<th>Total Evaluation Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Security Industries</td>
<td>$21.95</td>
<td>Santa Cruz</td>
<td>$122,920.00</td>
<td>93</td>
</tr>
<tr>
<td>First Alarm</td>
<td>$18.27</td>
<td>Salinas</td>
<td>$102,312.00</td>
<td>92</td>
</tr>
<tr>
<td>Uretsky Security</td>
<td>$19.00</td>
<td>Del Rey Oaks</td>
<td>$106,400.00</td>
<td>92</td>
</tr>
<tr>
<td>U.S. Security Associates, Inc.</td>
<td>$13.50</td>
<td>San Jose</td>
<td>$75,600.00</td>
<td>87</td>
</tr>
<tr>
<td>Cisco Security</td>
<td>$23.26</td>
<td>Rancho Santa Margarita</td>
<td>$130,256.00</td>
<td>84</td>
</tr>
<tr>
<td>Kingdom Security</td>
<td>$16.43</td>
<td>San Diego</td>
<td>$97,791.36</td>
<td>82</td>
</tr>
</tbody>
</table>

PREPARED BY: ____________________  REVIEWED BY: ____________________

Ben Newman  Carl G. Sedoryk
To: Board of Directors

From: Kathy Williams
General Accounting and Budget Manager

Subject: Award a three year contract to Vavrinek, Trine, Day, & Co., LLP (VTD) for annual financial audit services for an amount not to exceed $90,000.

RECOMMENDATION:

Award a three-year contract to Vavrinek, Trine, Day, & Co., LLP (VTD) for annual financial audit services in the amount of $90,000 for the fiscal years ending June 30, 2010 through 2012.

FISCAL IMPACT:

$30,000 funding is available in the current fiscal year budget and the approved 2011 operating budget.

POLICY IMPLICATIONS:

AB644, the enabling legislation that creates the Monterey-Salinas Transit District requires the District Board to cause a post-audit of the financial transactions and records of the district to be made at least annually by a certified public accountant. Your Board approves all procurements in excess of $25,000.

DISCUSSION:

Federal and State laws require financial audit services be performed each year by a certified public accountant. The audit covers the general purpose financial statements for the year, compliance with laws and regulations related to federal financial assistance, and a Schedule of Federal Financial Assistance. In addition, the auditor provides information and support in the preparation of the California State Controller’s Report and the Federal Transportation Administration’s National Transit Data Base Report and PTMISEA compliance.

Invitations for Proposals were sent to firms around California as well as advertised in local newspapers. Proposals were due on June 21, 2010 and we received three responses. The firms were evaluated against the following criteria:

1. Qualifications of project staff.
2. Previous experience with similar scope and nature.
3. Quality assurance & fee/cost.
4. Personal interviews to discuss the project’s alternatives and the proposer’s vision of the project, to include proposer’s ability to obtain optimum results within MST’s guidelines and best and final offer.
5. Completion of certificates, affidavits, and attachments as appropriate.

<table>
<thead>
<tr>
<th>COMPANY/LOCATION</th>
<th>COST/YEAR</th>
<th>SCORE</th>
<th>DBE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vavrinek, Trine, Day &amp; Co., San Jose, CA</td>
<td>$30,000</td>
<td>93</td>
<td>No</td>
</tr>
<tr>
<td>Hayashi &amp; Wayland Accounting, Salinas, CA</td>
<td>$46,500</td>
<td>75</td>
<td>No</td>
</tr>
<tr>
<td>Brown Armstrong, Bakersfield, CA</td>
<td>$38,820</td>
<td>76</td>
<td>No</td>
</tr>
<tr>
<td>James Marta &amp; Co., Sacramento, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charles Fedak &amp; Co., Cypress, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carlos E Soler, CPA, Sacramento, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leonard G Birnbaum, Redwood City, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hutchinson and Bloodgood, Watsonville, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macias, Gini and Co., CPA’s, Walnut Creek, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gilbert Associates Inc., Sacramento, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Snyder Accountancy, Monterey, CA</td>
<td>No response</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Staff recommends awarding the contract to VTD because significant firm-wide experience within the transit industry, history with MST, Federal Audit requirements in addition to being the lowest bidder.

PREPARED BY: __________________ APPROVED BY: __________________

Kathy Williams                          Carl G. Sedoryk
To: Board of Directors  
From: H. Harvath, Assistant General Manager – Finance & Administration  
Subject: Operating Line of Credit  

RECOMMENDATION:  

Approve a line of credit in the amount of $500,000 for operating expenditures to address short-term cash-flow difficulties.  

FISCAL IMPACT:  

Up to $500,000.  

POLICY IMPLICATIONS:  

Your Board approves expenditures exceeding $25,000.  

DISCUSSION:  

At the March 8, 2010, meeting of your Board, approval was given to accept a $2 million line of credit offered by Rabobank to act as a “bridge” between $5.5 million in secured funds for MST’s new Monterey Bay Bus Operations and Maintenance Facility and the long-term project financing. This $2 million short-term financing would keep project development moving forward in the event delays were encountered with the delivery of state Proposition IB transportation bond funds that have already been programmed for this project.  

After the $2 million line of credit was in place, staff approached Rabobank about a second, smaller line of credit in order to cover operating expenses on a short-term basis. Given the uncertainties and delays that have occurred at the local, state and federal levels with regards to transit funding, there are times – usually near the end or beginning of the fiscal year – when short-term cash flow becomes problematic. In order to address these occasional situations, staff is recommending that it secure a $500,000 line of credit with Rabobank to ensure that payroll continues to be met and bills paid. Terms for this line of credit are similar to those of the $2 million line of credit and are detailed in the attached letter.  

Attachment: Rabobank Line of Credit Expression of Interest
To: Board of Directors
From: C. Sedoryk, General Manager/CEO
Subject: Monthly Report May 2010

Attached are the most recent monthly statistics and the reports from the Administration and Operations/Maintenance Departments. Passenger boardings continue to increase.

May 2 - 5, I traveled to Cleveland to participate in the American Public Transit Association Bus Operations and Paratransit Conference. At the conference, I provided a presentation on Transit Security Technology showcasing how MST customers, employees, and the communities we serve have benefitted from our investment in safety and security technology. While at the conference, I attended sessions on labor relations, bus rapid transit, mobility management, and transit technology. The conference also included a trade show where I was able to view the latest products and technologies.

On May 18 - 19, I attended the California Transit Association Spring Legislative Conference and Lobby Day. At the conference, presentations regarding the restoration, preservation, and protection of state transit funds were made by various elected officials, staff, and transit advocates. After the conference, I had meetings with Assembly member Bill Monning, and Assembly member Ana Caballero to discuss local transit issues.

Attachment #1 – Fixed Route Bus – Monthly Boardings
Attachment #2 – Fixed Route Bus – Comparative Statistics
Attachment #3 – MST RIDES Monthly Boardings
Attachment #4 – Operations Department Report May 2010
Attachment #5 – Facilities & Maintenance Department Report May 2010
Attachment #6 – Administration Department Report May 2010

PREPARED BY: Carl G. Sedoryk
June 30, 2010

To: M. Hernandez, Assistant General Manager / C.O.O.

From: R. Weber, Director of Transportation Services

Subject: Transportation Department Monthly Report – May 2010

Cc: MST Board of Directors

FIXED ROUTE BUS OPERATIONS:

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

Preliminary boarding statistics indicate that ridership increased by 9.07% in May 2010, (363,614), as compared to May 2009, (333,371). Year to date, passenger boardings have decreased by 4.31% as compared to the same period last year.

Productivity increased from 17.5 passengers per hour (May 2009), to 18.2 PPH in May of this year.

Trolley Services:

MST Salinas Trolley: carried 1,227 passengers in May, which represents a 0.49% decrease in passenger boardings from May of 2009 (1,233).

MST Monterey Trolley: carried 4,511 passengers in May, which represents a 50.51% decrease in passenger boardings from May of 2009 (9,115). Note: Trolley operated nine (9) days in May of 2009, however, only operated three (3) days in May of this year.

MST Carmel Trolley: Carried 191 passengers in May. Note: Trolley operated only three (3) days for the month.

Supplemental / Special Services:

May 22 – 23: MST deployed lines 37, 38, and 39 for the American Le Mans series races at Laguna Seca - carrying 191 passengers during this two day event.

System Wide Statistics:

- Ridership: 363,614
- Vehicle Revenue Hours: 19,880
- Vehicle Revenue Miles: 316,163
- System Productivity: 18.2 Passengers Per Vehicle Revenue Hour
- Scheduled One-Way Trips: 30,468

Time Point Adherence: Of 115,335 total time-point crossings sampled for the month of May, the TransitMaster™ system recorded 15,168 delayed arrivals to MST’s published time-points system-wide. This denotes that 86.78% of all scheduled arrivals at published time-points were on time. (See MST Fixed-Route Bus ~ On Time Compliance Chart FY 2010.)
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 five (45) reported trips with 10 or more standees for the month of May. (*See Operations Summary report for further information*)

**Cancelled Trips:** There were a total of seven (7) cancelled trips for the month of May 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>Collision</td>
<td>1</td>
<td>0</td>
<td>14.29%</td>
</tr>
<tr>
<td>Mechanical Failure</td>
<td>1</td>
<td>0</td>
<td>14.29%</td>
</tr>
<tr>
<td>Operator Error</td>
<td>3</td>
<td>0</td>
<td>42.86%</td>
</tr>
<tr>
<td>Staffing</td>
<td>2</td>
<td>0</td>
<td>28.57%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>7</strong></td>
<td><strong>0</strong></td>
<td><strong>28.57%</strong></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 May 2009 and 2010:

<table>
<thead>
<tr>
<th>Occurrence Type</th>
<th>May-09</th>
<th>May-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collision: MST Involved</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Object Thrown @ Coach</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Passenger Conflict</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Passenger Fall</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Passenger Injury</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Employee Injury</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Near Miss</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Unreported Damage</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Occurrences</strong></td>
<td><strong>20</strong></td>
<td><strong>17</strong></td>
</tr>
</tbody>
</table>

**Other: 05/18/10** - MST participated in the triennial multi casualty incident exercise at the Monterey Peninsula Airport, transporting eight (8) passengers, (including EMS personnel), to the Community Hospital of the Monterey Peninsula.

**CONTRACTED SERVICES:**

**MST RIDES ADA / ST Paratransit Program:**

Preliminary boarding statistics for the MST RIDES program reflect that for the month of May there were 9,263 passenger boardings. This represents a 0.96% increase in passenger boardings from May of 2009, (9,175). Year to date, passenger boardings for this program have decreased by 8.39% as compared to the same period last year.
For the month of May, 84.01 % of all scheduled trips for the MST RIDES Program arrived on time, decreasing from 86.88 % in May of 2009. (See MST RIDES ~~ On Time Compliance Chart FY 2010.)

Productivity for May of this year was at 1.9 passengers per hour, which represents no change as compared to May of 2009.

RIDES Paratransit Certification Statistics:

- For the month of May, 81 applications were reviewed, resulting in 80 approvals and 1 denial. Of the approvals, 62 were new program participants, and 18 were recertifications.
- Eighty (80) program participants were marked as inactive in May.
- There are 3,926 registered / active program participants.

Other:

05/11/10: MV Transportation was involved in a preventable collision involving coaches 5046 & 9002 occurring at their operations center in Salinas. No injuries reported – total damage to both vehicles: $799.

05/22/10: KNRY Radio in Monterey held a six hour remote broadcast aboard an MST Trolley from Cannery Row.

05/25/10: MV Transportation Inc provided transportation services to local, State, and Federal law enforcement officials touring various parts of the City of Salinas assessing gang prevention measures that have been taken locally.

05/26/10: MV Transportation was involved in a minor preventable collision in coach 5043. No injuries reported – Total damage to the coach: $200.

COMMUNICATIONS CENTER:

In May, the Communications Center summoned public safety agencies on thirteen (13) 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>9</td>
</tr>
<tr>
<td>EMS</td>
<td>Injury / Medical Emergency</td>
<td>3</td>
</tr>
<tr>
<td>Fire Department</td>
<td>Fire Alarm CJW (False Alarm)</td>
<td>1</td>
</tr>
</tbody>
</table>

Robert Weber

ATTACHMENTS:

MST Trolley Service ~~ Boarding Statistics FY 2010
MST RIDES ~~ On Time Compliance FY 2010
MST RIDES ~~ Boarding Statistics FY 2010
# MST FIXED ROUTE BOARDINGS

## FY 2010 Monthly Boardings

<table>
<thead>
<tr>
<th>MONTH</th>
<th>FY 2008</th>
<th>FY 2009</th>
<th>FY 2010</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>459,413</td>
<td>467,427</td>
<td>385,052</td>
<td>-17.62%</td>
</tr>
<tr>
<td>Aug</td>
<td>475,890</td>
<td>489,290</td>
<td>420,751</td>
<td>-14.01%</td>
</tr>
<tr>
<td>Sep</td>
<td>402,787</td>
<td>425,085</td>
<td>394,189</td>
<td>-7.27%</td>
</tr>
<tr>
<td>Oct</td>
<td>410,451</td>
<td>425,723</td>
<td>376,171</td>
<td>-11.64%</td>
</tr>
<tr>
<td>Nov</td>
<td>369,866</td>
<td>354,699</td>
<td>333,974</td>
<td>-5.84%</td>
</tr>
<tr>
<td>Dec</td>
<td>326,910</td>
<td>332,080</td>
<td>308,937</td>
<td>-6.97%</td>
</tr>
<tr>
<td>Jan</td>
<td>306,691</td>
<td>297,095</td>
<td>280,327</td>
<td>-5.64%</td>
</tr>
<tr>
<td>Feb</td>
<td>337,900</td>
<td>282,949</td>
<td>303,307</td>
<td>7.19%</td>
</tr>
<tr>
<td>Mar</td>
<td>366,025</td>
<td>320,001</td>
<td>350,500</td>
<td>9.53%</td>
</tr>
<tr>
<td>April</td>
<td>383,041</td>
<td>313,695</td>
<td>350,469</td>
<td>11.72%</td>
</tr>
<tr>
<td>May</td>
<td>403,737</td>
<td>333,371</td>
<td>363,614</td>
<td>9.07%</td>
</tr>
<tr>
<td>June</td>
<td>412,863</td>
<td>358,296</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL  | 4,655,574 | 4,399,711 | 3,867,291 |            |
| YTD Avg.| 385,701   | 367,401   | 351,572   |            |
| YTD Comparison | 4,242,711 | 4,041,415 | 3,867,291 | -4.31%    |

*Boardings are inclusive of all On Call, Trolley, & Fixed Route Services*

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### MONTHLY RIDERSHIP

- FY 2008
- FY 2009
- FY 2010

9/13/2011 2:58 PM
## MST Fixed Route
### On-Time Compliance FY 2010

<table>
<thead>
<tr>
<th>Month</th>
<th>FY09 On-Time Performance</th>
<th>FY10 Time Point Count</th>
<th>FY10 Delayed Arrivals 5+ Minutes</th>
<th>FY10 On-Time Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>84.49%</td>
<td>115,333</td>
<td>16,389</td>
<td>85.79%</td>
</tr>
<tr>
<td>Aug</td>
<td>81.21%</td>
<td>113,357</td>
<td>19,367</td>
<td>82.92%</td>
</tr>
<tr>
<td>Sept</td>
<td>81.42%</td>
<td>111,421</td>
<td>17,948</td>
<td>83.89%</td>
</tr>
<tr>
<td>Oct</td>
<td>79.59%</td>
<td>118,700</td>
<td>17,918</td>
<td>84.90%</td>
</tr>
<tr>
<td>Nov</td>
<td>83.36%</td>
<td>102,927</td>
<td>13,861</td>
<td>86.53%</td>
</tr>
<tr>
<td>Dec</td>
<td>86.24%</td>
<td>110,996</td>
<td>13,479</td>
<td>87.86%</td>
</tr>
<tr>
<td>Jan</td>
<td>87.50%</td>
<td>111,629</td>
<td>10,397</td>
<td>90.69%</td>
</tr>
<tr>
<td>Feb</td>
<td>86.81%</td>
<td>106,668</td>
<td>12,636</td>
<td>88.15%</td>
</tr>
<tr>
<td>March</td>
<td>86.78%</td>
<td>123,119</td>
<td>14,635</td>
<td>88.11%</td>
</tr>
<tr>
<td>April</td>
<td>84.19%</td>
<td>119,101</td>
<td>14,972</td>
<td>87.43%</td>
</tr>
<tr>
<td>May</td>
<td><strong>84.87%</strong></td>
<td><strong>115,335</strong></td>
<td><strong>15,248</strong></td>
<td><strong>86.78%</strong></td>
</tr>
<tr>
<td>June</td>
<td>85.37%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**
- FY09: N/A
- FY10: 1,248,586
- Delayed Arrivals: 166,850
- FY10 On-Time Performance: N/A

**YTD Average**
- 84.22%
- 113,508
- 15,168
- 86.64%

---

**Graph:**

On-Time Compliance FY 2010

- **Goal:** 87%

**FY09**
- July: 84%
- August: 81%
- September: 81%
- October: 79%
- November: 83%
- December: 86%
- January: 87%
- February: 86%
- March: 86%
- April: 84%
- May: 84%
- June: 85%

**FY10**
- July: 85%
- August: 82%
- September: 83%
- October: 84%
- November: 83%
- December: 87%
- January: 90%
- February: 88%
- March: 88%
- April: 88%
- May: 86%
- June: 87%

---

P:\Administration\Office Admin\AGENDA\FY 2011\Jul 10\Fixed Route On Time compliance FY 09
### MST FIXED ROUTE BUS Program

**Comparative Statistics**

**FY 2009 - FY 2010**

<table>
<thead>
<tr>
<th>INPUT of Resources</th>
<th>OUTPUT</th>
<th>END PRODUCT</th>
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<tbody>
<tr>
<td>TOTAL EMPLOYEES</td>
<td>VEHICLE REVENUE MILES</td>
<td>VEHICLE REVENUE HOURS</td>
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<tr>
<td>JUL</td>
<td>212.5</td>
<td>236.5</td>
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<tr>
<td>AUG</td>
<td>219.5</td>
<td>232.5</td>
</tr>
<tr>
<td>SEP</td>
<td>218.5</td>
<td>237.5</td>
</tr>
<tr>
<td>OCT</td>
<td>219.5</td>
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<td>NOV</td>
<td>219.5</td>
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<tr>
<td>DEC</td>
<td>216.5</td>
<td>239.0</td>
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<td><strong>SUBTOTAL</strong></td>
<td>217.7</td>
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</tr>
<tr>
<td>JAN</td>
<td>215.5</td>
<td>239.0</td>
</tr>
<tr>
<td>FEB</td>
<td>218.5</td>
<td>237.0</td>
</tr>
<tr>
<td>MAR</td>
<td>225.5</td>
<td>238.0</td>
</tr>
<tr>
<td>APR</td>
<td>231.5</td>
<td>240.0</td>
</tr>
<tr>
<td>MAY</td>
<td>229.5</td>
<td>240.0</td>
</tr>
<tr>
<td>JUN</td>
<td>239.5</td>
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</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td>222.2</td>
<td>237.6</td>
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<table>
<thead>
<tr>
<th>Service Efficiency</th>
<th>Cost Efficiency</th>
<th>Service Effectiveness Measures</th>
<th>Cost Effectiveness</th>
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</thead>
<tbody>
<tr>
<td>VEHICLE REVENUE HRS/EMPLOYEE</td>
<td>COST/REVENUE HOUR</td>
<td>BOARDINGS/REVENUE MILE</td>
<td>BOARDINGS/REVENUE HOUR</td>
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<td>JUL</td>
<td>92.7</td>
<td>91.1</td>
<td>$101.62</td>
</tr>
<tr>
<td>AUG</td>
<td>89.0</td>
<td>90.9</td>
<td>$129.04</td>
</tr>
<tr>
<td>SEP</td>
<td>85.2</td>
<td>84.4</td>
<td>$120.19</td>
</tr>
<tr>
<td>OCT</td>
<td>88.1</td>
<td>87.2</td>
<td>$103.61</td>
</tr>
<tr>
<td>NOV</td>
<td>79.5</td>
<td>78.8</td>
<td>$108.07</td>
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<td>84.5</td>
<td>82.0</td>
<td>$96.68</td>
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<td><strong>SUBTOTAL</strong></td>
<td>86.5</td>
<td>85.7</td>
<td>$109.87</td>
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<tr>
<td>JAN</td>
<td>85.4</td>
<td>80.7</td>
<td>$138.28</td>
</tr>
<tr>
<td>FEB</td>
<td>78.2</td>
<td>75.9</td>
<td>$129.42</td>
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<td>84.7</td>
<td>86.2</td>
<td>$81.69</td>
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<tr>
<td>APR</td>
<td>80.8</td>
<td>82.4</td>
<td>$102.39</td>
</tr>
<tr>
<td>MAY</td>
<td>82.8</td>
<td>82.8</td>
<td>$92.49</td>
</tr>
<tr>
<td><em>JUN</em></td>
<td>82.4</td>
<td></td>
<td>$131.87</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>84.4</strong></td>
<td>83.8</td>
<td><strong>$111.17</strong></td>
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</tbody>
</table>

*Note - All statistics include contracted-out service.
*Preliminary data for current year.*
### MST RIDES Program

**Monthly Boardings**

<table>
<thead>
<tr>
<th>MONTH</th>
<th>FY2008</th>
<th>FY2009</th>
<th>FY2010</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>6,066</td>
<td>9,681</td>
<td>8,939</td>
<td>-7.66%</td>
</tr>
<tr>
<td>Aug</td>
<td>6,343</td>
<td>9,636</td>
<td>8,514</td>
<td>-11.64%</td>
</tr>
<tr>
<td>Sep</td>
<td>6,565</td>
<td>10,203</td>
<td>9,386</td>
<td>-8.01%</td>
</tr>
<tr>
<td>Oct</td>
<td>7,729</td>
<td>10,793</td>
<td>9,335</td>
<td>-13.51%</td>
</tr>
<tr>
<td>Nov</td>
<td>6,648</td>
<td>9,100</td>
<td>8,275</td>
<td>-9.07%</td>
</tr>
<tr>
<td>Dec</td>
<td>5,877</td>
<td>9,231</td>
<td>8,147</td>
<td>-11.74%</td>
</tr>
<tr>
<td>Jan</td>
<td>6,085</td>
<td>8,798</td>
<td>7,454</td>
<td>-15.28%</td>
</tr>
<tr>
<td>Feb</td>
<td>7,261</td>
<td>8,827</td>
<td>8,112</td>
<td>-8.10%</td>
</tr>
<tr>
<td>Mar</td>
<td>7,756</td>
<td>9,875</td>
<td>9,406</td>
<td>-4.75%</td>
</tr>
<tr>
<td>Apr</td>
<td>8,426</td>
<td>9,528</td>
<td>9,219</td>
<td>-3.24%</td>
</tr>
<tr>
<td>May</td>
<td><strong>9,882</strong></td>
<td><strong>9,175</strong></td>
<td><strong>9,263</strong></td>
<td><strong>0.96%</strong></td>
</tr>
<tr>
<td>Jun</td>
<td>9,389</td>
<td>8,983</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

| Total Ridership | 88,027 | 113,830 | 96,050 |
| YTD Average     | 7,149  | 9,532   | 8,732  |
| YTD Comparison  | 78,638 | 104,847 | 96,050 | -8.39% |

### MST RIDES MONTHLY RIDERSHIP

![Diagram showing monthly ridership for FY2008, FY2009, and FY2010]
MST RIDES
ON TIME COMPLIANCE FY - 2010

<table>
<thead>
<tr>
<th>MONTH</th>
<th>FY09</th>
<th>FY10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>82.41%</td>
<td>89.49%</td>
</tr>
<tr>
<td>Aug</td>
<td>82.31%</td>
<td>87.67%</td>
</tr>
<tr>
<td>Sept</td>
<td>82.42%</td>
<td>86.36%</td>
</tr>
<tr>
<td>Oct</td>
<td>85.28%</td>
<td>87.03%</td>
</tr>
<tr>
<td>Nov</td>
<td>89.17%</td>
<td>89.67%</td>
</tr>
<tr>
<td>Dec</td>
<td>86.48%</td>
<td>87.48%</td>
</tr>
<tr>
<td>Jan</td>
<td>87.75%</td>
<td>87.53%</td>
</tr>
<tr>
<td>Feb</td>
<td>86.42%</td>
<td>87.41%</td>
</tr>
<tr>
<td>March</td>
<td>84.42%</td>
<td>83.60%</td>
</tr>
<tr>
<td>April</td>
<td>87.87%</td>
<td>83.35%</td>
</tr>
<tr>
<td>May</td>
<td>86.88%</td>
<td>84.01%</td>
</tr>
<tr>
<td>June</td>
<td>86.98%</td>
<td></td>
</tr>
<tr>
<td>YTD Average</td>
<td>85.45%</td>
<td>86.69%</td>
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MST RIDES
On-Time Compliance FY - 2010

[Graph showing on-time compliance for each month from July to June for FY09 and FY10]
### MST RIDES Program

**Comparative Statistics**

**FY 2009 - FY 2010**

#### INPUT of Resources

<table>
<thead>
<tr>
<th>MONTH</th>
<th>TOTAL EMPLOYEES</th>
<th>OPERATING COST</th>
<th>VEHICLE REVENUE MILES</th>
<th>VEHICLE REVENUE HOURS</th>
<th>TOTAL BOARDINGS (UNLINKED TRIPS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>41.0</td>
<td>43.5</td>
<td>$188,222</td>
<td>$189,986</td>
<td>90,878</td>
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<tr>
<td>AUG</td>
<td>44.0</td>
<td>43.5</td>
<td>$192,251</td>
<td>$189,076</td>
<td>86,836</td>
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<td>42.0</td>
<td>43.5</td>
<td>$193,086</td>
<td>$200,916</td>
<td>92,619</td>
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<tr>
<td>OCT</td>
<td>42.0</td>
<td>43.5</td>
<td>$182,102</td>
<td>$211,433</td>
<td>96,516</td>
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<td>NOV</td>
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<td>39.0</td>
<td>$204,534</td>
<td>$191,324</td>
<td>84,909</td>
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<td>42.0</td>
<td>$186,395</td>
<td>$190,558</td>
<td>90,661</td>
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<td><strong>SUBTOTAL</strong></td>
<td>$1,146,591</td>
<td>$1,173,293</td>
<td>542,419</td>
<td>486,375</td>
<td>29,510</td>
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<td>JAN</td>
<td>42.0</td>
<td>39.0</td>
<td>$179,368</td>
<td>$203,430</td>
<td>87,677</td>
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<td>38.0</td>
<td>$209,101</td>
<td>$220,193</td>
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<td>41.0</td>
<td>$187,871</td>
<td>$236,480</td>
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<td>41.0</td>
<td>$204,423</td>
<td>$252,147</td>
<td>87,767</td>
</tr>
<tr>
<td>MAY</td>
<td>44.0</td>
<td>41.0</td>
<td>$193,715</td>
<td>$253,445</td>
<td>84,312</td>
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<tr>
<td>JUN</td>
<td>44.0</td>
<td>41.0</td>
<td>$180,232</td>
<td>$252,445</td>
<td>82,590</td>
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<td><strong>TOTAL</strong></td>
<td>-</td>
<td>-</td>
<td>$2,301,300</td>
<td>$2,338,988</td>
<td>1,066,952</td>
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<td><strong>AVERAGE</strong></td>
<td>42.8</td>
<td>41.4</td>
<td>$191,775</td>
<td>$212,635</td>
<td>88,913</td>
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</table>

#### Output

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<thead>
<tr>
<th>MONTH</th>
<th>VEHICLE REVENUE HR/EMPLOYEE</th>
<th>VEHICLE COST/REVENUE MILE</th>
<th>SERVICE EFFECTIVENESS MEASURES</th>
<th>COST/COST/UNLINKED TRIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>117.5</td>
<td>107.5</td>
<td>$39.06</td>
<td>$40.62</td>
</tr>
<tr>
<td>AUG</td>
<td>107.5</td>
<td>102.9</td>
<td>$40.65</td>
<td>$42.25</td>
</tr>
<tr>
<td>SEP</td>
<td>118.2</td>
<td>113.8</td>
<td>$38.88</td>
<td>$40.59</td>
</tr>
<tr>
<td>OCT</td>
<td>125.0</td>
<td>113.4</td>
<td>$34.68</td>
<td>$42.88</td>
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<tr>
<td>NOV</td>
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<td>113.6</td>
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<td>$43.17</td>
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<td>107.9</td>
<td>$37.45</td>
<td>$42.05</td>
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<td>109.8</td>
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<td>$41.93</td>
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<td>104.2</td>
<td>$36.67</td>
<td>$50.08</td>
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<td>FEB</td>
<td>108.7</td>
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<td>$44.76</td>
<td>$52.20</td>
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<td>120.9</td>
<td>119.4</td>
<td>$36.13</td>
<td>$48.30</td>
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<td>$40.93</td>
<td>$51.73</td>
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<td>$41.53</td>
<td>$52.58</td>
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<td>JUN</td>
<td>106.7</td>
<td>117.6</td>
<td>$38.40</td>
<td>$42.05</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td><strong>AVERAGE</strong></td>
<td>114.3</td>
<td>111.8</td>
<td>$39.25</td>
<td>$45.98</td>
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</table>

*Note - All statistics include contracted-out service.*

* - Preliminary Data
### MST TROLLEY - MONTEREY
**FY 2010 Monthly Boardings**

<table>
<thead>
<tr>
<th>MONTH</th>
<th>FY2008</th>
<th>FY2009</th>
<th>FY2010</th>
<th>% CHANGE</th>
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</thead>
<tbody>
<tr>
<td>Jul</td>
<td>55,989</td>
<td>43,030</td>
<td>46,544</td>
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<tr>
<td>Aug</td>
<td>50,281</td>
<td>45,115</td>
<td>45,228</td>
<td>0.25%</td>
</tr>
<tr>
<td>Sep</td>
<td>8,581</td>
<td>811</td>
<td>10,164</td>
<td>1153.27%</td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td></td>
<td>10,164</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>2,183</td>
<td>683</td>
<td></td>
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</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>7,528</td>
<td>9,115</td>
<td>4,511</td>
<td>-50.51%</td>
</tr>
<tr>
<td>Jun</td>
<td>29,810</td>
<td>34,019</td>
<td>4,511</td>
<td></td>
</tr>
</tbody>
</table>

Total Ridership: 154,372 132,773 106,447
YTD Average: 29,259 22,410 33,979
YTD Comparison: 117,034 89,639 101,936 13.72%

### MONTEREY TROLLEY MONTHLY RIDERSHIP
### MST TROLLEY - SALINAS

**FY 2010 Monthly Boardings**

<table>
<thead>
<tr>
<th>MONTH</th>
<th>FY2008</th>
<th>FY2009</th>
<th>FY2010</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>1,394</td>
<td>966</td>
<td></td>
<td>-30.70%</td>
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<tr>
<td>Aug</td>
<td>1,774</td>
<td>1,642</td>
<td></td>
<td>-7.44%</td>
</tr>
<tr>
<td>Sep</td>
<td>1,414</td>
<td>1,258</td>
<td></td>
<td>-11.03%</td>
</tr>
<tr>
<td>Oct</td>
<td>1,178</td>
<td>922</td>
<td></td>
<td>-21.73%</td>
</tr>
<tr>
<td>Nov</td>
<td>781</td>
<td>648</td>
<td></td>
<td>-17.03%</td>
</tr>
<tr>
<td>Dec</td>
<td>1,318</td>
<td>1,205</td>
<td></td>
<td>-8.57%</td>
</tr>
<tr>
<td>Jan</td>
<td>1,523</td>
<td>1,523</td>
<td></td>
<td>0.00%</td>
</tr>
<tr>
<td>Feb</td>
<td>1,610</td>
<td>1,425</td>
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<td>-11.49%</td>
</tr>
<tr>
<td>Mar</td>
<td>1,233</td>
<td>1,227</td>
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<td>-0.49%</td>
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<tr>
<td>Apr</td>
<td>1,225</td>
<td>10,816</td>
<td></td>
<td>-12.76%</td>
</tr>
</tbody>
</table>

#### Total Ridership
- FY2008: 12,225
- FY2009: 10,816
- FY2010: 12,225

#### YTD Average
- FY2008: 1,374
- FY2009: 1,199
- FY2010: 1,199

#### YTD Comparison
- FY2008: 10,992
- FY2009: 9,589
- FY2010: 10,992

---

**SALINAS TROLLEY MONTHLY RIDERSHIP**

[Graph showing monthly ridership for FY2008, FY2009, and FY2010.]
### MST TROLLEY - CARMEIL

**FY 2010 Monthly Boardings**

<table>
<thead>
<tr>
<th>MONTH</th>
<th>FY2008</th>
<th>FY2009</th>
<th>FY2010</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>871</td>
<td>1,109</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td></td>
<td></td>
<td>537</td>
<td></td>
</tr>
<tr>
<td>Sep</td>
<td></td>
<td>532</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oct</td>
<td></td>
<td>340</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td></td>
<td></td>
<td>143</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td>191</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Ridership**
- FY2008: 3,191
- FY2009: 532
- FY2010: 3,191

**YTD Average**
- FY2008: 500
- FY2009: 1,000
- FY2010: 1,500

**YTD Comparison**
- FY2008: 2,000
- FY2009: 2,500
- FY2010: 3,000

### CARMEL TROLLEY MONTHLY RIDERSHIP
Operations Summary Report

Fixed Route Services

July 2009 – May 2010
Fixed Route Operations Summary Report  
May 2010

<table>
<thead>
<tr>
<th>Service Delivered</th>
<th>Service Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ridership</td>
<td>On-time Time Points 100,087</td>
</tr>
<tr>
<td>Passengers / Vehicle Revenue Hour</td>
<td>Delayed Time Points 15,248</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>On-time Passenger Boardings 317,368</td>
</tr>
<tr>
<td>One-way Trips Scheduled</td>
<td>Percent On-time Boardings 87%</td>
</tr>
</tbody>
</table>

**Systemwide Service:**
A comparison of May 2010 to May 2009 shows an increase of 9.1% in ridership and an increase of 4.6% in revenue hours scheduled, resulting in a 4.3% increase in productivity (measured in passengers per hour). A similar comparison for the months of July to May this fiscal year versus last fiscal year shows a loss in ridership of 4.3% with a 6.9% increase in revenue hours scheduled, resulting in a decline of 10.5% in productivity.

**Seasonal Service:**
Due the variation in the number of days operated on seasonal routes this May versus last May comparisons of total ridership are misleading. In this case, average daily ridership depicts ridership trends more accurately.
Total ridership on Big Sur decreased 31% (358 vs 248) but average daily ridership in May decreased only 6% (24 vs 23). Ridership totals on the Trolley in Salinas decreased 0.5% (1,233 vs 1,227) but average daily ridership decreased 20% (77 vs 61). Trolley ridership in Monterey decreased 51% (9,115 vs 4,511) but average daily ridership increased 48% (1,013 vs 1,504). The Trolley in Carmel, which did not operate last May, carried 191 passengers.

**Supplemental Service:**
Laguna Seca routes operated May 22-23 for the American Le Mans Series races, carrying 179 passengers.

---

![Graphs and charts](image-url)
Fixed Route Operations Summary Report
May 2010

Cancelled Trips by Month - FY10 YTD

- July: 7
- August: 13
- September: 8
- October: 10
- November: 3
- December: 17
- January: 25
- February: 6
- March: 6
- April: 8
- May: 7
- June: 5

Cancelled Trips by Reason - FY10 YTD

- Mechanical Failure: 43 Trips (40%)
- Employee Error: 24 Trips (22%)
- Traffic: 18 Trips (17%)
- Other: 9 Trips (8%)
- MST Accident: 14 Trips (13%)
## Productivity by Line - May 2010

### Passengers Per Hour

<table>
<thead>
<tr>
<th>Line Description</th>
<th>Passengers Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Monterey-Pacific Grove</td>
<td>11.64</td>
</tr>
<tr>
<td>16-Monterey-Marina</td>
<td>15.11</td>
</tr>
<tr>
<td>2-Monterey-Pacific Grove</td>
<td>17.77</td>
</tr>
<tr>
<td>11-Edgewater-Carmel</td>
<td>22.33</td>
</tr>
<tr>
<td>9-Fremont-Hilby</td>
<td>29.41</td>
</tr>
<tr>
<td>41-East Alisal-Northridge</td>
<td>30.51</td>
</tr>
<tr>
<td>43-Memorial Hospital</td>
<td>29.68</td>
</tr>
<tr>
<td>10-Fremont-Ord Grove</td>
<td>32.25</td>
</tr>
<tr>
<td>42-East Alisal-Westridge</td>
<td>24.12</td>
</tr>
<tr>
<td>20-Monterey-Salinas</td>
<td>27.20</td>
</tr>
<tr>
<td>45-East Market-Creekbridge</td>
<td>17.65</td>
</tr>
<tr>
<td>49-Northridge</td>
<td>23.70</td>
</tr>
<tr>
<td>46-Natividad</td>
<td>22.81</td>
</tr>
<tr>
<td>29-Watsonville-Salinas</td>
<td>18.30</td>
</tr>
<tr>
<td>69-Cannery Row-Del Monte Center</td>
<td>19.20</td>
</tr>
<tr>
<td>5-Monterey-Carmel</td>
<td>18.03</td>
</tr>
<tr>
<td>43-Memorial Hospital</td>
<td>29.68</td>
</tr>
<tr>
<td>2-Monterey-Pacific Grove</td>
<td>17.77</td>
</tr>
<tr>
<td>45-East Market-Creekbridge</td>
<td>17.65</td>
</tr>
<tr>
<td>16-Monterey-Marina</td>
<td>15.11</td>
</tr>
<tr>
<td>28-Watsonville-Salinas</td>
<td>14.09</td>
</tr>
<tr>
<td>71-Presidio-Marina Express</td>
<td>14.09</td>
</tr>
<tr>
<td>23-Salinas-King City</td>
<td>13.88</td>
</tr>
<tr>
<td>14-Monterey-Dunes</td>
<td>13.26</td>
</tr>
<tr>
<td>72-Presidio-N Salinas Express</td>
<td>12.80</td>
</tr>
<tr>
<td>21-Monterey-Salinas</td>
<td>12.61</td>
</tr>
<tr>
<td>44-Northridge</td>
<td>12.44</td>
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<tr>
<td>7-Monterey-Carmel</td>
<td>12.13</td>
</tr>
<tr>
<td>76-Presidio-Stilwell Park Express</td>
<td>11.81</td>
</tr>
<tr>
<td>1-Monterey-Pacific Grove</td>
<td>11.64</td>
</tr>
<tr>
<td>74-Presidio-Preston Park Express</td>
<td>11.44</td>
</tr>
<tr>
<td>77-Presidio-Seaside</td>
<td>8.87</td>
</tr>
<tr>
<td>70-Presidio-La Mesa</td>
<td>8.59</td>
</tr>
<tr>
<td>MST Trolley Salinas</td>
<td>8.40</td>
</tr>
<tr>
<td>24-Carmel Valley-Grapevine Express</td>
<td>8.30</td>
</tr>
<tr>
<td>MST Trolley Carmel</td>
<td>7.96</td>
</tr>
<tr>
<td>78-Presidio-Pacific Grove</td>
<td>7.58</td>
</tr>
<tr>
<td>55-Monterey-San Jose Express</td>
<td>6.52</td>
</tr>
<tr>
<td>75-Presidio-Marshall Park Express</td>
<td>6.39</td>
</tr>
<tr>
<td>79-Presidio-San Jose Express</td>
<td>6.36</td>
</tr>
<tr>
<td>4-Carmel-Carmel Rancho</td>
<td>6.21</td>
</tr>
<tr>
<td>73-Presidio-Prunedale Express</td>
<td>5.17</td>
</tr>
<tr>
<td>12-Monterey-Dunes</td>
<td>5.15</td>
</tr>
<tr>
<td>48-East Salinas-Airport Business Center</td>
<td>5.09</td>
</tr>
<tr>
<td>68-Presidio-Salinas Express</td>
<td>4.92</td>
</tr>
<tr>
<td>MST On Call-Marina</td>
<td>4.83</td>
</tr>
<tr>
<td>27-Watsonville-Marina</td>
<td>4.16</td>
</tr>
<tr>
<td>22-Big Sur</td>
<td>3.45</td>
</tr>
<tr>
<td>8-Ryan Ranch-Edgewater</td>
<td>3.44</td>
</tr>
<tr>
<td>3-Ryan Ranch-Monterey</td>
<td>2.99</td>
</tr>
<tr>
<td>13-Ryan Ranch-Monterey</td>
<td>2.89</td>
</tr>
<tr>
<td>36, 37, 38, 39 Laguna Seca</td>
<td>1.91</td>
</tr>
</tbody>
</table>
### May 2010

Systemwide Ridership: 363,614
Systemwide Revenue Hours: 19880:05
Systemwide Revenue Miles: 316,163.6

#### Primary Routes

<table>
<thead>
<tr>
<th>Line</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-Monterey-Pacific Grove</td>
<td>8,588</td>
<td>737:35</td>
<td>7,333.9</td>
<td>11.64</td>
<td>2.4%</td>
<td>3.7%</td>
</tr>
<tr>
<td>9-Fremont-Hilby</td>
<td>27,417</td>
<td>932:09</td>
<td>10,027.5</td>
<td>29.41</td>
<td>7.5%</td>
<td>4.7%</td>
</tr>
<tr>
<td>10-Fremont-Ord Grove</td>
<td>33,460</td>
<td>1037:28</td>
<td>11,189.0</td>
<td>32.25</td>
<td>9.2%</td>
<td>5.2%</td>
</tr>
<tr>
<td>41-East Alisal-Northridge</td>
<td>46,656</td>
<td>1528:58</td>
<td>16,230.3</td>
<td>30.51</td>
<td>12.8%</td>
<td>7.7%</td>
</tr>
<tr>
<td>42-East Alisal-Westridge</td>
<td>29,711</td>
<td>1231:37</td>
<td>13,367.6</td>
<td>24.12</td>
<td>8.2%</td>
<td>6.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>145,832</td>
<td>5467:47</td>
<td>58,148.3</td>
<td>26.7</td>
<td>40.1%</td>
<td>27.5%</td>
</tr>
</tbody>
</table>

#### Local Routes

<table>
<thead>
<tr>
<th>Line</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>2-Monterey-Pacific Grove</td>
<td>14,715</td>
<td>827:56</td>
<td>11,166.7</td>
<td>17.77</td>
<td>4.0%</td>
<td>4.2%</td>
</tr>
<tr>
<td>3-Ryan Ranch-Monterey</td>
<td>462</td>
<td>154:44</td>
<td>1,868.9</td>
<td>2.99</td>
<td>0.1%</td>
<td>0.8%</td>
</tr>
<tr>
<td>4-Carmel-Carmel Rancho</td>
<td>2,433</td>
<td>391:40</td>
<td>4,032.8</td>
<td>6.21</td>
<td>0.7%</td>
<td>2.0%</td>
</tr>
<tr>
<td>5-Monterey-Carmel</td>
<td>6,513</td>
<td>361:19</td>
<td>4,310.7</td>
<td>18.03</td>
<td>1.8%</td>
<td>1.8%</td>
</tr>
<tr>
<td>7-Monterey-Carmel</td>
<td>1,973</td>
<td>162:40</td>
<td>1,904.0</td>
<td>12.13</td>
<td>0.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>8-Ryan Ranch-Edgewater</td>
<td>1,218</td>
<td>354:33</td>
<td>5,446.7</td>
<td>3.44</td>
<td>0.3%</td>
<td>1.8%</td>
</tr>
<tr>
<td>11-Edgewater-Carmel</td>
<td>13,724</td>
<td>614:39</td>
<td>9,055.9</td>
<td>22.33</td>
<td>3.8%</td>
<td>3.1%</td>
</tr>
<tr>
<td>13-Ryan Ranch-Monterey</td>
<td>635</td>
<td>220:06</td>
<td>3,565.8</td>
<td>2.89</td>
<td>0.2%</td>
<td>1.1%</td>
</tr>
<tr>
<td>16-Monterey-Marina</td>
<td>14,345</td>
<td>949:11</td>
<td>16,535.4</td>
<td>15.11</td>
<td>3.9%</td>
<td>4.8%</td>
</tr>
<tr>
<td>43-Memorial Hospital</td>
<td>9,124</td>
<td>307:25</td>
<td>3,644.0</td>
<td>29.68</td>
<td>2.5%</td>
<td>1.5%</td>
</tr>
<tr>
<td>44-Northridge</td>
<td>4,376</td>
<td>351:42</td>
<td>4,098.9</td>
<td>12.44</td>
<td>1.2%</td>
<td>1.8%</td>
</tr>
<tr>
<td>45-East Market-Creekbridge</td>
<td>7,111</td>
<td>402:55</td>
<td>6,078.7</td>
<td>17.65</td>
<td>2.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>46-Natividad</td>
<td>4,123</td>
<td>180:44</td>
<td>1,960.7</td>
<td>22.81</td>
<td>1.1%</td>
<td>0.9%</td>
</tr>
<tr>
<td>48-East Salinas-Airport Business Center</td>
<td>1,167</td>
<td>229:20</td>
<td>4,420.0</td>
<td>5.09</td>
<td>0.3%</td>
<td>1.2%</td>
</tr>
<tr>
<td>49-Northridge</td>
<td>10,238</td>
<td>432:03</td>
<td>3,064.9</td>
<td>23.70</td>
<td>2.8%</td>
<td>2.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>92,157</td>
<td>5940:57</td>
<td>81,154.1</td>
<td>15.5</td>
<td>25.3%</td>
<td>29.9%</td>
</tr>
</tbody>
</table>

#### Regional Routes

<table>
<thead>
<tr>
<th>Line</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>20-Monterey-Salinas</td>
<td>48,498</td>
<td>1782:56</td>
<td>34,312.0</td>
<td>27.20</td>
<td>13.3%</td>
<td>9.0%</td>
</tr>
<tr>
<td>21-Monterey-Salinas</td>
<td>1,551</td>
<td>123:00</td>
<td>2,040.0</td>
<td>12.61</td>
<td>0.4%</td>
<td>0.6%</td>
</tr>
<tr>
<td>23-Salinas-King City</td>
<td>15,260</td>
<td>1099:49</td>
<td>32,003.4</td>
<td>13.88</td>
<td>4.2%</td>
<td>5.5%</td>
</tr>
<tr>
<td>24-Carmel Valley-Grapevine Express</td>
<td>6,090</td>
<td>733:57</td>
<td>14,839.0</td>
<td>8.30</td>
<td>1.7%</td>
<td>3.7%</td>
</tr>
<tr>
<td>27-Watsonville-Marina</td>
<td>1,146</td>
<td>275:20</td>
<td>7,364.0</td>
<td>4.16</td>
<td>0.3%</td>
<td>1.4%</td>
</tr>
<tr>
<td>28-Watsonville-Salinas</td>
<td>10,240</td>
<td>726:40</td>
<td>19,767.5</td>
<td>14.09</td>
<td>2.8%</td>
<td>3.7%</td>
</tr>
<tr>
<td>29-Watsonville-Salinas</td>
<td>17,526</td>
<td>957:40</td>
<td>16,081.1</td>
<td>18.30</td>
<td>4.8%</td>
<td>4.8%</td>
</tr>
<tr>
<td>55-Monterey-San Jose Express</td>
<td>3,145</td>
<td>482:39</td>
<td>14,375.4</td>
<td>6.52</td>
<td>0.9%</td>
<td>2.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>103,456</td>
<td>6182:01</td>
<td>140,782.4</td>
<td>16.7</td>
<td>28.5%</td>
<td>31.1%</td>
</tr>
</tbody>
</table>
## Military Express Routes

<table>
<thead>
<tr>
<th>Line</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>12-Monterey-Dunes</td>
<td>603</td>
<td>117:00</td>
<td>2,056.0</td>
<td>5.15</td>
<td>0.2%</td>
<td>0.6%</td>
</tr>
<tr>
<td>14-Monterey-Dunes</td>
<td>981</td>
<td>74:00</td>
<td>778.0</td>
<td>13.26</td>
<td>0.3%</td>
<td>0.4%</td>
</tr>
<tr>
<td>68-Presidio-Salinas Express</td>
<td>261</td>
<td>53:00</td>
<td>984.0</td>
<td>4.92</td>
<td>0.1%</td>
<td>0.3%</td>
</tr>
<tr>
<td>69-Cannery Row-Del Monte Center</td>
<td>1,820</td>
<td>94:47</td>
<td>1,026.4</td>
<td>19.20</td>
<td>0.5%</td>
<td>0.5%</td>
</tr>
<tr>
<td>70-Presidio-La Mesa</td>
<td>567</td>
<td>66:00</td>
<td>736.0</td>
<td>8.59</td>
<td>0.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>71-Presidio-Marina Express</td>
<td>925</td>
<td>65:40</td>
<td>1,110.0</td>
<td>14.09</td>
<td>0.3%</td>
<td>0.3%</td>
</tr>
<tr>
<td>72-Presidio-N Salinas Express</td>
<td>717</td>
<td>56:00</td>
<td>1,150.0</td>
<td>12.80</td>
<td>0.2%</td>
<td>0.3%</td>
</tr>
<tr>
<td>73-Presidio-Prunedale Express</td>
<td>267</td>
<td>51:40</td>
<td>1,142.0</td>
<td>5.17</td>
<td>0.1%</td>
<td>0.3%</td>
</tr>
<tr>
<td>74-Presidio-Preston Park Express</td>
<td>1,830</td>
<td>160:00</td>
<td>2,744.0</td>
<td>11.44</td>
<td>0.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>75-Presidio-Marshall Park Express</td>
<td>1,749</td>
<td>273:45</td>
<td>4,468.8</td>
<td>6.39</td>
<td>0.5%</td>
<td>1.4%</td>
</tr>
<tr>
<td>76-Presidio-Stilwell Park Express</td>
<td>1,906</td>
<td>161:20</td>
<td>2,308.0</td>
<td>11.81</td>
<td>0.5%</td>
<td>0.8%</td>
</tr>
<tr>
<td>77-Presidio-Seaside</td>
<td>695</td>
<td>78:20</td>
<td>1,020.0</td>
<td>8.87</td>
<td>0.2%</td>
<td>0.4%</td>
</tr>
<tr>
<td>78-Presidio-Pacific Grove</td>
<td>637</td>
<td>84:00</td>
<td>1,052.0</td>
<td>7.58</td>
<td>0.2%</td>
<td>0.4%</td>
</tr>
<tr>
<td>79-Presidio-San Jose Express</td>
<td>1,227</td>
<td>193:00</td>
<td>6,522.0</td>
<td>6.36</td>
<td>0.3%</td>
<td>1.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>14,185</strong></td>
<td><strong>1528:32</strong></td>
<td><strong>27,097.2</strong></td>
<td><strong>9.3</strong></td>
<td><strong>3.9%</strong></td>
<td><strong>7.7%</strong></td>
</tr>
</tbody>
</table>

## Seasonal / Supplemental Service

<table>
<thead>
<tr>
<th>Line</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>22-Big Sur</td>
<td>248</td>
<td>71:50</td>
<td>1,772.5</td>
<td>3.45</td>
<td>0.1%</td>
<td>0.4%</td>
</tr>
<tr>
<td>36, 37, 38, 39 Laguna Seca</td>
<td>179</td>
<td>93:33</td>
<td>1,144.8</td>
<td>1.91</td>
<td>0.0%</td>
<td>0.5%</td>
</tr>
<tr>
<td>MST Trolley Monterey</td>
<td>4,511</td>
<td>88:30</td>
<td>642.0</td>
<td>50.97</td>
<td>1.2%</td>
<td>0.4%</td>
</tr>
<tr>
<td>MST Trolley Salinas</td>
<td>1,227</td>
<td>146:00</td>
<td>990.0</td>
<td>8.40</td>
<td>0.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>MST Trolley Carmel</td>
<td>191</td>
<td>24:00</td>
<td>201.3</td>
<td>7.96</td>
<td>0.1%</td>
<td>0.1%</td>
</tr>
<tr>
<td>MST On Call-Marina</td>
<td>1,628</td>
<td>336:55</td>
<td>4,231.0</td>
<td>4.83</td>
<td>0.4%</td>
<td>1.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,984</strong></td>
<td><strong>760:48</strong></td>
<td><strong>8,981.6</strong></td>
<td><strong>10.5</strong></td>
<td><strong>2.2%</strong></td>
<td><strong>3.8%</strong></td>
</tr>
</tbody>
</table>
June 30, 2010

To: Carl G. Sedoryk, General Manager/CEO
From: Michael Hernandez, Assistant General Manager/Chief Operating Officer
Subject: Monthly Maintenance Report for May 2010

This monthly report summarizes details about fuel prices and the activities of the Maintenance/Facilities Departments during the month of May 2010. Detailed statistical information is also attached.

Fuel Prices:

<table>
<thead>
<tr>
<th></th>
<th>May Low</th>
<th>May High</th>
<th>April Average</th>
<th>May Average</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diesel</td>
<td>$2.29</td>
<td>$2.67</td>
<td>$2.61</td>
<td>$2.48</td>
<td>-4.98</td>
</tr>
<tr>
<td>Gasoline</td>
<td>$2.65</td>
<td>$3.04</td>
<td>$2.86</td>
<td>$2.85</td>
<td>-0.35</td>
</tr>
</tbody>
</table>

Fleet Status:

<table>
<thead>
<tr>
<th>Road Call Rate Goal: 7,000 Miles or More</th>
<th>Miles Between Road Calls:</th>
<th>Operating Cost Per Mile:</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>15,277</td>
<td>May</td>
</tr>
<tr>
<td>Past 12 Months:</td>
<td>11,623</td>
<td>FY10 Year To Date:</td>
</tr>
</tbody>
</table>

$0.88

$0.92

Comments:

In May there were a total of 28 road calls of which 19 were maintenance related. The highest road call category was for electrical issues.

Service on commuter routes using an MCI started on May 28th. The first MCI arrived at MST in February and during the past several months in-processing efforts were underway, including the installation of security cameras, a farebox, new decaling and paint. The vehicles were also used for coach operator and maintenance staff training.

Facilities staff completed sidewalk repairs at our Monterey (TDA) operating facility. The bus yard asphalt had extensive repairs and the fire alarm was repaired at the Salinas (CJW) operating facility. Facilities staff also prepared bus stops along the Trolley route for upcoming service.

Michael Hernandez
## May 2010

### MST Operated Fixed Route Bus Fleet - Summary Information

<table>
<thead>
<tr>
<th>Active Fleet Series</th>
<th>Manufacturer Model/Year</th>
<th>Quantity</th>
<th>Engine</th>
<th>Fuel Type</th>
<th>MPG</th>
<th>Average Life To Date Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>1101 - 1121</td>
<td>Gillig - 2000</td>
<td>21</td>
<td>Cummins ISM 280 HP</td>
<td>Diesel</td>
<td>4.53</td>
<td>453,226</td>
</tr>
<tr>
<td>1122 - 1129</td>
<td>Gillig - 2003</td>
<td>8</td>
<td>Detroit DC Series 50 ERG</td>
<td>Diesel</td>
<td>4.35</td>
<td>276,181</td>
</tr>
<tr>
<td>1701 - 1712</td>
<td>Gillig Low-floor 2002</td>
<td>12</td>
<td>Cummins ISM 280 HP</td>
<td>Diesel</td>
<td>4.40</td>
<td>304,709</td>
</tr>
<tr>
<td>1713 - 1724</td>
<td>Gillig Low-floor 2003</td>
<td>12</td>
<td>Detroit DC Series 50 ERG</td>
<td>Diesel</td>
<td>4.33</td>
<td>237,033</td>
</tr>
<tr>
<td>1725 - 1729</td>
<td>Gillig Low-floor 2007</td>
<td>5</td>
<td>Detroit DC Series 50 ERG</td>
<td>Diesel</td>
<td>4.32</td>
<td>80,380</td>
</tr>
<tr>
<td>1801 - 1804</td>
<td>Gillig Suburban 2002</td>
<td>4</td>
<td>Cummins ISM 280 HP</td>
<td>Diesel</td>
<td>5.32</td>
<td>471,028</td>
</tr>
<tr>
<td>1805 - 1808</td>
<td>Gillig Suburban 2003</td>
<td>4</td>
<td>Detroit DC Series 50 ERG</td>
<td>Diesel</td>
<td>4.94</td>
<td>398,611</td>
</tr>
<tr>
<td>2001 - 2010</td>
<td>Gillig Low-floor 2007</td>
<td>10</td>
<td>Cummins ISM 280 HP</td>
<td>Diesel</td>
<td>4.60</td>
<td>105,486</td>
</tr>
</tbody>
</table>

### Historical Fleet

<table>
<thead>
<tr>
<th>Historical Fleet</th>
<th>Manufacturer Model</th>
<th>Quantity</th>
<th>Fuel Type</th>
<th>To Date Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>Fageol Twin Coach</td>
<td>1</td>
<td>Gasoline</td>
<td>N/A</td>
</tr>
<tr>
<td>93</td>
<td>GMC TGH3102</td>
<td>1</td>
<td>Gasoline</td>
<td>335,000</td>
</tr>
</tbody>
</table>

### Fuel Used

<table>
<thead>
<tr>
<th>Fuel Used</th>
<th>Revenue Diesel Fleet</th>
<th>Non-Revenue Fleet</th>
<th>Inventory Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles Traveled</td>
<td>289,318</td>
<td>33,158</td>
<td></td>
</tr>
<tr>
<td>*Gallons/ Equivalent</td>
<td>64,307</td>
<td>1,665</td>
<td>Fuel, Coolant, Lubricants $76,591.17</td>
</tr>
<tr>
<td>Average Miles/Gallon</td>
<td>4.50</td>
<td>19.91</td>
<td>Parts/ Supplies $308,276.64</td>
</tr>
<tr>
<td>Engine Oil Used (Quarts)</td>
<td>1,939</td>
<td></td>
<td>Total Value $384,867.81</td>
</tr>
<tr>
<td>Average Miles/Quart</td>
<td>149</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Repeat Road Calls

2
MILES BETWEEN MECHANICAL ROAD CALLS
May 2010 - Miles: 289,318

Fleet Wide Miles Between Roadcalls
FY09 vs. FY10 Year to Date Comparison

<table>
<thead>
<tr>
<th>Month</th>
<th>FY09</th>
<th>FY10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>15,068</td>
<td>9,884</td>
</tr>
<tr>
<td>Feb</td>
<td>10,679</td>
<td>8,714</td>
</tr>
<tr>
<td>Mar</td>
<td>19,935</td>
<td>9,195</td>
</tr>
<tr>
<td>Apr</td>
<td>9,195</td>
<td>9,263</td>
</tr>
<tr>
<td>May</td>
<td>8,714</td>
<td>9,453</td>
</tr>
<tr>
<td>June</td>
<td>9,263</td>
<td>9,707</td>
</tr>
<tr>
<td>Jul</td>
<td>9,453</td>
<td>12,790</td>
</tr>
<tr>
<td>Aug</td>
<td>9,707</td>
<td>15,227</td>
</tr>
<tr>
<td>Sep</td>
<td>12,790</td>
<td>11,810</td>
</tr>
<tr>
<td>Oct</td>
<td>15,227</td>
<td>11,402</td>
</tr>
<tr>
<td>Nov</td>
<td>11,810</td>
<td>10,821</td>
</tr>
<tr>
<td>Dec</td>
<td>11,402</td>
<td>9,560</td>
</tr>
</tbody>
</table>

Goal 7,000 Miles
* "Other" category includes: Fluid leaks, Lights, Windshield Wipers other items.

May 2010
### Fleet Cost Per Mile - May 2010

**Fleet Miles:** 289,318  
**Average Fleet Cost Per Mile:** $0.89

<table>
<thead>
<tr>
<th>Fleet Series &amp; Model Year</th>
<th>Cost Per Mile</th>
<th>Fleet Miles</th>
<th>Average Cost Per Mile</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100s (2000)</td>
<td>$0.88</td>
<td>1100s</td>
<td>$0.88 (2000)</td>
</tr>
<tr>
<td>1100s (2003)</td>
<td>$1.06</td>
<td>1100s</td>
<td>$1.06 (2003)</td>
</tr>
<tr>
<td>1700s (2002)</td>
<td>$0.77</td>
<td>1700s</td>
<td>$0.77 (2002)</td>
</tr>
<tr>
<td>1700s (2003)</td>
<td>$0.88</td>
<td>1700s</td>
<td>$0.88 (2003)</td>
</tr>
<tr>
<td>1800s (2002)</td>
<td>$0.72</td>
<td>1800s</td>
<td>$0.72 (2002)</td>
</tr>
<tr>
<td>1800s (2003)</td>
<td>$0.86</td>
<td>1800s</td>
<td>$0.86 (2003)</td>
</tr>
<tr>
<td>2000s (2007)</td>
<td>$0.90</td>
<td>2000s</td>
<td>$0.90 (2007)</td>
</tr>
</tbody>
</table>
MECHANICAL ROAD CALLS BY BUS SERIES
May 2010
Total Diesel Miles: 289,318   Roadcalls: 19

Bus Series & Model Year

<table>
<thead>
<tr>
<th>Bus Series &amp; Model Year</th>
<th>Road Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100 (00)</td>
<td>4</td>
</tr>
<tr>
<td>1100 (03)</td>
<td>2</td>
</tr>
<tr>
<td>1700 (02)</td>
<td>2</td>
</tr>
<tr>
<td>1700 (03)</td>
<td>2</td>
</tr>
<tr>
<td>1700 (07)</td>
<td>1</td>
</tr>
<tr>
<td>1800 (02)</td>
<td>0</td>
</tr>
<tr>
<td>1800 (03)</td>
<td>1</td>
</tr>
<tr>
<td>2000 (07)</td>
<td>7</td>
</tr>
</tbody>
</table>
12 Month Rolling Fuel Cost - As of May 31, 2010

DIESEL

GASOLINE

52 Week Review:
Diesel: High $2.67, Low $2.07, Average $2.32
Gasoline: High $3.03, Low $2.47, Average $2.73
B20 use: Aug 15, 2008 - Dec 18, 2008

FY 2010 Fuel Budget:
Diesel 3.10 Gallon
Gasoline $3.25 Gallon
Date: May 31, 2010

To: C. Sedoryk, General Manager/CEO

From: Lyn Owens, Director Human Resources & Risk Management; Hunter Harvath, Assistant General Manager Finance & Administration; Mark Eccles, Director Information Technology; Kathy Williams, General Accounting Manager; Tom Hicks, CTSA Manager; Danny Avina, Marketing/Customer Service Manager; Zoe Smallwood, Marketing Analyst

Subject: **Administration Department** Monthly Report May 2010

The following significant events occurred in Administration work groups for the month of May 2010:

**Human Resources**

A total employment level for May 2010 is summarized as follows:

<table>
<thead>
<tr>
<th>Positions</th>
<th>Budget FY10</th>
<th>Actual</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coach Operators / Trainees</td>
<td>127</td>
<td>131</td>
<td>4</td>
</tr>
<tr>
<td>C/O on Long Term Leave *</td>
<td>10</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Coach Operators Limited Duty</td>
<td>1</td>
<td>0</td>
<td>-1</td>
</tr>
<tr>
<td>Operations Staff</td>
<td>24</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Maintenance &amp; Facilities</td>
<td>44</td>
<td>44</td>
<td>0</td>
</tr>
<tr>
<td>Administration (Interns 2 PT)</td>
<td>22.5</td>
<td>22</td>
<td>-0.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>228.5</strong></td>
<td><strong>231</strong></td>
<td><strong>2.5</strong></td>
</tr>
</tbody>
</table>

**May Worker’s Compensation Costs**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indemnity (paid to employees)</td>
<td>$17,906</td>
</tr>
<tr>
<td>Other (includes Legal)</td>
<td>$3,8201</td>
</tr>
<tr>
<td>Medical includes Case Mgmt, UR, Rx &amp; PT</td>
<td>$32,803</td>
</tr>
<tr>
<td>TPA Administration Fee</td>
<td>$4,000</td>
</tr>
<tr>
<td>Excess Insurance</td>
<td>$4,412</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$62,943</strong></td>
</tr>
<tr>
<td><strong>Reserves</strong></td>
<td><strong>$1,216,849</strong></td>
</tr>
<tr>
<td># Ending Open Claims</td>
<td>36</td>
</tr>
<tr>
<td># Closed Claims for Current Month</td>
<td>10</td>
</tr>
</tbody>
</table>
Training

<table>
<thead>
<tr>
<th>Description</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hearing Safety-Maintenance Department Tailgate</td>
<td>21</td>
</tr>
<tr>
<td>Supervisor Employment Primer</td>
<td>5</td>
</tr>
</tbody>
</table>

Risk Management Update

May 2010

<table>
<thead>
<tr>
<th>Description</th>
<th>Preventable</th>
<th>May 2009 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>1</td>
</tr>
<tr>
<td>Bus hits object</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>

During the month of May there was 3 preventable accident and 1 non-preventable accidents.

Accident Statistics

Liability Claims Paid/Recovered – Property and Personal Injury

There was $1,831.41 recovered and no claims paid during this period.
Customer Services Update

Customer Service received 36 customer comments during the month as follows:

<table>
<thead>
<tr>
<th>Service Report Type</th>
<th>May '10</th>
<th>%</th>
<th>May '09</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Compliment</td>
<td>5</td>
<td>13.9%</td>
<td>11</td>
<td>24.4%</td>
</tr>
<tr>
<td>Service Compliment</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td>2.2%</td>
</tr>
<tr>
<td>Passed By</td>
<td>8</td>
<td>22.2%</td>
<td>5</td>
<td>11.1%</td>
</tr>
<tr>
<td>Improper Driving</td>
<td>6</td>
<td>16.7%</td>
<td>9</td>
<td>20.0%</td>
</tr>
<tr>
<td>Request To Add Service</td>
<td>4</td>
<td>11.1%</td>
<td>2</td>
<td>4.4%</td>
</tr>
<tr>
<td>Bus Stop Amenities</td>
<td>3</td>
<td>8.3%</td>
<td>2</td>
<td>4.4%</td>
</tr>
<tr>
<td>Fare / Transfer Dispute</td>
<td>3</td>
<td>8.3%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Improper Employee Conduct</td>
<td>2</td>
<td>5.6%</td>
<td>7</td>
<td>15.6%</td>
</tr>
<tr>
<td>Late Arrival</td>
<td>1</td>
<td>2.8%</td>
<td>2</td>
<td>4.4%</td>
</tr>
<tr>
<td>Inaccurate Public Information</td>
<td>1</td>
<td>2.8%</td>
<td>2</td>
<td>4.4%</td>
</tr>
<tr>
<td>No Show</td>
<td>1</td>
<td>2.8%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Early Departure</td>
<td>1</td>
<td>2.8%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Late Departure</td>
<td>1</td>
<td>2.8%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Passenger Injury</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td>2.2%</td>
</tr>
<tr>
<td>Service Schedule</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td>2.2%</td>
</tr>
<tr>
<td>Request to Reduce Service</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td>2.2%</td>
</tr>
<tr>
<td>Unsafe Conditions</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td>2.2%</td>
</tr>
<tr>
<td>Total</td>
<td>36</td>
<td>100.0%</td>
<td>45</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

“Improper Employee Conduct” reports (2) represented 5.6% of overall service reports compared to a monthly average of 14.8% for the previous twelve months.

<table>
<thead>
<tr>
<th></th>
<th>May '09</th>
<th>Jun '09</th>
<th>Jul '09</th>
<th>Aug '09</th>
<th>Sep '09</th>
<th>Oct '09</th>
<th>Nov '09</th>
<th>Dec '09</th>
<th>Jan '10</th>
<th>Feb '10</th>
<th>Mar '10</th>
<th>Apr '10</th>
<th>Monthly Avg.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>6</td>
<td>4</td>
<td>9</td>
<td>9</td>
<td>8</td>
<td>2</td>
<td>5</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>14</td>
<td>6</td>
<td>84</td>
</tr>
<tr>
<td>%</td>
<td>13.3%</td>
<td>9%</td>
<td>16%</td>
<td>24.3%</td>
<td>12.7%</td>
<td>8%</td>
<td>11.3%</td>
<td>11.7%</td>
<td>16.6%</td>
<td>11.2%</td>
<td>28.6%</td>
<td>15%</td>
<td>14.80%</td>
</tr>
</tbody>
</table>

This represents a substantial decrease from 14 reports in March ’10 (28.6%) and 6 reports in April ’10 (15%) as well as 7 reports in May ’09 (15.6%).

“Passed By” reports represented 22.2% of overall reports in May ’10. A review of these reports showed a variety of complaints on various lines. “Improper Driving Reports” (6) represented 16.7% of overall reports, which is slightly increased from the previous two months (5 for 10.2% in March ’10, 5 for 12.5% in April ’10). “Improper Driving Reports” were comprised of varied complaints including; reckless driving, running a red light, speeding, and being cut off by an MST vehicle. Of the six “Improper Driving Reports” in May ’10, 3 involved MST contracted service.

MST received five “Employee Compliment” reports in May ’10 as follows:
Passenger visiting from San Jose complimented coach operator Bob Pagan, stating, "I was very pleased by the kindness of the bus driver. He answered all my questions and was so professional, and a good driver too."

Passenger K. Jacquei Miller complimented coach operator Thomas Powell for "helping all that entered the bus and it is so nice to see that Good Customer Service still exist" and thanked MST “Thank you MST for a grand experience; it was much better than I expected: Please let the drivers know of the fine work they are doing. Oh, and the buses were nice clean and comfortable."

Passenger C.P. Chang complimented coach operator Bob Pagan, stating, "You have an outstanding driver, Bob, who drove Line 55 this morning. He faced a number of complex situations at Gilroy but he resolved them successfully and helped the passengers in need. His understandings, skills, and patience were admirable. The situations may have caused me to be slightly late in class, but not only do I not complain, I congratulate MST for having such an outstanding member in your team."

Passenger Shane M. Dallmann complimented coach operator Danny Alvarado as “one of the most courteous and friendly operators in your system... sorry to hear he’ll be changing routes in a week!

Rides passenger thanked customer service representative Laurel Smelser stating, "Laurel is patient, courteous and has wonderful telephone skills. After all the many orders Laurel has taken from me, I always get my tickets within a day."

Posted the following press releases to www.mst.org:

- MST To Operate A Sunday Schedule On Memorial Day (5/26/2010)
- MST Discontinues Temporary Cash Fare Discount (5/25/2010)
- Service Changes Go Into Effect Saturday, May 29 (5/25/2010)
- MST To Provide Free Bus Service To American Le Mans Series Monterey At Laguna Seca (5/18/2010)

Marketing and Sales Update

MST signed an advertising contract totaling $3,420 with Central Coast Pediatric Dental Group.

Published news stories include: “Monterey-Salinas Transit wins CalACT Coordination Award” (Salinas Valley Chamber of Commerce Business Journal, 5/1/10); “Man last seen Thursday at job” (KSBW.com, 5/3/10); “Monterey puts taxi service in MST’s hands” (Fort Bragg Advocate News, 5/6/10); “City joins group to regulate taxis" (The
Press releases sent include: “Free bus service to American Le Mans Series Monterey races at Laguna Seca provided by Monterey-Salinas Transit” (5/17/10); “MST discontinues temporary cash fare discount. Service changes go into effect Saturday, May 29” (5/24/10); “MST bus service on Memorial Day” (5/26/10)

Marketing activities: Scheduled promotional KNRY broadcast onboard Trolley on Cannery Row prior to service kickoff on Memorial Day weekend; met with officials from Laguna Seca to determine service levels for 2010 races; renamed all routes and descriptions for standards and consistency meeting group; attended employment law training; standards and consistency meeting to review onboard announcements; reviewed full-size signage design for Monterey Bay Bus Operations and Maintenance Center; worked on content for new website; managed vendor and group discount programs; attended Leadership Monterey Peninsula Nonprofit & Arts class day; Leadership Monterey Peninsula class of 2010 student participating in “Care for the Caregiver” team community service project in coordination with CHOMP’s Westland House hospice; ordered MST promotional products

Planning Update

During the month of May, staff attended the American Public Transit Association’s 2010 Bus and Paratransit Conference in Cleveland, Ohio. Staff continued working with our military partners at the Naval Postgraduate School and the Presidio to refine and improve services to those facilities, including services to the residential areas of the former Fort Ord. Staff met with representatives of the Monterey Jazz Foundation to explore partnership possibilities with the new Fremont/Lighthouse Bus Rapid Transit line.

As a part of a Rotary Exchange program, staff hosted a visit from a Brazilian bus company owner. Staff attended a seminar hosted by Congressman Sam Farr on economic development. Staff continued working with the Transportation Agency for Monterey County on the regional taxi study and made a presentation to a Landwatch group regarding MST’s current projects, services and initiatives. Staff continued planning efforts with representatives of Fort Hunter Liggett on extending transit service to the installation with possible connections to San Luis Obispo County at Paso Robles. Staff worked with representatives from the cities of Seaside and Salinas on bus stop
issues. Staff participated in a planning meeting for increasing interactivity and connectivity between CSUMB and Marina.

Staff continued working on the planning and entitlements of MST’s future Monterey Bay Bus Operations and Maintenance Facility. Staff continued internal efforts to develop standards and consistencies among MST’s transit signage, nomenclature and maps. Staff attended a community chamber of commerce event at Mazda Raceway-Laguna Seca. Staff met with Assemblymember Bill Monning to discuss MST’s high priority projects and met with a representative of Old Town Salinas to explore gaining better transit access to downtown from the East Alisal community. Staff attended regular meetings of TAMC, AMBAG, MCHA and the Monterey County Business Council.

**Accounting Update**

During the month of May staff was busy preparing the FY 2011 budget. Significant time was spent analyzing the financials looking for ways to reduce expenses or increase revenue in the coming years. A draft budget was presented to the Finance committee in mid-June.

Payroll and Accounts Payable staff continue to meet their weekly deadlines.

Integration with our dispatch software is almost complete which will eliminate duplicate work between communications and payroll.

**CTSA Update – May 2010**

During March, the CTSA Advisory Committee (also known as the Mobility Advisory Committee – MAC) held its bi-monthly meeting on May 12th in Castroville. Twelve of fifteen members were present. Member Teresa Sullivan, Executive Director of the Area Agency on Aging, made a presentation on the services her agency provide and the unmet needs of her constituents. The Committee expressed appreciation to Supervisor Calcagno and his staff for the use of their conference room.

The next meeting of the Committee will be on July 14th at the Monterey Mobility Management Center. Member Kate Spacher, MSW, of Interim, Inc., will make a presentation on the services Interim provides and the transportation needs of adults with mental illnesses.

Staff participated in a meeting of the Veteran Services Collaborative where the MST CTSA Manager was appointed as leader of the transportation committee. This collaborative is working to help veterans transition to civilian life by providing basic services and transportation that assist them in that process.

Staff met with parties involved in the planning of a proposed senior community in Marina to consider the transportation needs of those future residents. The MST Senior Shuttle planned for later this year under two New Freedom grants was considered for
expansion to the Marina area pending the construction of the proposed senior community.

Staff participated in several meetings with Hope Services, San Andreas Regional Center, and the parents of a cognitively disabled adult child who was recently excluded from some RIDES services due to his parents moving out of the ADA corridor. Staff will continue to work with all parties to find a resolution to this problem without violating federal law regulating the provision of paratransit services.

The staff travel trainer made presentations at the King City Senior Center, Salinas Fire House Senior Center, King City Independence Center, MST new coach operators training, and King City STEPS program; dropped off pamphlets on travel training to the Kinship Center, Monterey County Volunteer Center, and Monterey County Adult School; attended a Employment Law training; participated in the Getting Help for Children with Disabilities at Monterey County Office of Education, Family Fun Day at Sherwood Park, and the P.A.R.T.S. collaboration meeting in Gonzales.

Information Technology Update

Staff continuously monitored the TrapezeITS Transitmaster system configuration. Staff continued to monitor and configure software and hardware for the Assetworks Maintenance system. Staff continued to support and monitor the FAMIS Payroll system. Staff continued to configure data for the ongoing implementation of the GIRO DDAM Timekeeping system. Staff updated software components of MST workstations. Staff continued developing functionality of the Payroll and Customer Service databases. Staff kept the MST web page updated and made the appropriate changes as required. Staff conferred with Outside contractors regarding the proposed FJL facility IT requirements. Staff continued to support MST staff as needed, proactively ensuring MST staff were supported fully with their IT needs.
INCREASED TRANSIT SERVICE
FOR MONTEREY PENINSULA, CSUMB, AND SALINAS

Beginning this September, a new Monterrey Salinas Transit service, Line 25, will begin this fall with service running between Marina and Salinas via CSUMB. This new service will connect CSUMB with Salinas and Hartnell College with the Dunes Shopping Center and other commercial locations in Marina.

Also, beginning in March, Monterey Salinas Transit Line 20 will run 15-minute service during weekday peak periods and 30-minute Sunday service between Salinas and Monterey via Marina. Deemed an unmet transit need, this new service will provide a more frequent service between Salinas and Monterey, on the highest ridership bus route in the Monterey Salinas Transit system.

State law requires the Transportation Agency to make a finding on unmet transit needs prior to allocating state funded Local Transportation Funds to any jurisdiction for streets and roads or other eligible purposes. Monterey Salinas Transit will receive approximately $764,000 to operate the services listed above and to keep current service running. Monterey County Public works will receive $113,000 for local streets and roads.

2010 MONTEREY COUNTY BIKE WEEK

Bike Week 2010 took place May 10-16, 2010 and received a total of $16,000 in sponsorships, $12,000 in cash donations, and $4,000 in goods and services. The level of donations increased by 3% compared to 2009. There were eight separate events, eight Bike-to-Work breakfast sites, and eight Bike-to-School sites throughout the County. Nearly 2,100 people participated in the weeklong series of events. The purpose of Bike Week is to increase awareness of and support for bicycling as a nonpolluting, healthy mode of transportation.

COMMUTER RAIL EXTENSION TO SALINAS: MOVING FORWARD

Passenger rail to Monterey County is moving forward with the City of Salinas selecting a design for the Salinas Intermodal Center, submittal of the Environmental Assessment to the Federal Transit Administration, and successfully receiving $6,247,813 in state rail bond funds for right-of-way acquisition and $4,258,000 in Traffic Congestion Relief Program funds for engineering and design.

The rail service will extend commuter rail service from the bay area to Pajaro/Watsonville, Castroville, and Salinas, providing an alternative to driving on congested Highway 101. To this point, conceptual design, state and the federally required alternatives analysis are complete. Next steps for this project will be to complete the federal environmental review, finalize negotiations.
for operations, and submit the Federal Small Starts application for federal transit funds. Construction for this $110.15 million project is expected to begin in 2012 with service to the bay area beginning in 2013.

NEW MONTEREY COUNTY
BICYCLE AND PEDESTRIAN MASTER PLAN

A major part of a county’s transportation network is bicycle and pedestrian planning. The Transportation Agency was awarded a State Motor Vehicle Emission Reduction grant to prepare this master plan for a total cost of $63,720.

Last adopted in 2005, a bicycle transportation plan is updated every five years. The purpose of this project is to work with local agencies and interested individuals to formulate a comprehensive plan that will guide the planning and design of bicycle and pedestrian facilities improvements, resulting in a countywide plan that will position the local cities and the Transportation Agency for grants to finance these improvements. Completion of the master plan is expected by April 2011.

COUNTY OF MONTEREY RECEIVES
STATE TRANSPORTATION FUNDS

The Transportation Agency allocated more than $260,000 in Regional Surface Transportation Funds to the County of Monterey for the Del Monte Rehabilitation Project Phase II, which included $55,000 to the Carmel Valley Road and $214,511 to the Davis Road overlay projects. Projects eligible for Regional Surface Transportation Program funding include local street and roadway rehabilitation, local match for federal transportation funds, bike lanes, pedestrian facilities, public transit capital, and signal coordination.
TO: Carl Sedoryk  
FROM: Thomas P. Walters

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

- Contacted Congressman McGovern (D-MA) regarding support for H.R. 891, the *Commuter Benefits Equity Act*.

- Briefed Senator Feinstein’s transportation staff on MST’s Presidio of Monterey Transit Program and requested support for extension of the Transit Pass Transportation Fringe Benefits program.

- Contacted Senator Boxer’s transportation staff to request support for MST projects in the FY 2011 appropriations process and for S. 3412, the *Public Transportation Preservation Act of 2010*.

- Provided updates to MST on transportation and appropriations legislation.

- Advised on lobbying strategies and MST Federal agenda and priorities.

TPW:dwg
To: Board of Directors

From: C. Sedoryk, General Manager/CEO

Subject: State Legislative Update

RECOMMENDATION:

Receive update on State legislative activities.

FISCAL IMPACT:

None.

POLICY IMPLICATIONS:

Your Board directed staff to implement a state legislative advocacy program.

DISCUSSION:

Last week, the California State Controller’s office announced the regional allocation amounts for the $400 million statewide State Transit Assistance Program (STA) allocation, authorized as part of the "gas tax swap" budget package signed in late March by Governor Schwarzenegger. MST will receive approximately $2.6M once the Transportation Agency For Monterey County Board adopts a resolution making this allocation at their August 2010 meeting.

The California Transit Association’s transit funding protection initiative, known as the Local Taxpayer, Public Security, and Transportation Protection Act of 2010, has qualified for the November ballot and is now designated by the Secretary of State as Proposition 22. The initiative, co-sponsored by the California Transit Association, the League of California Cities, and the California Alliance for Jobs, will protect nearly $2 billion annually in public transit funding if passed in November.

The Association’s Legislative Committee recently took a "support" position on the following bills:

**AB 1104 (Monning)  Transportation: bond-funded projects: letter of no prejudice.**

Permits a regional or local agency to apply for a letter of no prejudice for specified projects regarding grade separation and railroad crossing safety improvements, which are currently prohibited from making that application.
**SB 82 (Hancock)  Community colleges: parking and transportation fees.**

Increases the ceiling that community college districts are authorized to charge students and district employees for parking and transportation costs. Any fee for transportation services would have to be approved by a vote of the students.

PREPARED BY: _____________________________

Carl G. Sedoryk
July 2, 2010

To: Carl Sedoryk

From: Hunter Harvath, Assistant General Manager – Finance & Admin.

Subject: TRIP REPORT

From May 2nd through May 5th, I attended the American Public Transportation Association (APTA) Bus and Paratransit Conference in Cleveland, Ohio. In addition to attending the APTA Legislative Committee, the Opening General Session and the Products and Services Showcase, I also attended the following topic-specific sessions:

- Partners in Mobility Management
- Listening To and Learning From the Community
- Sustainable Transit: Going Green, Going Beyond
- Transitions: Integrating Paratransit Riders with Fixed-Route Services
- Coordination and Partnership for Quality Service

Prior to the start of the conference, I participated in a site-visit to the Cleveland Regional Transit Authority (RTA) “Health Line” Bus Rapid Transit system. The Cleveland RTA CEO/General Manager Joe Calabrese hosted a tour of the BRT system which began service just over a year ago. Joining us on the tour were representatives of Wilbur Smith and Associates, the consulting firm which served as project manager for the Cleveland BRT project and is currently serving in a similar capacity for MST’s forthcoming Fremont/Lighthouse BRT project.

Hunter Harvath