

Mobility Advisory Committee
Regular Meeting Minutes
Wednesday, September 27, 2017

1. CALL TO ORDER

Vice Chair Maureen McEachen called the meeting to order at 1:06 p.m. in the conference room of the Transportation Agency of Monterey County (TAMC).

Present:

Maureen McEachen	Visiting Nurse Association
Aimee Cuda	ITN Monterey and Central Coast Senior Services
Alejandro Fernandez	Davita Dialysis
Melissa McKenzie	Carmel Foundation
Kazuko Wessendorf	Interim, Inc.
Reyna Gross	Alliance on Aging
Kurt Schake	Veterans Transition Center
Virginia Murillo	Transportation Agency for Monterey County
Diana Trapani	The Blind and Visually Impaired Center
Maria Magaña	Central Coast Center for Independent Living

Absent:

Ronn Rygg	United Way Monterey County
Laurie Crosby	Consumer
Kathleen Murray-Phillips	Monterey County Department of Social & Employment Services
Cristy Sugabo	Mobility Services Manager
Kevin Allshouse	Mobility Specialist
Claudia Valencia	Mobility Specialist/ MAC staff support
Erin Heatley	Mobility Specialist
Ruben Gomez	Mobility Specialist
Lesley VanDalen	Mobility Specialist
Lisa Rheinheimer	Director of Planning and Marketing
Beronica Carriedo	Community Relations Coordinator
Alvin Johnson	Contract Transportation Supervisor
Don Parslow	MV Interim General Manager

Public:

Sean Vienna	AMBAG
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2. CONSENT AGENDA

2.1 Minutes of the regular meeting of July 26, 2017.

Member Murillo made a motion to approve the minutes and Member Trapani seconded the motion. The motion was passed.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

None.

4. MEMBERSHIP

4.1 MST Mobility Specialist, Kevin Allshouse gave an update to the committee on Kurt Schake's membership. He stated that the committee's recommendation to the board for Mr. Schake's membership was approved by MST Board of Directors.

4.2 Member Trapani made a motion to remove Member Spacher and assign Member Wessendorf as the primary Interim, Inc. representative; the motion was seconded by Member McKenzie.

5. NEW BUSINESS

5.1 Developing a Travel Reimbursement Program

Mobility Programs Manager, Cristy Sugabo gave an overview of the Measure Q that was passed in November of 2014 in Monterey County. The 1/8 cent sales tax funding is to be used for existing transportation services for seniors, veterans, and persons with disabilities, and to create new programs. This 15 year investment plan has identified a short term and long term list of projects, and one of them is the travel reimbursement program.

Ms. Sugabo announced that there will be a 1 year pilot project for a Mileage Reimbursement Program, in which \$90,000 will be allocated for funding. This program will give participants the opportunity to select a volunteer driver to transport them to qualified trips, and MST will reimburse the participant. The goals are to provide alternative transportation for persons with disabilities, seniors, and veterans who have limited access to public transportation, and/or driving limitations. Ms. Sugabo gave the planning timeline, and she will present a draft to the November MAC meeting to obtain feedback.

5.2 Received report on the draft Measure X-Senior & Disabled Transportation Program Guidelines; and provided input on the draft guidelines

Member Murillo gave a report of the Measure X Senior and Disabled Transportation Services Program Guidelines and timeline. Measure X was passed in 2016 by Monterey County to increase transportation services for seniors and persons with disabilities. This 3/8 cent sales tax funding, has allocated \$15 million over 30 years.

Member Murrillo discussed the draft guidelines, which include Measure X policies for the use of these funds. TAMC staff proposed a multi-year programming for these funds, and also drafted a simplified application. Per Measure X policies, this program is intended to fund non-profit organizations with transportation services that serve Monterey County seniors and persons with disabilities. Transportation Agency staff recommended funding a 3-year cycle covering fiscal years 2018, 2019, and 2020. This program provides capital and operating assistance grants for projects that support mobility options for seniors and people with disabilities. The application will be reviewed and scored by a group composed of some TAMC staff, representatives from the Mobility Advisory Committee and the Excellent Transportation Oversight Committee. Member Murrillo invited everyone to provide comments and feedback.

6. REPORTS

6.1 MV Transit Report

MV General Manager, Don Parslow provided MV RIDES paratransit statistics for the new Fiscal Year 2018. He states there was a drop on the no show and late cancels trips; however, in the next upcoming months there might be an increase in trips due to the fare reduction.

Mr. Parslow stated that currently they are planning different tactic approach to driver shortage so that it does not affect the on-time performance. MV is recruiting more drivers and subcontract RIDES trips with another taxi provider.

Contract Transportation Supervisor, Alvin Johnson, mentioned that there has been a 14% increase in RIDES trips since September 2nd due in part to the fare reduction and the Salinas free zone on weekends and Holidays. On the other hand, there has not been an increase on the Special Medical Trips.

6.2 Update on MST Mobility Programs

MST Mobility Specialist, Erin Heatley provided an update on the Interactive Voice Response (IVR). IVR is a system that gives call outs the night before reminding RIDES

clients of their trips. The IVR component is currently not operational due to some technical issues, however, the web booking component is working and has since received good feedback from users. Web booking is available only in English, and the Spanish version is currently being worked on. MST has plans to notify RIDES clients of the functional PASS Web booking component through mass mailing once the Spanish version is ready to use.

Mobility Programs Manager, Cristy Sugabo explained the comparable service between fixed route and MST RIDES. As of September 2nd through August of 2018, bus lines 41, 42, 44, 45, and 49 lines are free on weekends and holidays. Any RIDES trips taken in the same service area of the line 40's are also free of charge. Further, she stated that as of September 2nd the RIDES fare was reduced to 50% from its existing fare. Tickets are available in the increments of \$.50, \$1.00, and \$2.50 denominations. Those who have the \$5.00 tickets are able to exchange them at any of the MST'S customer service locations.

Ms. Sugabo introduced Lesley Van Dalen the new Mobility Specialist for the MST Mobility Department to do community outreach and provide travel training. Moreover, she announced that MST is recruiting for a Mobility Coordinator position, and that the job description is available at mst.org.

7. SUBJECT ITEM REQUEST

A follow up on Taxi Voucher Program complaints

8. ANNOUNCEMENTS AND APPRECIATIONS

Member Magaña reminded everyone that it was National Voters Registration Day, and brought some posters to distribute to anyone that was interested in receiving.

Ms. Sugabo reminded MAC members to email Mobility Specialist/ MAC Staff support Claudia Valencia before November 15th for November agenda items.

Member Trapani announced an annual fundraising event called Country Store & Auction that will be free on Saturday, October 28, 2017.

Member Kurt and Member Gross shared some experiences and complaints that some veterans and seniors encountered with Yellow Cab drivers not accepting taxi vouchers. Mobility Specialist, Kevin Allshouse invited them to have their clients call him or fill out a customer service report.

Mobility Specialist, Erin Heatley, announced that taxi vouchers available for veterans at different locations: Veterans Transition Center, Vocational Rehabilitation Service Inc. in Marina, CSUMB and MPC Veterans Resource Center.

Member Cuda expressed congratulatory to Ms. Sugabo on her new appointment as the new Mobility Services Manager.

Member Gross announced that the Medicare Open Enrollment Period for Part C and D will open up soon.

9. ADJOURN

There being no further business, Vice Chair McEachen adjourned the meeting at 2:10 p.m.



PREPARED BY: _____
Claudia Valencia, Mobility Specialist



APPROVED BY: _____
Cristy Sugabo, Mobility Services Manager