

CTSA Advisory Committee
Regular Meeting Minutes
Wednesday, December 18, 2013

1. CALL TO ORDER

Committee Chair Andy Cook called the meeting to order at 1:07 p.m. in the conference room of the Monterey Mobility Management Center.

Present:

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| Maureen McEachen | VNA |
| Kathleen Murray-Phillips | DSES-AAA |
| Kasuko Wessendorf | Interim, Inc. (Alternate) |
| Andy Cook | TAMC Transportation Planner |
| Melissa McKenzie | Carmel Foundation |
| Genie Jimenez | Alliance on Aging (Alternate) |
| Laurie Crosby | CSUMB |
| Elizabeth Pope | CCCIL |

Excused Absent:

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|-------------------|----------------------------------|
| Nancy Budd-Garvan | ITN Monterey |
| Ronn Rygg | United Way Monterey County |
| Rena Weaver Wyant | Blind & Visually Impaired Center |

Staff:

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|----------------------|----------------------------|
| Tom Hicks | CTSA Manager |
| Cristy Sugabo | Senior Mobility Specialist |
| Georgina Bettencourt | MV Transportation |
| Beronica Carriedo | Mobility Trainer |

2. CONSENT AGENDA

2.1 Minutes of the regular meeting of September 25, 2013.

Member Kathleen Murray-Phillips made a motion to approve the amended minutes on the consent agenda, and was seconded by Genie Jimenez. The motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

4. SPECIAL PRESENTATION

4.1 Central Coast Center for Independent Living (Elizabeth Pope)

Member Elizabeth Pope introduced herself informing the committee that she is new to the area. She is employed as the Community Organizer for the Central Coast Center for Independent Living (CCCIL). Her duties include outreach to people with disabilities in the community who are willing to take action and who have the passion to advocate. Ms. Pope stated CCCIL Centers are located in the Tri-County area of Monterey, Santa Cruz, and San Benito. CCCIL Programs include Independent Living Specialists whose role is to reach out to CCCIL Communities and provide assistance to consumers who need help with applying for Medi-Cal and Social Security benefits. The Specialist also review and plan the consumer's independent living plan that can include finding housing, food preparation, and matching a consumer with a Personal Care Attendant. CCCIL Tri-County is one of the seven sites in California that offer the Traumatic Brain Injury Support Program and do so in Monterey and Santa Cruz Counties. The offices are located in the City of Salinas and in Capitola. Lastly, CCCIL also provides Employment Services Support to community consumers who are seeking employment.

4.2 CSUMB Student Capstone Project (Crystal Trujillo)

Presenter Crystal Trujillo was not present at the meeting.

5. PUBLIC HEARING

1.1 Conduct public hearing on TAMC Unmet Transit Needs.

TAMC Staff Andy Cook explained the purpose of the TAMC unmet transit needs process for Monterey County. Mr. Cook stated the unmet transit needs process is associated with sales taxes allocated to the Monterey-Salinas Transit District for public transit services. However, before allocating funding, the Agency must conduct public hearings to identify unmet transit needs before Staff can recommend adoption of a plan to the TAMC Board of Directors. The Mobility Advisory Committee has been designated by TAMC as their Social Services Transportation Advisory Council (SSTAC). The role of the committee is to identify the unmet transit needs of their clients or constituents and recommend the findings to the TAMC Board of Directors. The unmet transit needs is defined as unmet transit needs reasonable to meet if sufficient funding is available to expand service or without cutting service to existing areas. Further, Mr. Cook stated TAMC has not been able to fund unmet transit needs for a few years due to the economic recession that begun in 2008 where sales tax revenue decreased and just recently begun to recover. Staff previously proposed that the committee maintain and review a standing list of unmet transit needs to prioritize the need every

year. Moreover, the Agency accepts unmet transit needs public comments on a continuous basis, however, for consideration as part of the Agency's findings, the Agency is requesting that public comments and questionnaires on unmet transit needs be provided by January 31, 2014.

In addition, Mr. Cook informed the committee that the Agency has received a request through the unmet needs process from the following members of the public:

- 1) Residents of San Lucas, south of King City, are requesting fixed-route bus service. Staff identified the location to be outside the area of fixed-route Line 23 but that it might be served by the RIDES Program.
- 2) Residents of the Interim Transition Housing Community in Preston Park are requesting bus service in the area to the Wellness Center, operated by the Community Hospital. The request is for medical appointments purposes. Staff concluded that services can be met using the MST fixed-route Line 25 but will require transfers to another MST route. Therefore, TAMC Staff will be working with MST Staff to find an alternate route to better meet the need.

Public Comments

Ms. Jimenez stated that residents of South Monterey County San Lucas reported they would like a city bus service rather than the RIDES Program.

Ms. Kasuko stated that she thought the situation regarding unmet transit needs for Marina Interim Transitional Housing Residents had to do with the use of taxi vouchers. Ms. Kasuko asked Staff if further information was available.

Ms. Crosby asked if MST OnCall service would be included in the unmet transit needs process since that service is overcrowded with students and, therefore, there is a need for additional bus service in Marina.

Mr. Hicks commented that Spreckels and Las Palmas residents were identified in the unmet transit needs process last year by the committee.

Closed Public Comments

Mr. Cook will report back to the committee at the next meeting and present the matrix of comments received.

6) UNFINISHED BUSINESS

7) NEW BUSINESS

8) SUBJECT ITEM FOLLOW-UP

8.1 Committee requested Staff present information on MST service changes prior to public announcements.

Tom Hicks informed the committee that he talked to MST Assistant General Manager Hunter Harvath who replied he would be able to present to the committee and receive feedback before changes are finalized whenever possible.

8.2 Marina OnCall Service

Consumer Laurie Crosby expressed that the Marina MST OnCall is being used as a de facto school bus service. Ms. Crosby stated when she calls for service it is difficult to get through between the hour of 1:00 PM and 4:00 PM. She explained her experience of overcrowding students onboard the bus. She witnessed a few children standing and unable to reach for the standing strap for stability and a child fell when the bus stopped. *(Ms. Crosby's concern will be addressed by TAMC Staff through the unmet transit needs process.)*

8.3 Airbus Transportation Accessibility Information

Tom Hicks confirmed that the Monterey Airbus does not have accessible vehicles nor are they required to have them. They are referring passengers to Freedom Non-Medical Transportation Services. He stated MST is a federal funded agency and cannot compete with the Monterey Airbus, a private enterprise transporting passengers to the San Jose Airport, however, MST does offer accessible express bus service to the San Jose Diridon Station where passengers are able to transfer to an alternate transporter for the San Jose Airport.

9) SUBJECT ITEM REQUEST

9.1 MV Dispatch Issues (Laurie Crosby)

10) REPORTS

10.1 Transportation Agency for Monterey County (TAMC)

TAMC Staff Andy Cook stated he had no items to report, but he will answer any questions from committee.

10.2 ADAPTR liaison report

Member Rena Weaver Wyant was not present to report, however, on behalf of Ms. Wyant, Tom Hicks informed the committee that Lance Atencio, former MV General Manager was present to inform the subcommittee that it was his last attendance. Mr. Atencio accepted a job offer from another transportation company. Mr. Atencio introduced Ms. Georgenia Bettencourt who will be MV Interim Manager until a new general manager is hired. MST Staff Cristy Sugabo also reported that the ADAPTR subcommittee selected Coach Operator Gerome Roberts for December Employee of the Month.

10.3 MV Transit report

MV Interim Manager Georgenia Bettencourt was introduced by Tom Hicks. Thereafter, Ms. Bettencourt informed the committee that it was Mr. Atencio's last day at MV.

10.4 Monterey-Salinas Transit report

Mr. Hicks informed the committee that the MST Board of Directors approved the purchase of the Interactive Voice Response System (IVR). It will be operating in conjunction with the Trapeze software currently used for RIDES certification, dispatch, and reservation. The IVR System will have the ability to call RIDES passengers in advance of their scheduled trip to allow the opportunity to cancel the reserved ride. In addition, the IVR will also be able to contact passenger fifteen minutes in advance prior to scheduled pick up time.

Mr. Hicks informed the committee that MST Monterey Mobility Management Center/Bus Stop Shop is operating smoothly again since returning after a flooding incident and MST mandatory furlough days.

Mr. Hicks informed the committee that the Taxi Voucher Program increased in demand. Staff is receiving over fifteen hundred vouchers a month that require Staff to individually process.

Regarding the MST Taxi Lease Program, Staff have been encountering difficulty acquiring statistical and maintenance records from the participating taxi cab companies. Therefore, Staff is revising the lease and will continue to work with the companies in maintaining vehicle record keeping.

Mr. Hicks informed the committee that, in January, the MAC will return to its regular meeting schedule. January is the month that the committee will elect new officers. Mr. Hicks requested members to think about the purposes of the Mobility Advisory Committee and to consider an agenda item that each would like to include for the next meeting.

11) ANNOUNCEMENTS AND APPRECIATIONS


Member Laurie Crosby informed the committee that MV Coach Operator Michael Rolland is deceased. He drove the MST OnCall for several years. She had a pleasant experience riding on his route many times. Ms. Crosby wanted to extend her appreciation of his performance as a coach operator.

Member Melissa McKenzie informed the committee that The Carmel Foundation discontinued their transportation program of twelve years because was costing about sixty dollars per ride. The Carmel Foundation partnered with the Independent Transportation Network (ITN) for transportation and subsidized trips for about sixty-two of its members who are sixty-five years of age or older for the first year. Ms. McKenzie also wanted to state how appreciative The Carmel Foundation is for the Senior Taxi Voucher Program. The foundation distributes about six vouchers to each senior a month.

12) ADJOURN

There being no further business, Chair Andy Cook adjourned the meeting at 2:00p.m.

PREPARED BY _____
Cristy Sugabo

APPROVED BY  _____
Tom Hicks