

CTSA Advisory Committee
Regular Meeting Minutes
Wednesday, July 29, 2015

1. CALL TO ORDER

Committee Chair Rygg called the meeting to order at 1:13 p.m. in the conference room of the Monterey Mobility Management Center (3MC)

Present:

Maureen McEachen	VNA
Kasuko Wessendorf	Interim, Inc.
Ronn Rygg	United Way Monterey County
Virginia Murillo (Alternate)	TAMC
Kathleen Murray-Phillips	DSES-AAA
Laurie Crosby	CSUMB
Roberto Garcia (Alternate)	Alliance on Aging
Wes Morrill (Alternate)	MC Military & Veterans Affair

Excused Absent:

Rena Weaver Wyant	Blind & Visually Impaired Center
William (Terry) Bare	Veterans Transition Center
Melissa McKenzie	Carmel Foundation
Maria Magana	CCCIL

Staff:	Tom Hicks	CTSA Manager
	Cristy Sugabo	Senior Mobility Specialist

Guest:	Aimee Cuda	ITN
	Richard Weiner	Nelson\Nygaard Consulting
	Lisa Rheinheimer	MST
	Hunter Harvath	MST

2. CONSENT AGENDA

2.1 Minutes of the regular meeting of May 27, 2015.

Member Garcia made a motion to approve the minutes as amended and Member McEachen seconded. The motion carried unanimously.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Amiee Cuda introduced herself and stated that she is the new ITN Monterey Director with 12 years experience in non-profit management. Also, before joining ITN Monterey, she worked 4 years as the Transportation Manager for the Carmel Foundation. She expressed her interest in becoming a MAC member and replacing the former, now retired, ITN Director Nancy Budd-Garvan.

4. NEW BUSINESS

4.1 Receive update on Measure Q 15-Year Plan and provide input

Ms. Rheinheimer stated that the committee is an integral part of the Measure Q 15-Year planning process. She stated that MST hired Nelson/ Nygaard Consulting and introduced Richard Weiner, who is the consultant leading the project. She also stated that Member Murray-Phillips was involved in the selection process.

Ms. Rheinheimer stated that a Measure Q Steering Committee was formed back in June consisting of MST staff and Member McEachen. She stated that a survey went out to the public focused on the needs of seniors, persons with disability, and veterans. She stated that the committee's role is to give input regarding the needs of their constituents as well as feedback on the Measure Q plan draft to the Measure Q plan that will be presented to them at their October meeting. In November, the committee will have the opportunity to recommend the plan to the MST Board of Directors for approval at its December meeting.

Mr. Weiner stated that demographic data has been collected that specifically looks at seniors, persons with disabilities, and veterans, for the purpose of identifying population growth and to document services currently available in Monterey County. He stated there were 100 responses received from the online survey and 55 responses received in the paper form. He stated that his next focus is outreach to the targeted populations in South County and to conduct stakeholder interviews countywide. He also asked the committee for comments on potential strategies and ideas for addressing the needs of the targeted populations.

Member McEachen suggested he review previous MAC Minutes to gain information about the needs of the seniors and persons with disability.

Member Garcia stated he can host a tour of the South County area to assist with the consultant's outreach efforts.

Member Murray-Phillips stated that 8 years ago the Area on Agency Aging (AAA) conducted a survey for seniors and received 400 surveys, and then 4 years ago received 1400 surveys. She stated that the next round of surveys was released on June 30th and has since

produced some demographic information. Also, AAA will be conducting focus groups in August for South County, Castroville, Peninsula and Salinas senior residents. She stated that transportation is always one of the top needs for seniors.

Member Rygg stated that United Way also conducted its survey for the county with CSUMB. He stated that no raw data is yet available but will inquire when it may be available to the public. Access to the data was discussed and how important it is to better understand the needs of Monterey County residents. Some members will be making requests to United Way for the data.

4.2 Adjustment RIDES trip rates

Mr. Harvath distributed a handout and summarized the fixed route buses fare, and RIDES paratransit proposed fare classification changes, to get feedback from the committee. He stated that, in order to comply with ADA regulations, MST RIDES fare cannot be more than twice that of the fixed route bus base fare. The proposed fare classification changes will affect few fixed routes but require Staff to make adjustments to the RIDES fare. He stated that the effective result of the proposed changes to RIDES fare would be a fare reduction for clients traveling between 2.7 and 2.9 miles and a fare increase for clients traveling between 17.2 miles and 19.7 miles.

Member McEachen asked if a Personal Care Attendant would be able to ride free with a senior. In response, Mr. Harvath stated that a registered Personal Care Attendant would ride free.

Member Rygg asked if the regularly scheduled MAC meeting in September would impact the timeline for implementation. In response, Mr. Harvath stated that Staff anticipates that the MAC September meeting will be rescheduled for October. Subsequently, Chair Rygg proposed to change the date for September and November meetings to accommodate the Measure Q planning process and to adjust for holiday schedules in November. The committee agreed to move its September meeting to October 14th and its November meeting to November 18th.

4.3 MAC member recruitment and appointment to the Measure Q Oversight Committee.

Chair Rygg stated that he asked Wayne Johnson from the Deaf and Hard of Hearing Service Center to join the committee but, in response, Mr. Johnson is said he is unavailable but stated that he will remain as a resource for the Committee. Chair Rygg encouraged members to seek others who would be interested in joining the Committee. Member Crosby stated that she may know other CSUMB students who would be interested in joining. Also,

Member Kasuko stated she has one person in mind that would be interested and would reach out that person.

Mr. Hicks stated that Member Hart resigned from the MAC and the Measure Q Oversight Committee. Chair Rygg stated that a vacancy on the Oversight Committee will need to be filled by another member. Subsequently, the committee discussed the vacancy and Chair Rygg appointed Member Crosby.

In addition, the committee members discussed Aimee Cuda's expressed interest in membership on the MAC and agreed to recommend her for MAC membership to the MST Board of Directors.

5. UNFINISHED BUSINESS

None

6. SUBJECT ITEMS TO FOLLOW-UP

6.1 Receive report on MST analysis of TAMC "unmet need" in North Salinas

Ms. Rheinheimer stated that the Transportation Agency for Monterey County (TAMC) conducts a public hearing every year to receive input on unmet transit needs. This year TAMC received about 100 public comments and, of the comments received, only one was recognized as a potential unmet transit needs. All other comments received were determined to be unreasonable to meet or an operational issue and not truly an unmet need.

Ms. Rheinheimer stated that, after Staff reviewed the impact of operating the one potential unmet transit need, it would result in poor performance ramification on the existing Route 49 and/or would cost an additional \$200,000 to place another bus in service. Therefore, MST Staff concluded that the one potential unmet transit need is not reasonable to meet due to cost and the probable negative effect on the existing route.

Member Kasuko asked if the bus line that was going to San Juan Grade Road is no longer going to be added. In response, Ms. Rheinheimer stated that the existing bus line will remain the same.

Member McEachen asked if it is about 'on time performance'. In response, Ms. Rheinheimer stated that, to maintain on time performance, MST would need to purchase an additional bus for the route, costing about \$200,000, plus pay additional coach operators to drive it.

Member Murray-Phillips stated that this particular unmet transit need has been repeatedly addressed in the Unmet Needs process in the past. She asked, if changing on time

expectations to have more control would have a significant impact to the existing bus line. In response, Ms. Rheinheimer stated that it takes geographic balance to get the appropriate time frequency. Adding geographic distance would require adding more time, in turn, that would require an additional bus(s) to operate.

Member Garcia asked what is the marketing strategy used to involve public awareness. Member Murray-Phillips asked to add Member Garcia's question to the MAC agenda as a follow up item for next meeting.

7. SUBJECT ITEMS TO REQUEST

This item(s) will be included on a future agenda for follow-up

7.1 Member Murray-Phillips asked to add bus service marketing strategies for public awareness

8. REPORTS

No action required unless specifically noted

9.1 ADAPTR liaison report

Member Wyant, ADAPTR Liaison, was not present at the meeting

9.2 MV Transit report

Ms. Jackson stated she started her career in 1978 in Paratransit. She stated that working for MV is her 6th paratransit company across the country. She joined MV back in November. She said she came to an organization that was rightfully viewed as having a low performance standard. She stated she was acutely aware she needed to take steps to improve the operation and has done so over the last 7 months.

Ms. Jackson stated that, as of June 2015, on-time performance increased to 94.9% from 70% in previous months. She stated that other areas that were complained about previously are seldom a problem now and that her driver's and dispatcher's performance is now meeting MV standards. She also stated she received reports from VNA in Monterey and La Casa in Salinas that on-time performance was below standard. In response, Ms. Jackson assigned some of her best performing drivers to VNA in Monterey, La Casa Adult Health Care, and to the Dialysis Centers to assist with arrivals and departures.

Member Crosby asked what contributed to meeting the on-time performance standards. In response, Ms. Jackson stated that there are many factors. Teaching her staff how to make changes and keep focusing attention on problems allows her them to both solve problems and learn from them at the same time.

9.3 Monterey-Salinas Transit Mobility Report

Mr. Hicks stated the Interactive Voice Response (IVR) Project has been delayed due to the second project manager at Trapeze leaving. At this time, testing will begin in August with MST and MV staff and volunteers using a duplicated RIDES database to test the IVR upgrade. Then Phase II testing will use volunteers from the MAC, VNA Adult Daycare, and the La Casa Center on limited basis.

Mr. Hicks stated that MST and MV staff are currently developing a taxi certification curriculum to minimize customer complaints on trips provided by taxis. The curriculum will train taxi drivers to appropriately provide service to RIDES and taxi vouchers customers. Overall, it will benefit the taxi industry as well as they have competition with companies such as UBER.

Mr. Hicks stated that Staff will be adjusting the quantity of taxi vouchers being distributed beginning in July 2015. The new distribution schedule will be based upon the number of seniors residing in each of the cities where approved taxi services are provided. Taxi vouchers will be distributed to cities on a quarterly basis.

9. ANNOUNCEMENTS AND APPRECIATIONS

10. ADJOURN

There being no further business, Chair Rygg adjourned the meeting at 2:30p.m.



PREPARED BY: _____

Cristy Sugabo



APPROVED BY: _____

Tom Hicks