

**CTSA Advisory Committee**  
Regular Meeting Minutes  
Wednesday, November 18, 2015

**1. CALL TO ORDER**

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

**Present:**

Maureen McEachen	VNA
Kasuko Wessendorf	Interim, Inc.
Ronn Rygg	United Way Monterey County
Virginia Murillo (Alternate)	TAMC
Kathleen Murray-Phillips	DSES-AAA
Edwin Marticorena (Alternate)	Veterans Transition Center
Melissa McKenzie	Carmel Foundation
Maria Magana	CCCIL
Aimee Cuda	ITN

**Excused Absent:**

George Dixon	Monterey County Military & Veterans Affair
Teresa Sullivan	Alliance on Aging
Roberto Garcia	Public- Veterans Representative
Laurie Crosby	Consumer

<b>Staff:</b>	Tom Hicks	CTSA Manager
	Cristy Sugabo	Senior Mobility Specialist

<b>Guest:</b>	Richard Weiner	Nelson\Nygaard Consulting
	Lisa Rheinheimer	MST
	Alvin Johnson	MST

## **2. CONSENT AGENDA**

2.1 Minutes of the regular meeting of October 14, 2015.

**Member Cuda made a motion to approve the minutes and Member McEachen seconded the motion. The motion carried unanimously.**

**Member Wessendorf entered the meeting at 1:05p.m**

## **3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA**

None

## **4. PUBLIC HEARING**

None Scheduled

## **5. UNFINISHED BUSINESS**

5.1 Receive Measure Q planning update and review initial draft project list

Ms. Rheinheimer distributed a handout and summarized the timeline of the Measure Q planning efforts leading to a project draft plan. She stated in November 2014 the public passed a 1/8-cent local sales tax dedicated to transportation for seniors, veterans and people with disabilities. The State started collecting Measure Q money in April and MST started receiving the revenue in mid-July. The first full year of collection is from July 1, 2015 to June 30, 2016.

Ms. Rheinheimer stated in February the MST Board directed staff to put together a 15-year plan and subsequently MST hired Nelson/Nygaard Consulting to assist with the planning efforts. In June, a planning steering committee was created and started conducting a community survey which received 187 responses. Then, the planning committee conducted stakeholder interviews in July and reached out to the Mobility Advisory Committee to get additional feedback. Lastly, in October, the planning committee prioritized the list of projects through the steering committee. She stated the list of projects will be included in the draft plan and presented to the MST Board of Directors in January.

Ms. Rheinheimer stated, to comply with the Measure Q Ordinance, projects were separated in two categories: (1) preserving existing transit services and (2) new services and projects. She stated there are currently 8 existing services to protect: capital needs, technology needs, paratransit and special transportation services, senior and veteran-focused shuttles, taxi vouchers, improvements to bus stops utilized by seniors and people with

disabilities, mobility department staffing and facilities, and establishment of a reserve fund. Further, she stated that the new projects are: MST Navigator incentive program, flex voucher program, free annual bus passes for select veterans, veterans-helping-veterans program, volunteer driver reimbursement program, and paratransit emergency response system (software).

Mr. Weiner of Nelson/Nygaard stated a methodology was developed to prioritize the list of projects using four broad categories: (1) community needs, (2) transportation benefits, (3) financial cost effectiveness, and (4) implementation opportunities and hurdles. Then the planning committee ranked the projects based on a tiered scoring system. He also stated four additional projects that were not included in the 5-year plan were assigned to the long term list of projects: (1) expand the taxi voucher program to veterans, (2) paratransit electronic pay system, (3) expanded out-of-county medical trips, and (4) a grant program to support other social service transportation providers in the County.

Member Kasuko stated bus shelters are important to passengers who are waiting during inclement weather. In response, Ms. Rheinheimer stated, separate from Measure Q funds, MST received a grant for bus shelters and is planning on placing shelters at bus stops with a minimum of 5,000 passengers boarding a year. She also stated there are additional challenges including obtaining *right of way* as well as meeting ADA compliance assessment beforehand.

Member Murrillio asked if the services and expenditures will be allocated using a formula based upon the percentage of revenue-by-location; e.g., by city, supervisorial district, etc. In response, Ms. Rheinheimer stated that it will be on a needs base.

Member Rygg asked if there are services specifically dedicated to South County. In response, Ms. Rheinheimer stated that the existing MST ADA Paratransit service is currently operating in South County, as well as the On Call service, and a taxi voucher-type program has the potential to be established for these residents.

Member Edwin Marticorena asked if the taxi vouchers are available to veterans. In response, Ms. Rheinheimer stated yes, as part of the long term projects list.

Member Rygg asked if stipend means volunteers receiving cash value to motivate participation in the program and, if so, would the volunteer be considered a regular employee. In response, Mr. Weiner stated that the stipend incentive is for travel cost such as to and from senior centers or locations outside bus services. Also, Member Kasuko stated that gas reimbursement is ideal especially for someone who is a student. In response, Mr. Weiner stated that the monthly bus pass is not sufficient to incentivize student volunteers who already receive a pass through their college. Further, Member Marticorena asked if the stipend is in a form of a gift card would that still be considered cash. In response, Chair Rygg stated that it is cash.

Member Cuda stated all ITN participants must first have to become a member before using the service and that ITN is in contract with Aspire Healthcare who is in the business of doing a flex service.

Member Rygg stated there are veterans who are seniors and/or disabled as well as veterans that do not fall in these categories. The services dedicated to veterans should address criteria. In response, Ms. Rheinheimer stated that the Ordinance states only veterans and does not give qualification or structure to be able to create a criteria. Also she stated that, starting in December, MST is offering veterans a 50% discount on fixed-route services. To receive the discount, a veteran must present a valid veteran identification card to any MST Customer Service Office and in return will be issued a courtesy card.

Member Rygg stated that the paratransit emergency response module is a great idea. He is aware that Monterey County has not experienced catastrophic events such as Hurricane Katrina, however, if such events were to occur in the San Francisco area, Monterey County will be directly affected. Member McKenzie asked if funding is available outside Measure Q. In response, Ms. Rheinheimer stated that, according MST Director of Transportation Robert Weber, other funding is not currently available and the project is relatively low cost.

Member Cuda stated she gets questions about the out-of-county medical transportation service and needs information. In response, Ms. Rheinheimer provided her details of the service including fare information.

Member Murillo stated she concurs with the long term idea of community grants. The grants would help health clinic patients in need of bus passes and programs like Rancho Cielo that need of transportation assistance. In response, Ms. Rheinheimer stated that the projects mentioned are set to be implemented in 5 years but nothing in the plan restricts taking long term projects and implementing them earlier.

## **6. NEW BUSINESS**

### **6.1 Revise Unmet Transit Needs Process**

Ms. Murillo stated that the Transportation Development Act (TDA) was enacted to improve public transit services and to encourage regional transportation coordination. The Local Transportation Fund (LTF) is one of the Act's major funding sources and is derived from a ¼-cent sales tax collected in Monterey County. The Transportation Agency for Monterey County (TAMC), who administers the LTF, conducts public hearings and solicits public comments to identify unmet transit needs. In the past, TAMC allocated TDA funds to local streets and roads projects after the unmet transit needs process had been completed. She stated that the current process requires some revisions since there is now only one public transit provider (MST) in the county and that all LTF funds are allocated to transit and none to

local streets and roads projects. The current process evaluates comments based on a definition adopted in 2001.

The new proposed unmet transit needs process will solicit public input and hold public hearings at the Mobility Advisory Committee and at TAMC Board meeting(s). The received comments will then be placed in three categories: (1) transit service improvements, (2) transit service expansion, and (3) capital improvement projects. These comments will then be evaluated based on the time frame in which these needs might be met, and then as either short term or long term improvements. Subsequently, Ms. Murrillo asked for a motion to approve the updated unmet transit needs process, which will then be incorporated into the Mobility Advisory Committee bylaws when approved by the MST Board of Directors, and finally adopted by the Transportation Agency Board of Directors.

**Member McKenzie made the motion to recommend approval of the updated Unmet Transit Needs process to the Monterey-Salinas Transit Board for amendment into the Mobility Advisory Committee bylaws, and adoption of the new process by the Transportation Agency of Monterey County Board. Member Cuda seconded the motion, and the motion carried unanimously.**

## **7. SUBJECT ITEMS TO FOLLOW-UP**

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

### **7.1 Re-evaluating and/or alternate routes for efficient travel on Senior Shuttle route**

Mr. Hicks stated that the senior shuttle routes and schedules are based upon the stated travel needs of seniors interviewed during several public outreach meetings, including service to the Carmel Foundation. He stated the purpose of the senior shuttle was to prevent seniors from being isolated due to lack of transportation and to give them access to the entire MST bus system.

Ms. Rheinheimer stated that the Mobility Department has done a great job doing senior outreach, however, the issue in our area is residents are confined based on geography. Due to funding constraints, MST can only do minimal service, using only one bus operating line 91 and 92. She asked that, if anyone is interested in follow up, MST will review potential route changes in the late spring to summer schedule update but to keep in mind that such changes will require additional cost for additional buses and drivers.

### **7.2 MST's website accessibility**

Ms. Rheinheimer stated that MST staff met with the contracted graphic and website designers to discuss the issue of MST's website accessibility features. She stated the issue is technically difficult and will require reformatting and reprogramming the existing site. At this time, she does not have a date when the project will be completed.

## **8. SUBJECT ITEMS TO REQUEST**

8.1 Receive update on taxi voucher distribution sites (Tom Hicks)

## **9. REPORTS**

*No action required unless specifically noted*

9.1 MV Transit Report

Ms. Rheinheimer introduced Alvin Johnson and stated Mr. Johnson was previously employed with MST as a Road Supervisor and since been promoted to the newly created Contract Manager position, overseeing the MST contract and operations with MV. Mr. Johnson stated he started his career at MST as a coach operator and was later promoted to a Road Supervisor. He is excited about his new role and is currently learning a lot about the paratransit side of the contract.

9.2 Monterey-Salinas Transit Mobility Report

Mr. Hicks stated that MST is developing a taxi driver certification program to minimize customer complaints on trips provided by taxis through both RIDES and Taxi Voucher Program. He stated this training is a joint effort with MV Transportation and anticipates training will start in the first quarter of 2016.

Mr. Hicks stated the online RIDES booking website is now in the testing phase. Also, the testing for the IVR telephone module will start in December or January. The IVR telephone module allows customers to make or cancel reservation as well as calls them the night before to remind them of their scheduled trip. MST staff will start testing this module in December or January. He stated the IVR module will also call customers ten minutes prior to pick up on the day of their trip, however, this function will only apply to RIDES dispatched vehicles operated by MV and not taxis dispatched by RIDES. He stated staff anticipates the project will start in the first or second quarter of 2016.

## **10. ANNOUNCEMENT AND APPRECIATION**

Chair Rygg stated that Member Wyant resigned from the committee due to family health issues. Ms. Rheinheimer stated that the committee should consider giving Member Wyant a recognition of appreciation award for her contribution.

## **11. ADJOURN**

There being no further business, Chair Rygg adjourned the meeting at 2:35p.m.



PREPARED BY: \_\_\_\_\_  
Cristy Sugabo



APPROVED BY: \_\_\_\_\_  
Tom Hicks