

MOBILITY ADVISORY COMMITTEE

Frank J. Lichtanski Administrative Building
19 Upper Ragsdale Dr., Suite 100, Monterey 93940

MINUTES

Wednesday, November 29, 2017

1. CALL TO ORDER

1.1 Roll Call.

Chair Ronn Rygg called the meeting to order at 1:02 p.m. in the Monterey-Salinas Transit Board of Directors Chamber (MST).

Present:

Ronn Rygg	United Way Monterey County
Maureen McEachen	Visiting Nurse Association
Kathleen Murray-Phillips	Monterey County Department of Social & Employment Services
Kazuko Wessendorf	Interim, Inc.
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:

Laurie Crosby	Consumer
Alejandro Fernandez	Davita Dialysis
Reyna Gross	Alliance on Aging
Aimee Cuda	ITN Monterey and Central Coast Senior Services
Melissa McKenzie	Carmel Foundation

Staff:

Carl Sedoryk	General Manager/ CEO
Cristy Sugabo	Mobility Services Manager
Kevin Allshouse	Mobility Specialist
Claudia Valencia	Mobility Specialist
Erin Heatley	Mobility Specialist
Lesley van Dalen	Mobility Specialist
Lisa Rheinheimer	Director of Planning and Marketing
Beronica Carriedo	Community Relations Coordinator
Deanna Smith	Compliance Analyst
Alvin Johnson	Contract Transportation Supervisor

Public:

Don Parslow
Sean Vienna
J.R

MV Interim General Manager
AMBAG
Humble Beginnings

2. CONSENT AGENDA

2.1 Minutes of the regular meeting on September 27, 2017.

Chair Rygg called for a motion to amend the Minutes to insert the word *Staff* to agenda item 1. Member McEachen made a motion to approve the amended Minutes and Member Schake seconded the motion. The motion was passed.

Member Murray-Phillips abstained from voting.

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

None.

4. MEMBERSHIP

4.1 Receive reminder for election of officers January 2018

Chair Rygg reminded the committee that election of officers will be held on January 2018.

4.2 Receive announcement of vacancies

Chair Rygg announced the need for membership solicitation due to membership vacancies. Currently there are thirteen members, and two vacancies.

5. NEW BUSINESS

5.1 Receive presentation on the MST Reimbursement Pilot Program

Mobility Programs Manager Cristy Sugabo presented an update on the MST Reimbursement Pilot Program. She stated the program is for persons with disabilities, seniors, and Veterans who reside in isolated communities within Monterey County that otherwise have no other public transportation options.

The program will allow participants to identify volunteer driver(s) using privately owned vehicles to provide them transportation. MST will reimburse the participants forty cents (\$.40) per mile up to 250 miles per month to compensate the volunteer driver(s).

There are no restrictions on trip purpose for this program and participation is based on eligibility. MST's marketing campaign will begin in January 2018 to introduce the new pilot program.

Member Murray-Phillips asked how to identify the targeted areas and Ms. Sugabo stated that a map parameter of Monterey County will be used to identify the isolated areas.

Member Schake asked what determines a Veteran status and Ms. Sugabo stated that the same qualification criteria for MST's Courtesy Card Program will be used to determine eligibility.

Member Murray-Phillips asked how the .40 cents per mile was determined and Ms. Sugabo stated that MST staff researched similar programs from two other transit properties: OMNI Trans TREPS Program, Marin County Star Program, and the benefits from existing MST programs for seniors, persons with disabilities, and Veterans.

Member Murray-Phillips asked how MST determines senior age as 65 years and older and stated that there are different definition age for seniors, some programs identify senior age as 60 and older. In response, Mr. Sedoryk, MST General Manager/CEO stated that in the beginning, mobility programs received Federal grant funding that stipulate the senior age as 65 and older, but currently the mobility programs are mainly funded by Measure Q.

Member Murray-Phillips made a motion to recommend that MST staff research if there are any restrictions to lowering the senior age to either 60 or 55 for MST mobility programs. Member McEachen seconded the motion. The motion passed unanimously.

5.2 Measure X-Senior & Disabled Transportation Program

a. Received report on the draft Measure X-Senior & Disabled Transportation Program Guidelines.

Member Murillo gave an update report of the Measure X Senior and Disabled Transportation Services Program Guidelines. The program will fund non-profit agencies with transportation services that serve Monterey County seniors and people with disabilities. They will allocate \$500,000 per year in funding. The first round of funding will be for a 3-year call for projects to be used for funding Capital Projects or supporting programs. Application is due at noon on Friday, December 12th 2017.

b. Nominate up to three members of the MST Mobility Advisory Committee to serve on the TAMC Measure X-Senior & Disabled Transportation Program Grant Application Review Committee.

Member Murillo stated that as part of the application review process, a review committee will be composed of 3 members of the Mobility Advisory Committee and 3

members from the Measure X committee. Member Murray-Phillips, Member McEachen, and Chair Rygg volunteered to serve on the review committee. Ms. Sugabo volunteered to be an alternate.

6. SUBJECT ITEM FOLLOW-UP

6.1 Taxi Voucher Program complaints

Mobility Specialist Kevin Allshouse stated that he received feedback from committee members that some customers were not being served by the voucher program. In response, a flyer that provides program overview to include: how the program works, list of participating taxicab companies, contact information, and Taxi ADA certification Training (TACT) information have since been provided to the participating voucher distribution sites for their customers. Staff also prepared a short survey for customers to get their overall feedback of the program.

Moreover, Mr. Allshouse mentioned that the Yellow Cab Company currently has six (6) Taxi ADA Certification Training (TACT) certified drivers in Salinas, and Green Cab has two (2); the total number of certified drivers is not adequate to serve the City of Salinas. MST staff recently met with the Yellow Cab Company and was informed that they recently recruited three (3) new drivers.

Member Schake recognized Mr. Allshouse outreach efforts and stated that there have been zero complaints from Veterans, since last meeting.

7. REPORTS

7.1 MV Transit Report

MV General Manager Don Parslow provided statistical report on RIDES paratransit service delivery. He stated that RIDES on-time performance declined significantly in the months of September and October. The RIDES half fare reduction, MST's Salinas free zone on weekends and holidays, and MV's driver shortage may have contributed to the decline. To increase drivers, MV subcontract RIDES trips to Central Coast Taxi Cab Company and formed an agreement with Michael's Transportation provider to subcontract drivers on an interim basis. MV also initiated incentive program for employee referrals, and initial sign-on bonuses for new drivers

Lastly, Mr. Parslow stated that MV set a new record of miles travelled last month with almost 10,000 miles showing significant increase in ridership.

7.2 Update on MST Mobility Programs

Ms. Sugabo distributed copies of the travel training recruitment flyers. She also announced that MST is hosting a job fair on December 5th and distributed the flyers to committee members.

MST Mobility Specialist Erin Heatley stated that MST honored outstanding veterans for their service with free bus passes by partnering with veterans services organizations to nominate veterans in need of transportation assistance. Participating veterans' services organization include: Veterans Transition Center, Vocational Rehabilitation Service Inc., CSUMB, Hartnell College, and MPC College Veterans Clubs, and the Veterans Resource Center.

Moreover, Ms. Heatley provided an update on the Interactive Voice Response (IVR) project stating that the IVR phone system component is still currently being tested for functionality. However, the web booking component is now available in Spanish and English. MST will notify all active customers by mail.

8. SUBJECT ITEM REQUEST

Member McEachen requested reports on the taxi voucher program to the MAC every other meeting.

9. ANNOUNCEMENTS AND APPRECIATIONS

Member Murray-Phillips announced that Area Agency on Aging (AAA) will allocate \$5,000 to purchase Go-bus passes for seniors. The intent of giving the Go-bus passes is to encourage seniors to stop driving and to use the bus instead. The card will be loaded with \$20 and give the option for seniors to reload. She thanked Ms. Sugabo for helping her brainstorm.

General Manager/CEO Carl Sedoryk expressed his appreciation and thanked the MAC members for volunteering their time to serve on the committee and for all the great work they do for their respective community.

10. ADJOURN

There being no further business, Chair Rygg adjourned the meeting at 1:57p.m.

Prepared by: *Claudia L. Valencia*
Claudia Valencia
Mobility Specialist

Reviewed by: *Cristy Sugabo*
Cristy Sugabo
Mobility Services Manager