



MOBILITY ADVISORY COMMITTEE

1. *Define unmet needs and explore solutions*
2. *Research trends to anticipated future needs*
3. *Review successes elsewhere for applicability locally*

Meeting Date: May 31, 2023
Meeting Time: 1:00 PM Pacific Time (US and Canada)
Location: 19 Upper Ragsdale Drive, Suite 100, Monterey, CA

Mobility Advisory Committee Participation:

The Mobility Advisory Committee in-person meeting will be held on May 31, 2023, at 1:00 pm at 19 upper Ragsdale Dr, Suite 100.

Public Participation

Public participation for the Monterey-Salinas Transit Mobility Advisory Committee is available in-person at 19 Upper Ragsdale Drive, Suite 100, as well as virtually via Zoom, telephone, and email. To participate virtually, click <https://us06web.zoom.us/j/84500836234?pwd=aFQ0YUdj3Y0eW94WmtRZ1Myc0Vldz09> and enter the following:

Meeting ID: 845 0083 6234 and Passcode: 652252.

To attend by telephone, dial (669) 900-6833 same Meeting ID: 845 0083 6234 and Passcode: 652252.

Public comments may be made either in person, via Zoom, or via email. Members of the public may attend the Committee Meeting in person and request to speak to the Committee Members when the Chair calls for public comment. Persons who wish to make public comment on an agenda item are encouraged to submit comments in writing by email to MST at mobility@mst.org by 3:00 PM on Friday, May 19, 2023; those comments will be distributed to the MAC Members before the meeting. Written comments may be emailed to mobility@mst.org and should include the subject line: "Public Comment Item # (insert the agenda item number relevant to your comment)."

MST District Board and Committee Agendas

Accessibility, Language Assistance, and Public Comments

Materials related to an item on this agenda submitted to the Committee after distribution of the agenda packet are available for public inspection at the Monterey-Salinas Transit District Administration Building at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 during normal business hours.

Upon request, Monterey-Salinas Transit District will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting at the address below.

Public comments may be submitted for any item on the agenda by contacting MST:

Mail: MST, Attn: MST Staff Support, 15 Lincoln Ave., Salinas, CA 93901

• **Email:** mobility@mst.org • **Phone:** (888) 678-2871

TTY/TDD: 831-393-8111 • 711 Relay



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1. CALL TO ORDER

1-1. Roll Call

1-2. Introduction of Guests

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Members of the public may address the Committee on any matter not on the agenda. There will be a time limit of not more than three minutes for each speaker. The Committee will not discuss or take action, but may ask questions, on matters brought up under this item during the meeting but may choose to follow-up at a later time, either through staff or on a subsequent agenda. (Please refer to page 1 of the agenda for instructions)

3. CONSENT AGENDA

3-1. Approve Minutes of the regular meeting of March 29, 2023 (Chair)

4. NEW BUSINESS

4-1. 2023 Unmet Transit List (Aaron Hernandez)

4-1.1. **RECEIVE** list of Monterey County's Unmet Transit Needs;

4-1.2. **PROVIDE** input on the Unmet Transit Needs comments for Monterey County; and

4-1.3. **RECOMMEND** that the TAMC Board of Directors accept the 2023 Unmet Transit Needs List

5. PRESENTATION

5-1. ITN Rural Project Updates (Jessica McKillip)

5-2. CCCIL In-Service Presentation (Maria Magana)

6. REPORTS AND INFORMATION ITEMS

The Committee will receive these report(s), which do not require action by the Committee.

6-1. MV Transit-MST RIDES Service Update (David Cox)

6-2. MST Mobility Updates (Cristy Sugabo)

7. SUBJECT ITEM REQUEST

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

8. ANNOUNCEMENTS AND APPRECIATIONS

9. ADJOURN

NEXT SCHEDULED MEETING DATE: July 26, 2023

1:00 p.m.

NEXT SCHEDULED AGENDA DEADLINE: July 15, 2023

Dates, times, and **teleconference information are subject to change.*

*Please contact MST for accurate meeting date, times and **teleconference** information
or check online at <https://www.mstmobility.org/advisory-committee.htm>*

MEETING OF THE MOBILITY ADVISORY COMMITTEE (MAC)

MEETING MINUTES

March 29, 2023
1:00 pm (Pacific)

Present:	Jennifer Ramirez Jessica McKillip Steven Macias Aaron Hernandez Bobby Merritt Reyna Gross	Partnership for Children ITN Monterey County The Blind and Visually Impaired Center Transportation Agency for Monterey County (TAMC) Veterans Transition Center Alliance on Aging
Absent:	Diana Jimenez Leticia Garcia Maria Magaña Alejandro Fernandez	AAA-Monterey County Dept. of Social Services The Carmel Foundation Central Coast Center for Independent Living (CCCIL) Davita Dialysis
Staff:	Norman Tuitavuki Kevin Allshouse Cristy Sugabo Claudia Valencia Marzette Henderson Scott Taylor Ezequiel Rebollar Jacqueline Munoz Sonjé Dayries	Chief Operating Officer Contract Services Manager Mobility Services Manager Mobility Specialist Transportation Manager Information Technology Manager IT Technician Customer Service Representative Compliance Analyst
Public:	David Cox Miranda Taylor Maribel Trejo	MV Operations Manager AMBAG Alliance on Aging

Apology is made for any misspelling of a name.

1. CALL TO ORDER

- 1-1. Roll Call
- 1-2. Introduction of Guests

Chair Macias called the meeting to order at 1:01 p.m. Roll call was taken, and a quorum was established with Members Magaña, Fernandez, Jimenez, Garcia noted as absent.

2. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

There were no public comments.

3. CONSENT AGENDA

- 3-1. Approve Minutes of the regular meeting of January 25, 2023 (Chair)

There were no public comments.

On a motion by Committee Member McKillip, seconded by Committee Member Merritt and carried by the following vote, which was conducted by roll call, the Committee approved the Minutes:

AYES:	6	Ramirez, Macias, Hernandez, Merritt, McKillip and Gross
NOES:	0	
ABSENT:	4	Magaña, Fernandez, Jimenez, Garcia
ABSTAIN:	0	

4. PRESENTATION

- 4-1. Recognition for 5 Years of Service for Committee Member Fernandez (Chair)
- 4-2. Recognition for 5 Years of Service for Committee Member McKillip (Chair)
- 4-3. Recognition for 5 Years of Service for Committee Member Gross (Chair)
- 4-4. Recognition for 6 Years of Service for Committee Member Magaña (Chair)
- 4-5. AMBAG 2023-Public Participation Plan (Miranda Taylor)
- 4-6. Measure X Senior & Disabled Transportation Program-Cycle 3 Grants (Aaron Hernandez)

The Committee received a presentation from Miranda Taylor, on AMBAG's 2023 Public Participation Plan.

The Committee received a presentation from Aaron Hernandez, from the Transportation Agency for Monterey County on Measure X Senior & Disabled Transportation Program-Cycle 3 Grants.

There were no public comments.

5. PUBLIC HEARING

- 5-1. Unmet Transit Needs Public Hearing (Aaron Hernandez)
 - 5-1.1. **RECEIVE** presentation on the unmet transit needs process;
 - 5-1.2. **OPEN** the public hearing on unmet transit needs;
 - 5-1.3. **RECEIVE** public comment; and
 - 5-1.4. **CLOSE** the public hearing.

There were no public comments.

6. REPORTS AND INFORMATION ITEMS

- 6-1. MV Transit-MST RIDES Service Update (Kevin Allshouse/David Cox)
- 6-2. MST Mobility Programs Updates (Cristy Sugabo)

The Committee received a report from David Cox, MV Transportation on MST fixed-route and RIDES transit service.

The committee received an update from Cristy Sugabo, MST Mobility Manager, on Mobility Programs.

7. SUBJECT ITEM REQUEST

- 7-1. None


8. ANNOUNCEMENTS AND APPRECIATIONS


Norman Tuitavuki, Chief Operating Officer, recognized Marzette Henderson for representing MST in transit support coordination during the State of Emergency in Monterey County from severe flooding.

Marzette Henderson, Transportation Manager, presented certificates of appreciation to Kevin Allshouse, David Cox, Maria Garcia, and Hope Ramirez, for their support in the State of Emergency in Monterey County severe flooding evacuations.

9. ADJOURN

With no further business to discuss, Chair Macias adjourned the meeting at 2:00 p.m. (Pacific Time).

PREPARED BY: 
Ruben Gomez

REVIEWED BY: 
Cristy Sugabo

**Transportation Agency for Monterey County
2023 Monterey County Unmet Transit Needs**

Unmet transit needs are placed into the following categories:

1. Transit service improvement requests that would improve an existing service.
2. Transit service expansion requests that extend a transit route beyond its current limits and fill a gap in service.
3. Capital improvement projects that would enhance existing public transit facilities.

Transit Needs Timeline

- **Short term transit improvements** are those that can be implemented in the current service year within MST's funding limits and without negatively impacting existing services.
- **Long-term transit improvements** are those that would require additional funding beyond MST's current funding limits. Long-term improvement comments remain on the unmet transit needs comment list until additional funding becomes available.

Unmet Need Comment	Year Identified	Category	Timeline	Status in 2023
Service to San Juan Grade Road and Russell Road in Salinas	2014	Category #2: new service, fills a gap	Long-term improvement.	Through implementation of the Better Bus Network in December 2022, MST began service on Line 49 which serves Russell Road and San Juan Grade Road. To serve the intersection of Russell Road and San Juan Grade Rd, major infrastructure improvements are required to place a bus stop at that intersection.
Shuttle service between Pinnacles National Park and Fort Hunter Liggett and King City	2014/2019	Category #2: new service, fills a gap	Long-term improvement.	This shuttle service is cost prohibitive and would require resources being reallocated from other services/areas. Current road conditions are also a safety concern. The City of Soledad is currently studying improvements for the Pinnacles Parkway project, which may consider a park shuttle service. The National Park Service currently offers Day-Use seasonal shuttle service to visitors utilizing their parking lots. The on-site shuttle service only runs on the east side of the park. MST originally provided service to Fort Hunter Liggett, however, due to lack of ridership, the service was terminated.

Transportation Agency for Monterey County
2023 Monterey County Unmet Transit Needs

Unmet Need Comment	Year Identified	Category	Timeline	Status in 2023
Service to San Juan Bautista and Los Baños	2015/2018	Category #2: new service, fills a gap	Long-term improvement.	This need is not listed as a priority in the Comprehensive Operational Analysis. However, the San Joaquin Joint Powers Authority is working to bring a new bus route from Merced to San Jose which will include stops in Los Banos and Gilroy. MST has secured a federal grant award to begin Line 59 service from Salinas to Gilroy. Riders would connect services in Gilroy to San Juan Bautista.
Improve the connection between Castroville and Prunedale for access to Gavilan College in Gilroy	2018	Category #1: improves an existing service; Category #2: new service, fills a gap	Long-term improvement	MST will work with Santa Clara Valley Transportation Authority to secure funds to re-establish service to Gilroy. MST has secured a federal grant award to begin Line 59 service to Gilroy in Fall 2023 with planned bus stops in Salinas, Prunedale and Gilroy. Riders from Castroville would connect to Line 59 by using Line 28 to the Salinas Transit Center.

**Transportation Agency for Monterey County
2023 Monterey County Unmet Transit Needs**

Resolved Transit Needs

Unmet Need Comment	Year Identified	Year Resolved	Resolution
More out of county medical trips that cost less	2014	2017	MST increased the frequency and lowered the cost of out of county medical trips using Measure Q funds in July 2017. An analysis of the enhanced service was conducted in the fall of 2018. As of 2023, MST offers a Special Medical Trips service to hospitals in the Bay Area for \$20 round trip.
CSUMB enhanced paratransit service on campus; more accessible vehicles are needed for student mobility on-campus	2015/2016	2022	Federal ADA requirements and operational constraints of the RIDES service make it challenging for MST to provide this type of paratransit service as CSUMB students have a very narrow window of time to get from one class to another. In January 2022, CSUMB launched their shuttle service to enhance paratransit service on campus. MST also provides taxi vouchers to students who need para transit services.
Improved service between South County and the Superior Court of California, County of Monterey in Monterey	2017	2019	MST conducted a Salinas Valley Transit Planning Study to identify transit improvements along the US 101 corridor. After implementation of the Better Bus Network, South County riders can get to the Superior Court by connecting to Lines 23X, 20, and 7 in under 2 hours.
Increased frequency on Line 18	2014	2023	Through implementation of the Better Bus Network, the CSUMB shuttle service overlaps with Line 17 and 18 and three

**Transportation Agency for Monterey County
2023 Monterey County Unmet Transit Needs**

			bus stops which increased frequency to every 30 minutes.
More frequent service to Gonzales and Soledad	2014	2023	The King City bus yard was completed in Fall of 2021. MST has implemented an express service in 2022, Line 23X, which stops at selected bus stops throughout the route. Under the Comprehensive Operational Analysis, Line 23 operates every hour with multiple buses running less than an hour during rush hour periods. As of 2023, the Better Bus Network has increased frequencies to Gonzales and Soledad by at least every hour to half hour at commute peak times.
Better access to Salinas Chinatown by adding (or move an existing) bus stop to Tom O. Wong Way And Rossi St	2023	2023	Service to Sherwood Drive and Rossi Street was reinstated under the Better Bus Network. There are no plans to add service.
Route 46 bus stop at Sherwood and Rossi St (stop #2994) has no bus stop signal.	2023	2023	Bus stop #2994, Sherwood Drive/Rossi, has appropriate bus stop signage with a flag and pole



- Independent Transportation Network
 - 501(C)3 Non-Profit Organization
 - Affiliate of ITN America

ITN Provides Rides

ITN MontereyCounty™
Dignified transportation for seniors

Serving Seniors 60+ &
Visually-Impaired
Adults 18+ Peninsula
Cities & Salinas
Celebrating 10 Years!



- 24 hours/7days a week, for any Reason
- Arm-in-Arm, Door thru Door service
- Rides delivered by Volunteers using their own car

How ITN Monterey County was Born

- Leadership Monterey – Transportation Needs Assessment Survey + Feasibility Study
- Chose to Affiliate with ITN America – created by the mother of an injured son.
- Formed a “Friends of” group - raised \$100,000 to meet affiliation requirement
- Recruited Board of Directors; set up office
- Delivered our first ride in Dec. 2011 – opened officially Jan. 2012

ITN Monterey County Today

ITNMontereyCounty™
Dignified transportation for seniors



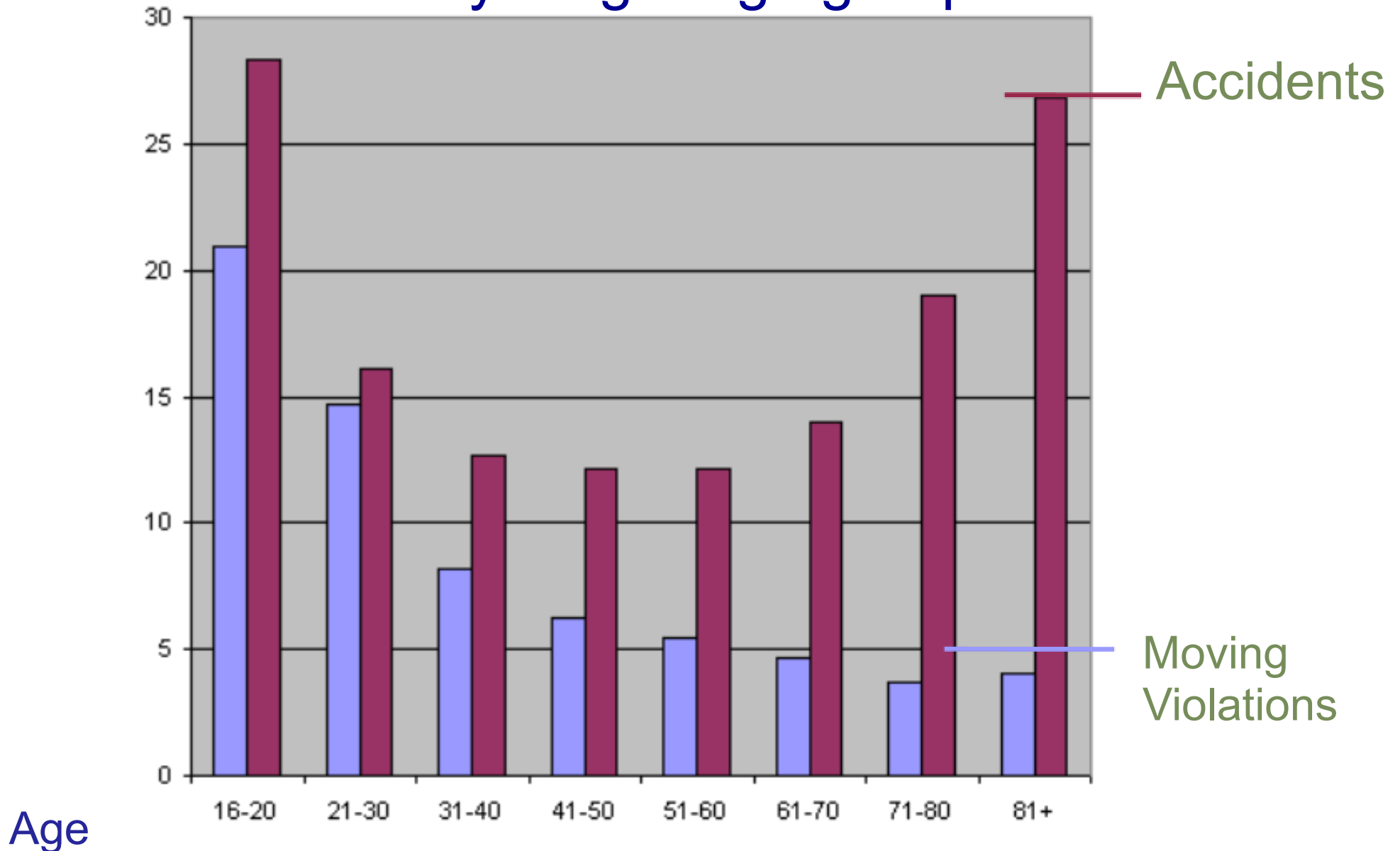
- 680+ Member Riders
 - 290 (Aspire HealthPlan)
- 48 Volunteer Drivers
- 5 Part-time Paid Drivers
- Average ~800+ rides/month
- Over 100 individual each month prior to Covid
- Delivered ~ 82,000+ rides since Jan. 2012

*Ginny on her weekly trip
for hair and groceries.*

Seniors Often Outlive their Ability to Drive *SAFELY*

- ▣ Men outlive their ability to drive safely by an average of 6 years; women by 10 years.
- ▣ 95% of seniors use medication or have medical conditions that can impair driving.
- ▣ Evidence confirms that med-compromised drivers make up a substantial sub-set of drivers who crash.
- ▣ Due to fragility, seniors tend to suffer more critical injuries and death when involved in a crash.

Seniors 70+ have more crashes per mile driven than most younger age groups.



Transportation is the Primary Need

“Next to housing and food, transportation is the important issue for Seniors.

- AAA Study: Transportation is #1 need among Peninsula-area residents.
 - it was the #2 need among other County seniors, right after food/nutrition
- “Transportation enables older persons to live independently in their communities, helps prevent isolation and possible need for long-term care placement.”

What makes ITN different?

- Provides the *comfort and convenience* of a private automobile – available when and where you need it
- Rides are given for any purpose
- Drivers are all screened to assure security
- Drivers are trained to be helpful/supportive as needed and carry packages
- Drivers and riders become familiar – “family-like” environment
- ITN watches out for our customers and notifies family or authorities as needed

What makes ITN different *continued*

- Contributes to public safety by getting potentially unsafe drivers off the road
- Contributes to the local economy by helping Seniors continue to patronize local stores and professional services
- Contributes to Seniors' well-being by connecting them to organizations, groups, and services that can enhance their quality of life.

How it works?

- Become a Member - \$60 for Individual, \$80 for family per year; establish a Personal Transportation Account -\$50
Total start: \$110
- Call to schedule a ride – by 2 pm day prior
- Dispatcher assigns drivers based on computer determination of ride distance & time
- Driver arrives at member's home & escorts to car; delivers to destination and escorts inside
- Return driver escorts member to/from car & carries packages, (if needed)

iTNMontereyCounty™
Dignified transportation for seniors



Doris arriving to Monterey Sports Center where she exercises in the pool 3 times a week to manage her arthritis. Legacy Rider

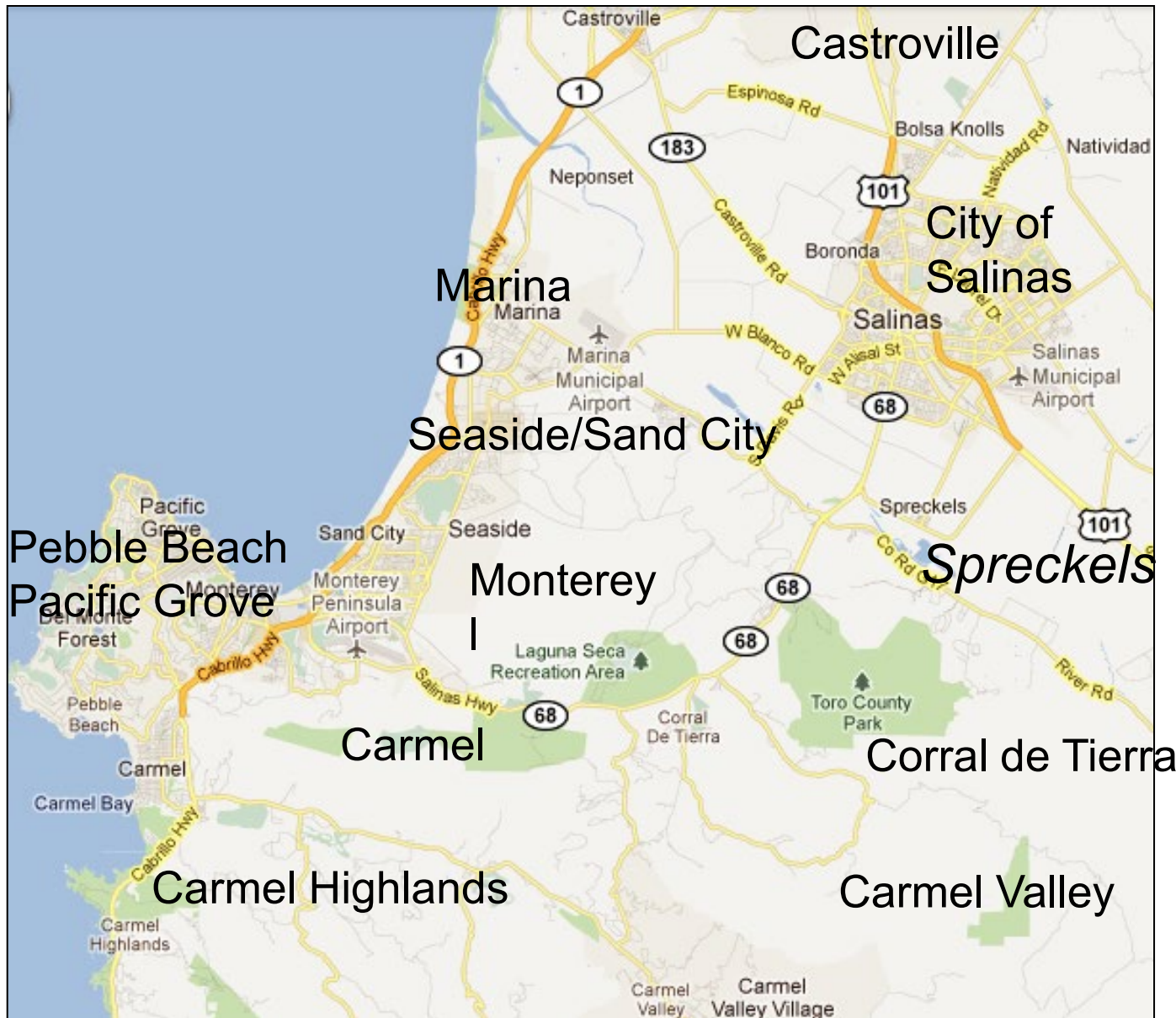
Ride Rates

- Pick up charge (\$4.00) + mileage charge (\$1.75)
- No tipping is allowed
- No payment during the ride – no worry about having cash
- Monthly statements detail each ride and fare
- Member remits amount to keep minimum \$50 in the account.
- Same day and night
Service is available for
an extra charge.



Communities Served

ITN Monterey County
Dignified transportation for seniors



New Pilot Project:
“Life Essential trips”
Medical, Bank, Grocery

ValleyLine~ South
County (Soledad to
Salinas)

NorthLine ~Rural
north Salinas to
Santa Cruz & San
Benito Countyline's

Flat Rate Cost for
Rides & No Mbr Fee



ITNCountry provides for rural and small communities the technology and know-how to create their own, local transportation network, with volunteers or paid staff. People in small communities have always been good at taking care of their own. ITNCountry gives them the tools to do this by connecting vehicles, drivers, businesses, healthcare providers and families into a do-it-yourself, community-based transportation solution.

Valley Line Transportation Program Coming in Early 2022

What is this about? Alliance on Aging has been awarded a grant from the Federal Transit Administration via ITNAmerica, a national senior transportation nonprofit, to start an affordable, community-based and sustainable transportation program for its residents. The grant is administered locally by the **Independent Transportation Network (ITN)**. We are expecting to start service in early 2022.

Who will be eligible to ride? A Steering Committee has been formed to discuss this and other questions about the service (hours of operation, service area, type of trips, paid or volunteer staff).

Who will drive? Primarily trained volunteers! If you are interested in driving or volunteering in other ways (like serving on a subcommittee), please email or call Jennifer Pantoja at jpantoja@allianceonaging.org 831-655-4247.

Will the rides cost anything? This is under discussion but likely yes. However, the price to ride will be very affordable for most people, and we may offer scholarships to those who cannot pay.



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North Line Transportation Program Coming in Early 2022

What is this about? Alliance on Aging has been awarded a grant from the Federal Transit Administration via ITNAmerica, a national senior transportation nonprofit, to start an affordable, community-based and sustainable transportation program for its residents. The grant is administered locally by the **Independent Transportation Network (ITN)**. We are expecting to start service in early 2022.

Who will be eligible to ride? A Steering Committee has been formed to discuss this and other questions about the service (hours of operation, service area, type of trips, paid or volunteer staff).

Who will drive? Primarily trained volunteers! If you are interested in driving or volunteering in other ways (like serving on a subcommittee), please email or call Jennifer Pantoja at jpantoja@allianceonaging.org 831-655-4247.

Will the rides cost anything? This is under discussion but likely yes. However, the price to ride will be very affordable for most people, and we may offer scholarships to those who cannot pay.



ValleyLine Membership Pricing and Instructions

Thank you for expressing interest in our ValleyLine project; a new service model focused on expanding our affiliate transportation service beyond the peninsula. ValleyLine offers dignified transportation for any resident over the age of 60, veterans, or visually impaired adults living in the following rural communities: **Chualar, Gonzales, Spreckles, Indian Springs, River Rd, Old Stage, and Soledad.**

ValleyLine Rates: By distance

Monday – Friday (7:00 a.m. - 7:00 p.m.)	
Cost per 1 way by distance	
0.1 – 8.0 miles (includes in town segments)	\$8.00
8.1 – 15.0 miles	\$10.00
15.01 – 25.0 miles	\$20.00
25.1 – 35.0 miles	\$30.00
35.1 + miles	\$50.00
Cancellation charge (less than 2 hours prior)	\$25.00
<u>**No tipping is permitted.</u>	



Serving Rural South Monterey County
For Veterans, Seniors and Visually Impaired Adults

RIDE

Become a member of ITNMontereyCounty.

- Trips for Medical, Grocery or Pharmacy needs M-F 7a-7p
- Rides provided in private autos, insured and inspected
- Sponsored \$25 Annual Membership Fee
- Flat rate cost based on mileage
- More affordable and reliable than a Taxi, Uber/Lyft
- Low income rates available



"Arm through arm, door through door service."

VOLUNTEER

Become a volunteer driver for a member in need.

- Drive at your own convenience
- Most rides less than 30 minutes
- Meet interesting people while helping others
- Earn credits for yourself or a loved one, or get mileage reimbursement



DONATE

Help make it possible for services to continue and grow.

SHARE

Tell others about the wonderful work of ITNMontereyCounty!

iTNMontereyCounty™
Dignified transportation for seniors

A Nonprofit Organization

Call us at (831) 233-3447

236 Monterey Street, Salinas CA 93901

info@ITNMontereyCounty.org | ITNMontereyCounty.org



NorthLine Membership Pricing and Instructions

Thank you for expressing interest in our NorthLine Project; a new service model focused on expanding our affiliate transportation service beyond the peninsula. NorthLine offers dignified transportation for any resident over the age of 60, veterans, or visually impaired adults living in the following rural communities: **Aromas, Bolsa Knolls, Boronda, Castroville, Elkhorn, Las Lomas, Moss Landing, Oak Hills, Pajaro, Prunedale, and Royal Oaks.**

NorthLine Rates: By distance

	Monday – Friday (7:00 a.m. - 7:00 p.m.)
	Cost per 1 way by distance
0.5 – 8.0 miles (includes in town segments)	\$8.00
8.1 – 15.0 miles	\$10.00
15.01 – 25.0 miles	\$20.00
25.1 – 35.0 miles	\$30.00
35.1 + miles	\$50.00
Cancellation charge (less than 2 hours prior)	\$15.00
<u>*No tipping is permitted.</u>	

Rural Project 22-23 Results

- ▣ Collected Rural needs assessment survey data Jan. 2022 in partnership with Alliance on Aging
 - Purchased a hybrid van for long distance trips
- ▣ Launched ValleyLine in July of 22
 - Currently 32 riders (121 rides – 59 Medical; 2 Consumer)
- ▣ Launched NorthLine in August 22
 - Currently 52 riders (135 rides- 73 Medical; 9 Consumer)
- ▣ Newly developed Rides 2.0 software released
- ▣ Positive impact - Aspire Health Plan partner
- ▣ Current Stanford ACT Sustainability evaluation

ROAD SCHOLARSHIP PROGRAM FOR LOW-INCOME SENIORS

We make rides more affordable for Seniors who are on Medi-Cal and/or receiving low-income benefits from any government/local agency

- Reduced membership - \$25
- Minimum balance on account - \$25
 - Enrolment cost \$50 per individual vs. \$110
- The first \$7.50 of each ride is paid – each way
- Grant Sponsorships & Volunteer Ride disc.

Be A Lifeline – Become a Volunteer Driver

iTNMontereyCounty™
Dignified transportation for seniors

Only 1 ride a month makes you an active volunteer!



Ron helps Carol out of the car for a Dr. appt.

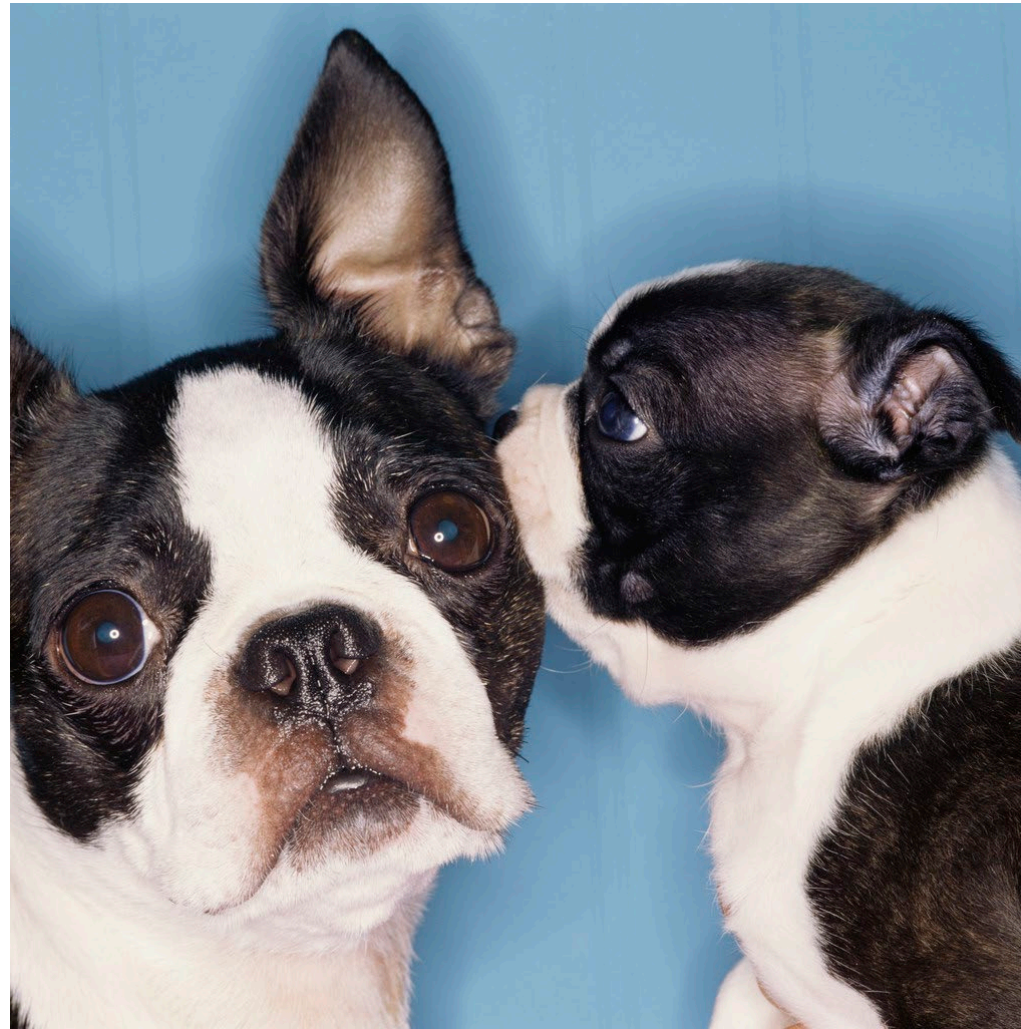
- Most rides are one-way, less than 5 miles
- No waiting around
- Drive at YOUR convenience, close to your location
- Donate miles or bank them in your own account
- Receive mileage reimbursement, if desired

ENCOURAGE A CAR DONATION



- If you know someone who is no longer using their auto, tell them about our CarTrade™ program. They'll save money on gas, insurance, repairs, etc. and we'll handle the sale for them.
- They will get a charitable tax deduction ... or
- They'll have the Value of the car credited to their Transportation Account (CarTrade™)

Spread the Word



QUESTIONS ??



iTN *MontereyCounty*TM
Dignified transportation for seniors

ValleyLine

NorthLine



iTN *Country*TM powered by

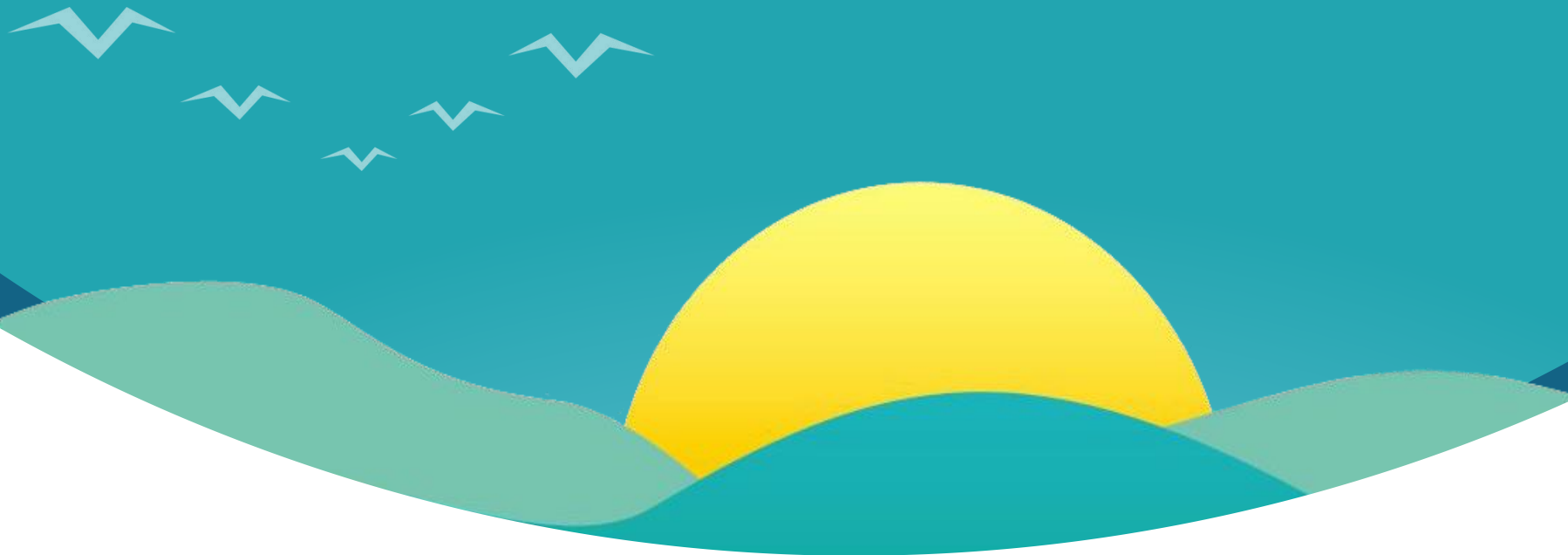


iTN *Country*TM powered by

Phone: (831) 233-3447
www.ITNMontereyCounty.org

Central Coast Center for Independent Living

Serving the Monterey, Santa Cruz and San Benito Counties



Meet CCCIL



- **Central Coast Center for Independent Living (CCCIL) promotes the independence of people with disabilities by supporting their equal and full participation in life.**
- **CCCIL provides advocacy, education, and support to people with disabilities, their families, and the community.**
- **CCCIL is a Consumer-controlled, community based, cross-disability non profit agency. That provides independent living core services to individuals with disabilities, regardless of age, income or disability type. This include services to children and youth with disabilities.**
- **CCCIL is one of a nationwide network of over 400 Centers for Independent Living whose philosophy is that we who have disabilities have the right to control our lives and make our own choices.**

CCCIL's CORE SERVICES

PERSON CENTERED PLANNING & CARE COORDINATION

- Information & Referral Assistance
- Independent Living Skills
- Peer Counseling & Peer Support
- Nursing Home Transition Assistance & Service Coordination
- Youth Transition
- Housing, Shelter Modification

ADVOCACY & ASSISTANCE

- Individual & Systems Change Advocacy

CCCIL's PROGRAMS

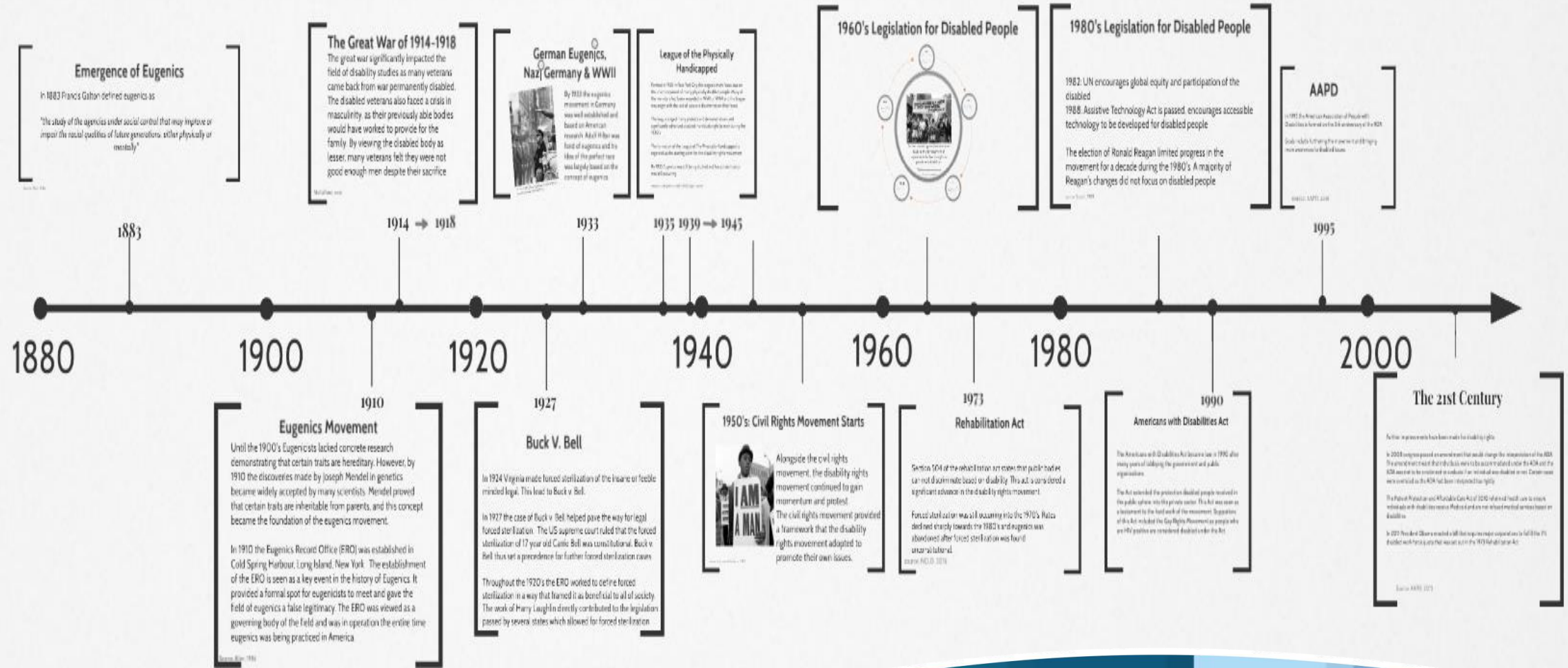
Additional Support Systems

- Personal Assistant Registry
- Benefits Navigation
- New Options Traumatic Brain Injury
- Assistive Technology

DISASTER PREPAREDNESS

- Prepared Emergency Resources

Timeline of the Disability Rights Movement



What is a Disability?

- **What is the first thing that comes to mind?**

According to the Americans with Disabilities Act (ADA), a disability is "*a physical or mental impairment that substantially limits one or more of the major life activities*". Disabilities highlight barriers to access when they are introduced into places and events.

- **Vision**
- **Mobility**
- **Auditory**
- **Neurological**
- **Cognitive**
- **Medical**
- **Psychological**

The 5 Most Common Invisible Disabilities



#1

Chronic Dizziness

With chronic dizziness, a person experiences the false sense that he/she is moving, and his/her surroundings are moving as well. Feeling faint, unsteady, weak, or woozy are some of the sensations that are experienced due to chronic dizziness. There are many potential causes for chronic dizziness, such as inner-ear issues, poor circulation, medication side-effects, and more.

#2

Chronic Fatigue

Chronic Fatigue Syndrome (CFS) is a disorder where a person experiences extreme tiredness or fatigue which doesn't disappear with rest. According to medical experts, the causes of this invisible disability have not been identified yet, but some theories suggest psychological stress or viral infection as possible reasons behind CFS. Statistically, women are nearly 4 times more likely than men to suffer from CFS.

#3

Mental Illness

Mental illness and disorders, refers to many health conditions related to the mind of a person. This invisible disability is responsible for affecting your moods, behavior, and thinking. Some examples of mental illnesses are addictive behaviors, depression, eating disorders, mood swings, insomnia, etc. According to professionals, almost half of adults will experience a mental illness at some point during their lives.

#4

Chronic Pain

Chronic pain is a type of pain which lasts longer than acute or normal pain. Acute pain can be for a few minutes, hours, or weeks while chronic pain lasts for more than six months. This type of pain can be continued after a particular injury or illness has been cured perfectly, as the pain signals remain active in the nervous system of a person for months or even years.

#5

Autism

Autism, or autism spectrum disorder, is a complicated invisible disability that is responsible for creating communicative and/or behavioral challenges for a person. Anyone who falls under ASD faces difficulty in feeling what other people feel and think, while also experiencing difficulties in expressing themselves through words, gestures, signs and affection.

What is Independent Living?



What is Independent Living?

Independent Living means living just like everyone else and having opportunities to make decisions that affect one's life, as well as the ability to pursue activities of one's own choosing.

*Independent living should **NOT** be defined in terms of living on one's own, being employed in a job fitting one's capabilities and interests, or having an active social life. These are aspects of **living independently**.*

What is Independent Living?

Independent living has to do with self-determination; the ability to have the freedom to live as one chooses by making their own choices and manage their own life.

It is having the right and the opportunity to pursue a course of action. And, it is having the freedom to fail – and to learn from one's failures, just as nondisabled people do.

I HAVE ^{THE} RIGHT TO CHOOSE

Where I want to live.



I can choose what neighborhood I want to live in. I can choose what kind of home I want to live in – within my price range – Like an apartment or a house.

Who I interact with.



Living in my own place doesn't mean that I'll be living alone! I choose who I want to support me and how much help I'll need. I can choose to live alone or with roommates, who can visit me, and when I want to see my friends and family.

How to live my life.



I choose my own hobbies and schedule. I work with my staff to decide what activities I need help with and what things I can do myself, like housekeeping, planning meals and paying bills.

Independent Living

CENTRAL COAST
— CENTER FOR —
INDEPENDENT LIVING

Community Organizing

The iron rule of community organizing is ***never do for others what they can do for themselves***. Community organizing is about developing the extraordinary capacities of ordinary ***citizens*** to lead their communities into action. People of ***diverse*** backgrounds, identities, abilities, disabilities and values who come together to learn together.

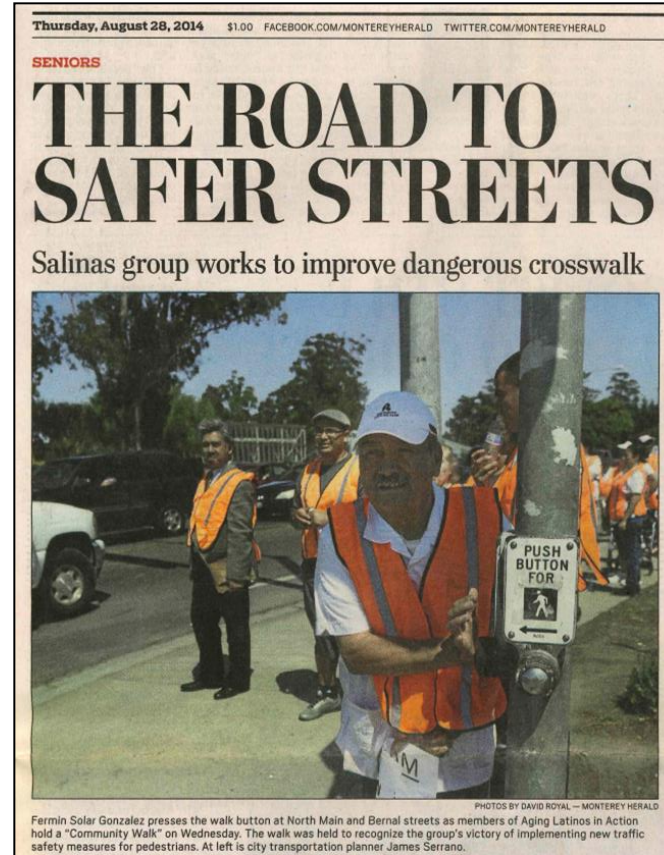
Organizers never assume they know what is best for a community, but instead value the knowledge and wisdom that comes from lived experience, thus we may participate *with* a community but we never do things *for* a community. The latter may lead to further ***disempowerment*** and ***oppression***.



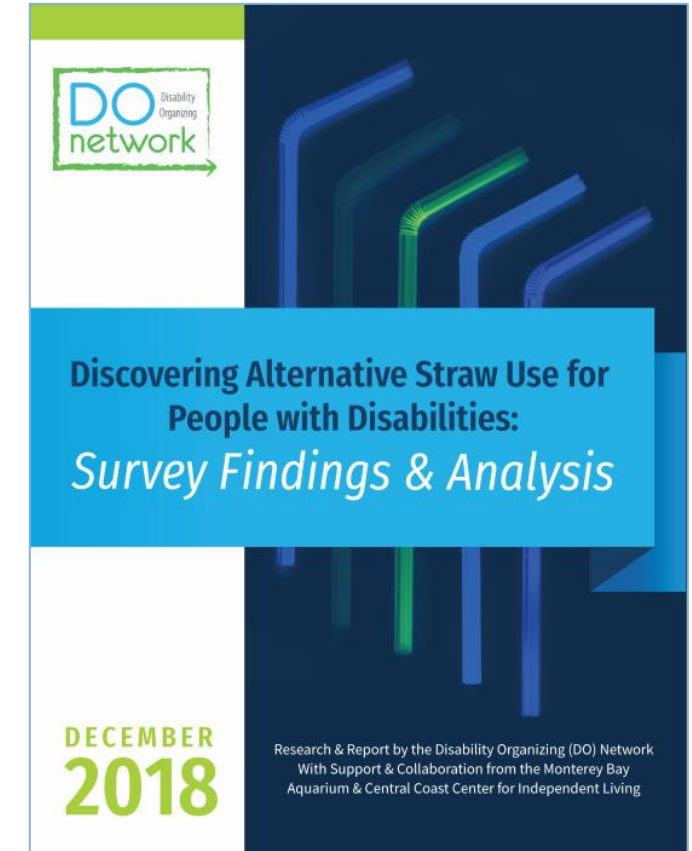
The Power of A STORY...



A little girl who did not have any healthcare coverage and who had to wait for an asthma attack in order to get medical care & needed medication because her parents couldn't afford for her asthma medication



An aging person was killed crossing the busy intersection of E. Bernal Drive & Main Street in Salinas.



AB1884 was created to reduce plastic by banning plastic straws. The community with disabilities help discover alternative straws usage to help reduce community waste while promoting the independence of people with limited or no hand dexterity.

Community Organizing

CENTRAL COAST
— CENTER FOR —
INDEPENDENT LIVING



Assistive Technology (AT) includes *devices, products, and services* that increase the independent living opportunities of people with disabilities. These include devices such as walkers, wheelchairs, Hearing devices, communication devices and much more. Our goal is help consumers to identify how to *acquire, fund, fit, customize, maintain, and/or repair* AT.

In Partnership with Monterey County Behavioral Health Department Mental Health Services Act (MHSA)

If you have Social Security (SSDI/SSI) benefits due to your disability, and you would like to know if you can return to work, we can help you.

*Social Security Disability Insurance (SSDI)
Work Incentives*

*Supplemental Security Income (SSI)
Work Incentives*

CCCIL provides Individualized services to each consumer interested in returning to work based on the benefits the individual receives.



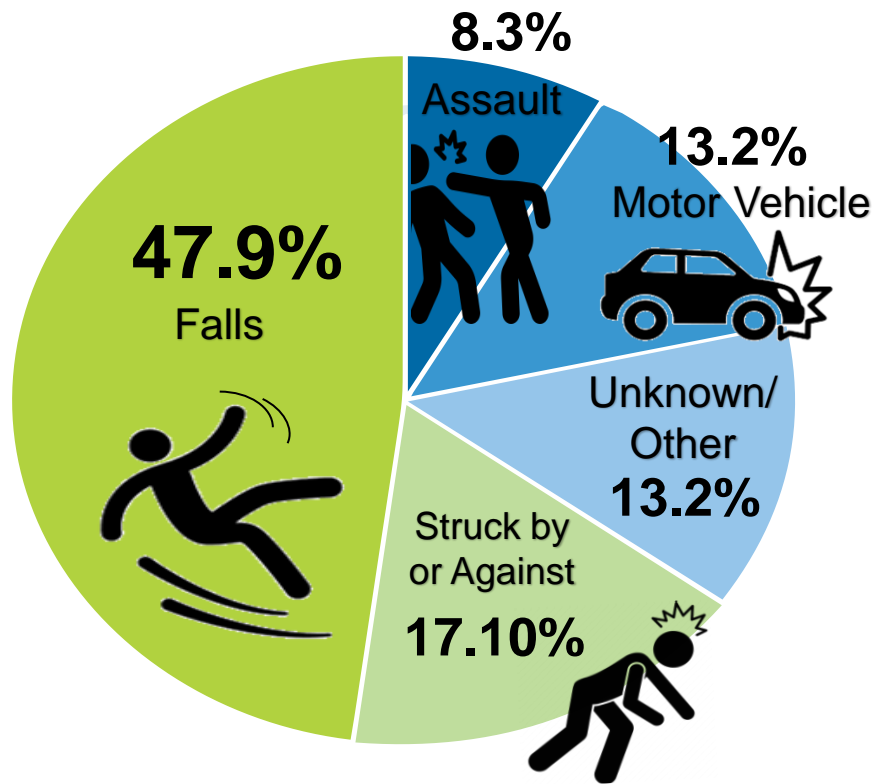
Benefits Counseling

CENTRAL COAST
— CENTER FOR —
INDEPENDENT LIVING

BRAIN INJURY

FACTS & STATISTICS

Leading Causes of Traumatic Brain Injury



Traumatic Brain Injury (TBI)

CCCIL is one of six Traumatic Brain Injury (TBI) Service Sites in California

TBI Services include:

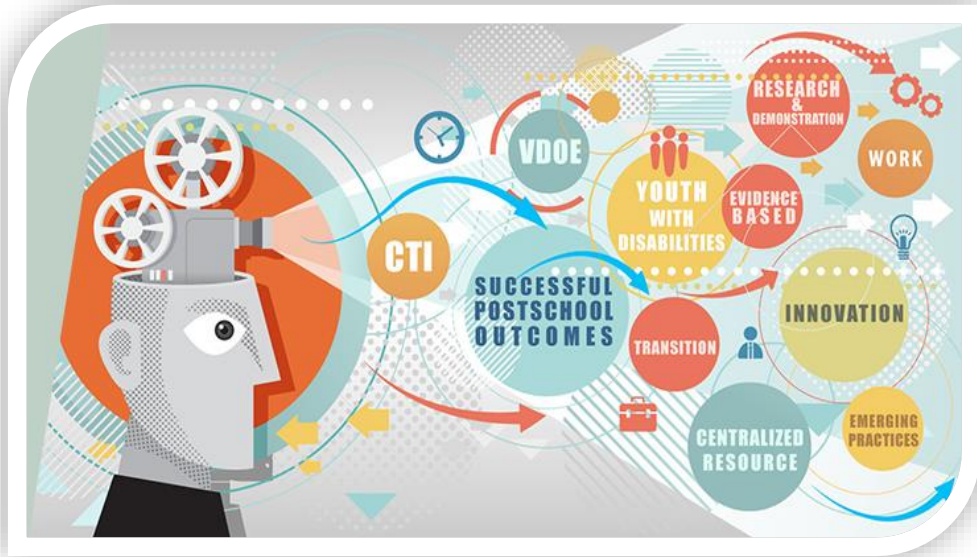
- *ALL services offered by CCCIL*
- *Consumer must be 18 years of age or older*
- *Support Groups and Recreational Activities*

New Options

CENTRAL COAST
— CENTER FOR —
INDEPENDENT LIVING

BRAIN INJURY
ASSOCIATION
OF CALIFORNIA
www.biausa.org

Youth Transition

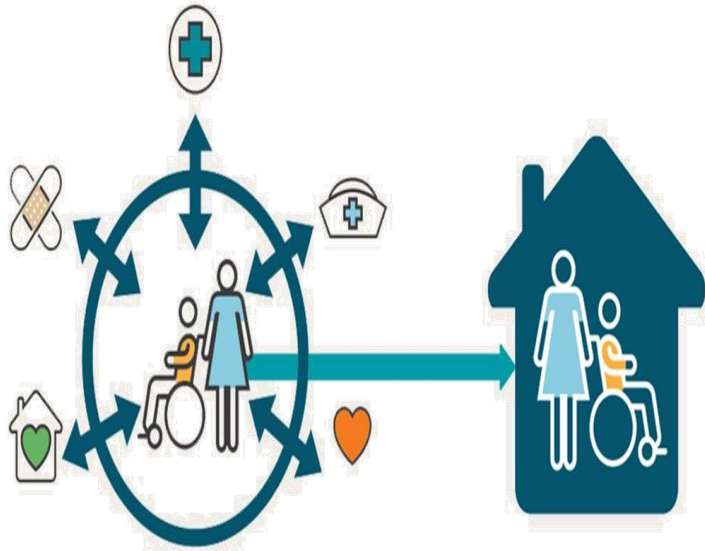


The *Workforce Innovation and Opportunity Act (WIOA)* of 2014 enacted a comprehensive youth employment program for serving eligible youth, ages 14-24, who face barriers to education, training, and employment.

CCCIL works with youth to succeed in their post high school goals by exploring options in:

- *Work Towards Career Goals*
- *Resume building and Interview prep.*
- *Explore educational and training opportunities*
- *Work experience up to 300 hours*

Nursing Home Transition Assistance & Service Coordination



*The **Care Transition Intervention (CTI)** program is designed to prevent hospital readmission by supporting individuals and their families to be more knowledgeable in self-managing their care and to feel confident that they can successfully respond to common problems that arise after discharge from the hospital. The CTI program utilizes coaching and skill transfer techniques.*

4 PILLARS OF CARE TRANSITION

- 1) **MEDICATION** Self-Management
- 2) **FOLLOW UP** with Primary Care Doctor or Specialty Care
- 3) Knowledge of **RED FLAGS**
- 4) Develop a **PERSONAL HEALTH RECORD (PHR)**



- 30-day intervention
- For clients with complex care needs (and/or their family caregiver)
- Evidence-based Model
- Comprised of 5 encounters:
 - a hospital visit
 - a home visit
 - Personal Health Record (PHR)
 - Medication Discrepancy Tool (MDT)
 - Patient Activation Assessment Tool (PAA)
 - 3 Follow-up phone calls after the home visit has occurred
- Patient-centered health skill building with long-term outcomes

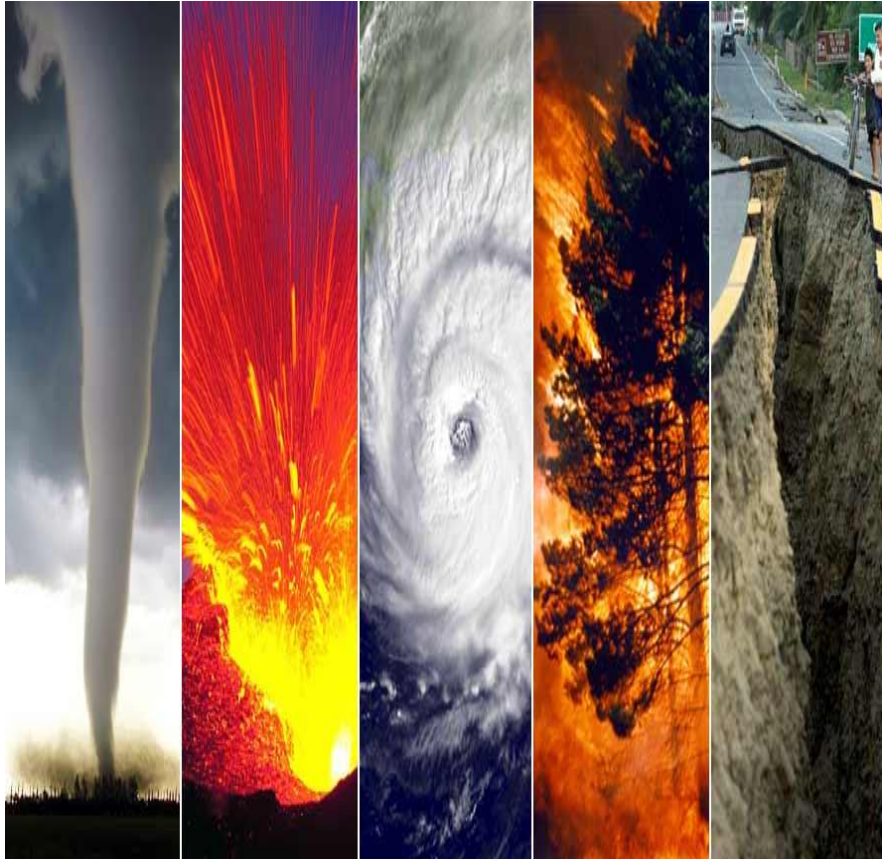
Personal Care Assistant Registry



CCCIL will provide guidance to hire and search for
a personal assistance for private pay.

Emergency Preparedness & Recovery

Natural Disaster



CCCIL understands how disasters disproportionately affect people who are unable to physically escape them. Census figures suggest that at least **1-6** Americans is at increased risk of injury or death in emergency situations by virtue of his or her disability. Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency.

CCCIL's Case Managers will work to help our community members to connect with resources, develop a **SAFETY PLAN** in advance, and know what to do in the event of an emergency.

Transitional Services

Transitional services also include the support of individuals who are without Housing & Transportation.

People who are:

- Homeless
- Veterans
- People who are in institutions
- Group Homes



ADRC Core Functions



ENHANCED INFORMATION AND REFERRAL SERVICES and other assistance at hours that are convenient for the public.



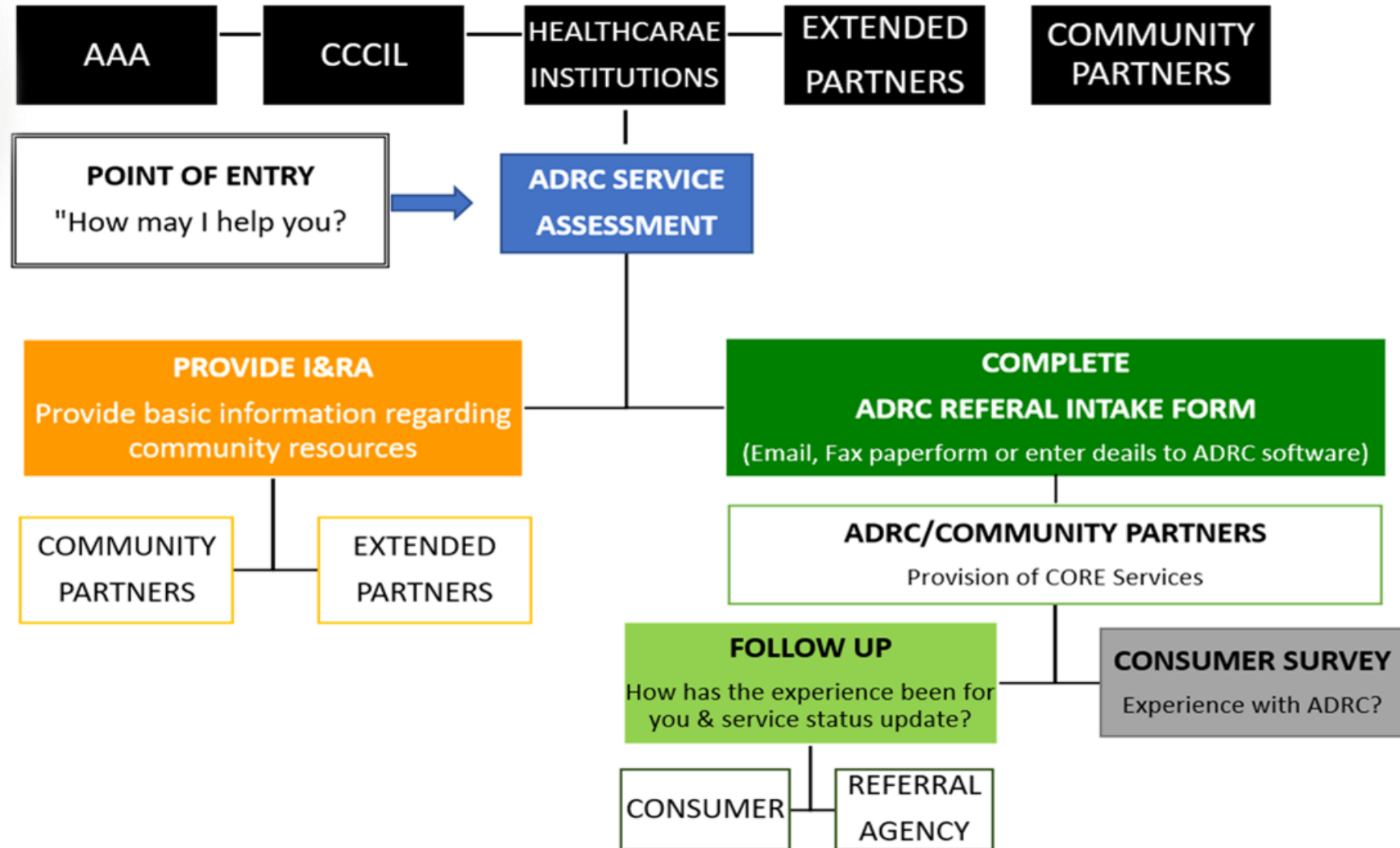
OPTIONS COUNSELING concerning available **long-term services** and supports programs and public and private benefits programs.



SHORT-TERM SERVICE COORDINATION for streamlined access to public programs to avoid emergency health, safety or abusive situations.



TRANSITION SERVICES from hospitals to home and from skilled nursing facilities to the community.



Enhancement of I&RA

How to Contact Us/ Referrals

PHONE: 831-757-2968

TTY: 831-757-3949

318 Cayuga Street, Suite 208

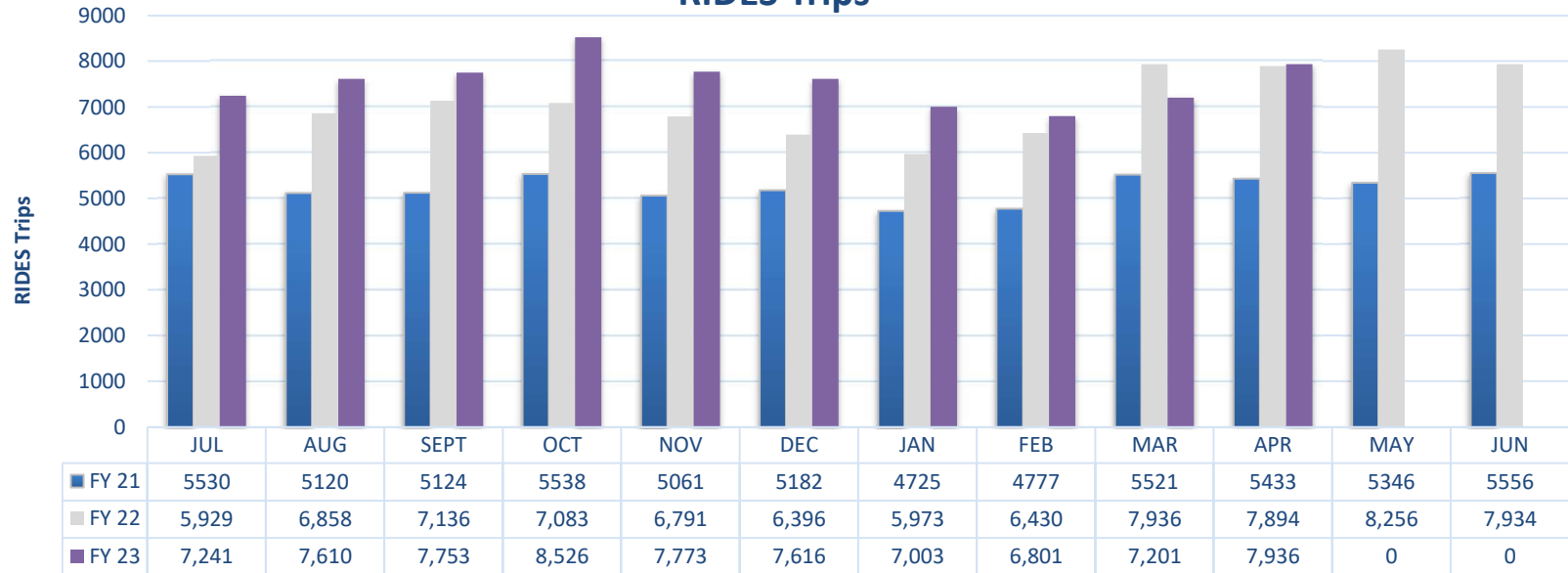
Salinas, CA 93901

WEBSITE: www.cccil.org

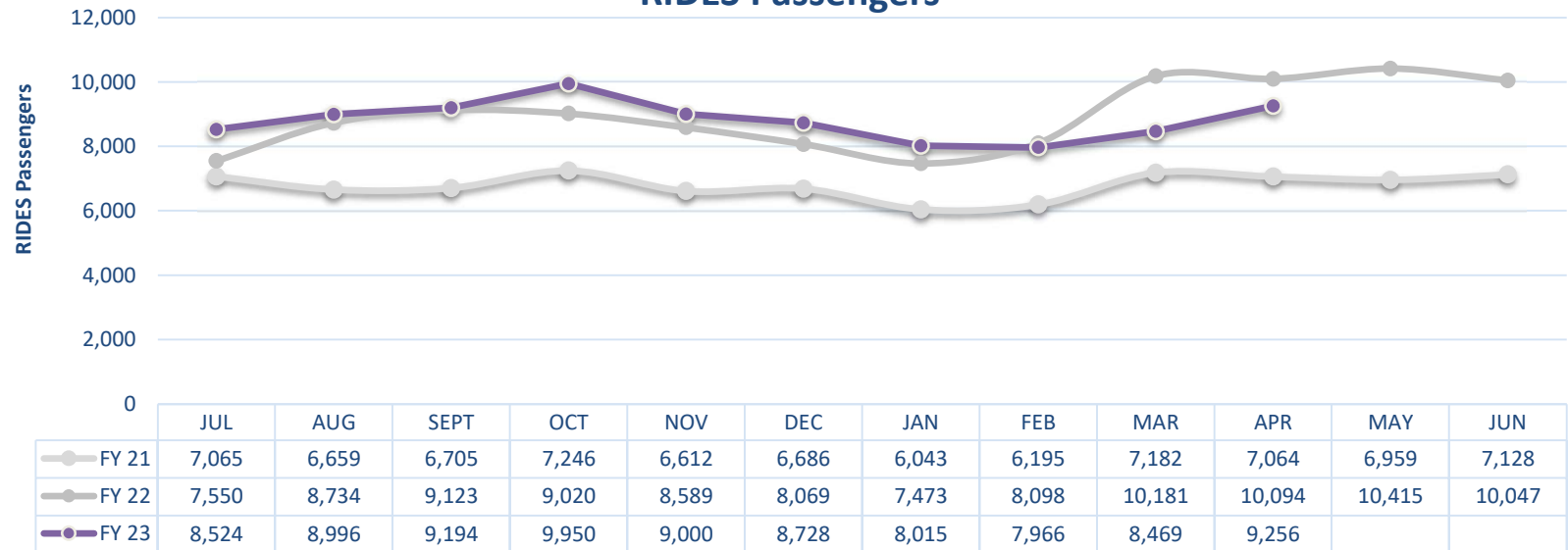
REFERRALS: referrals@cccil.org

**MST-MV Dashboard
FY 2023**

RIDES Trips

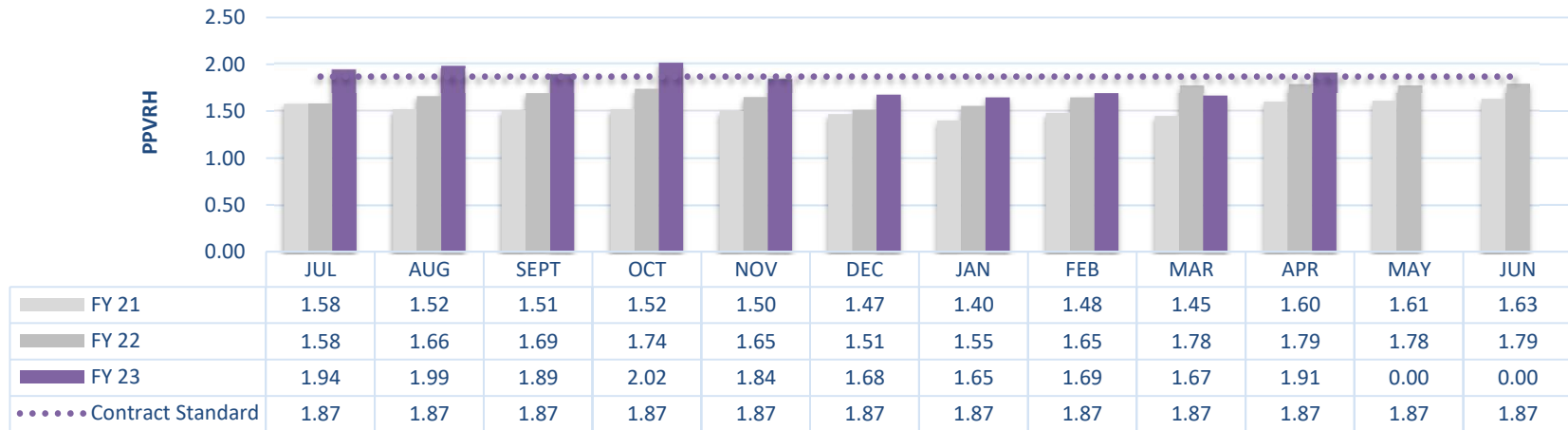


RIDES Passengers

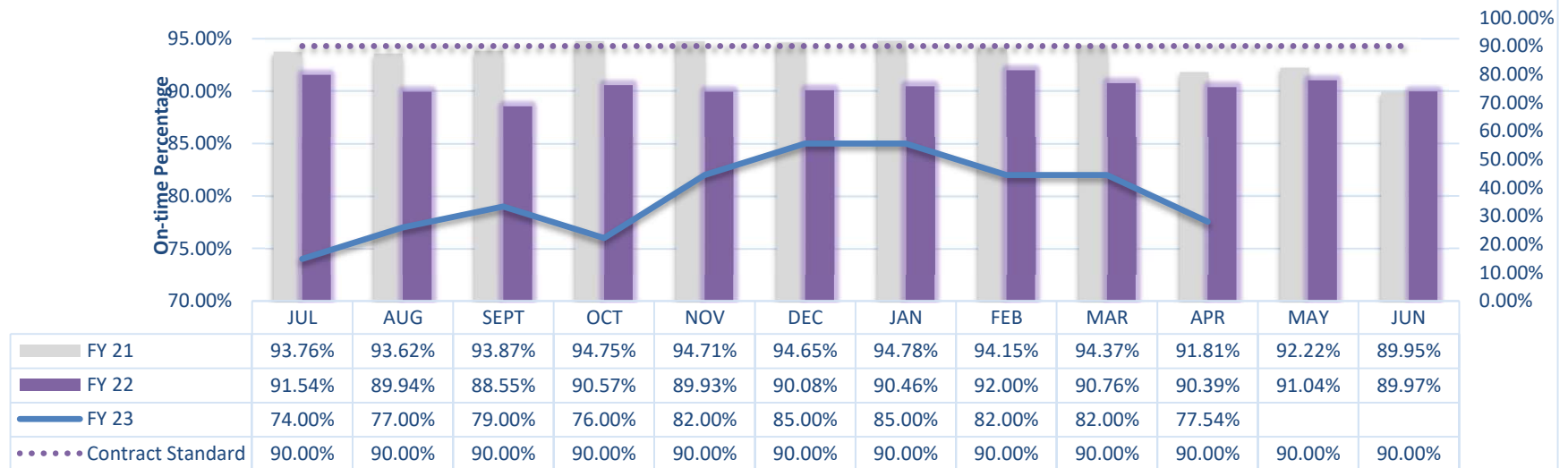


**MST-MV Dashboard
FY 2023**

RIDES Passengers per Vehicle Revenue Hour (P/VRH)

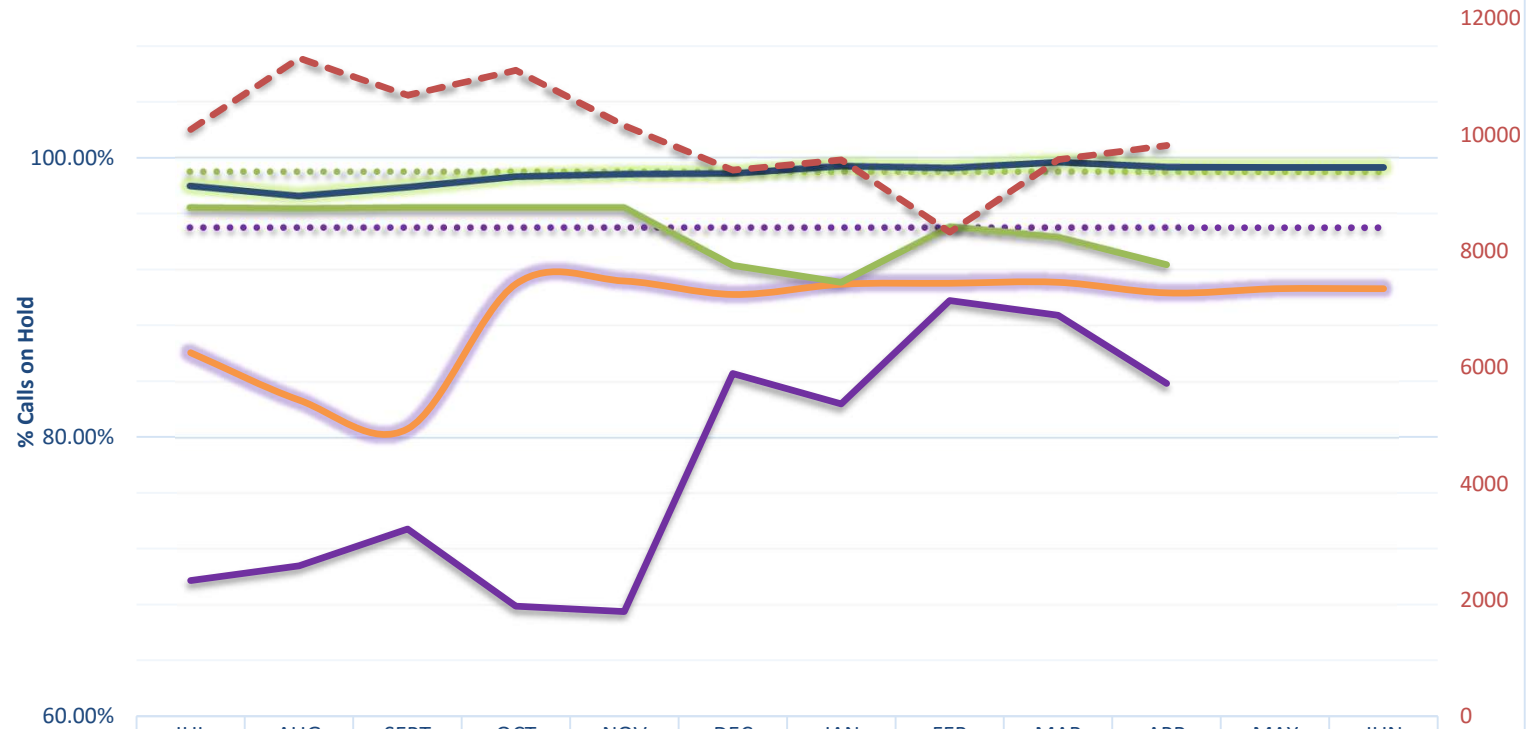


RIDES On Time Performance (OTP)



MST-MV Dashboard
FY 2023

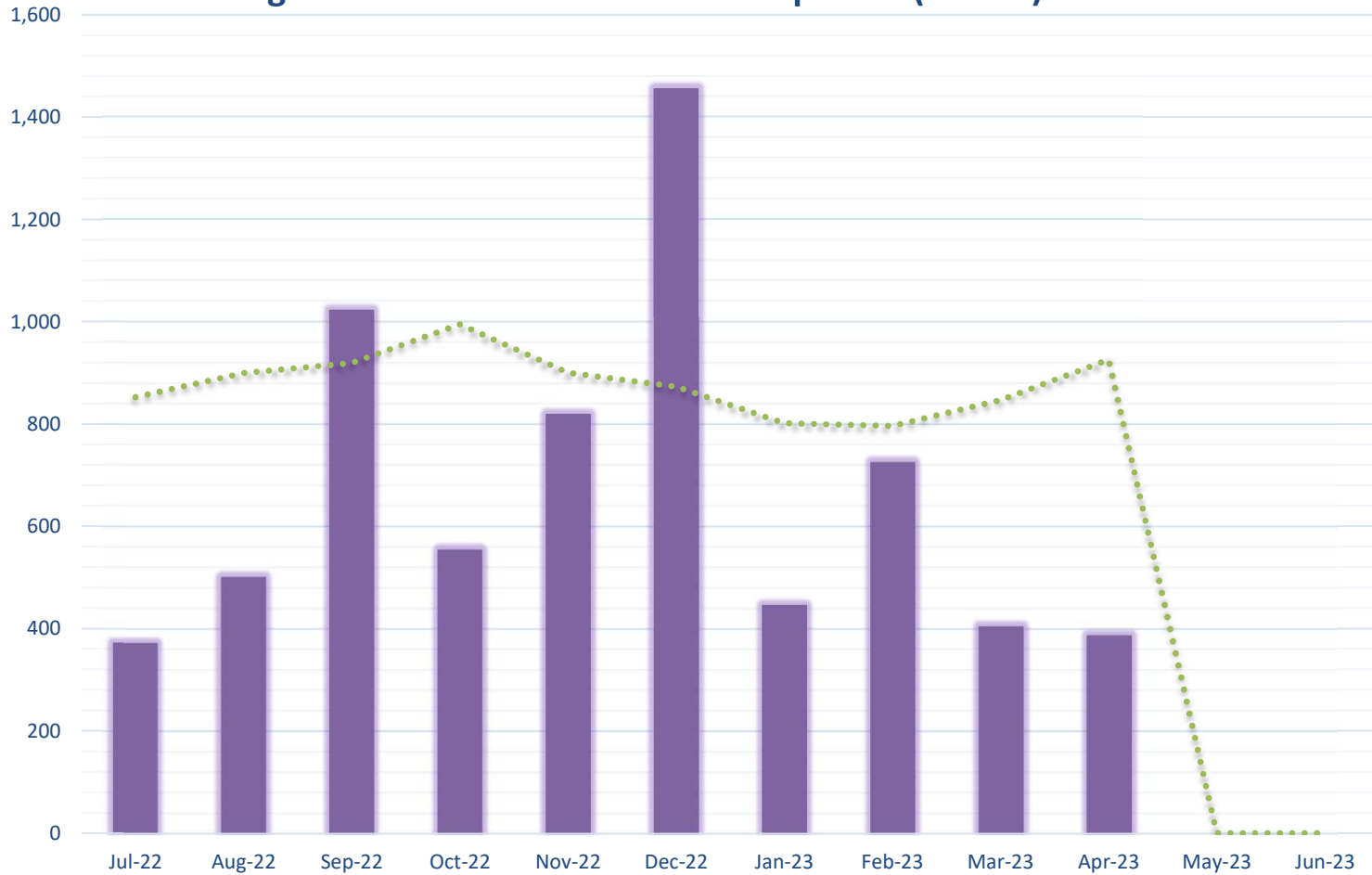
RIDES Calls Hold Times



	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Contract Standard <180 (s)	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Contract Standard <300(s)	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%	99.00%
FY 22 % <180 (s)	86.05%	82.65%	80.60%	90.97%	91.17%	90.21%	90.95%	91.02%	91.08%	90.32%	90.62%	90.62%
FY 22 % <300 (s)	97.98%	97.25%	97.89%	98.64%	98.83%	98.87%	99.39%	99.25%	99.67%	99.33%	99.31%	99.31%
FY22 Calls Received	7662	8834	8158	8180	7837	7643	7667	6947	8519	8357	8015	8015
FY 23 %<180(s)	69.71%	70.77%	73.40%	67.89%	67.51%	84.55%	82.36%	89.79%	88.72%	83.84%		
FY 23 %<300(s)	96.43%	96.36%	96.43%	96.43%	96.43%	92.30%	91.09%	95.07%	94.30%	92.33%		
FY 23 Calls Received	10087	11312	10676	11102	10154	9389	9567	8322	9568	9812		

MST-MV Dashboard
FY 2023

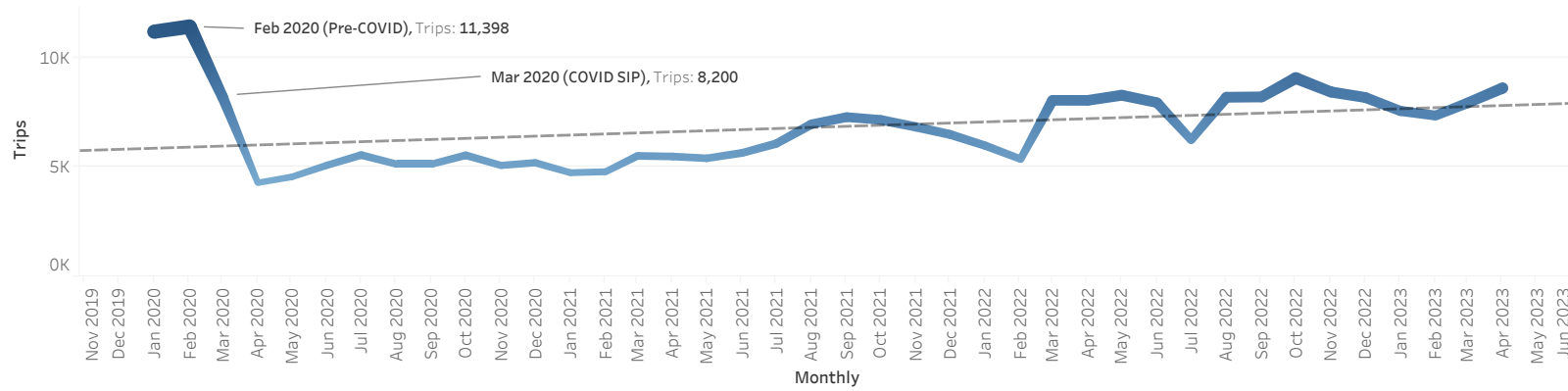
MST RIDES
Passengers Carried Between Valid Complaints (PCBVC)



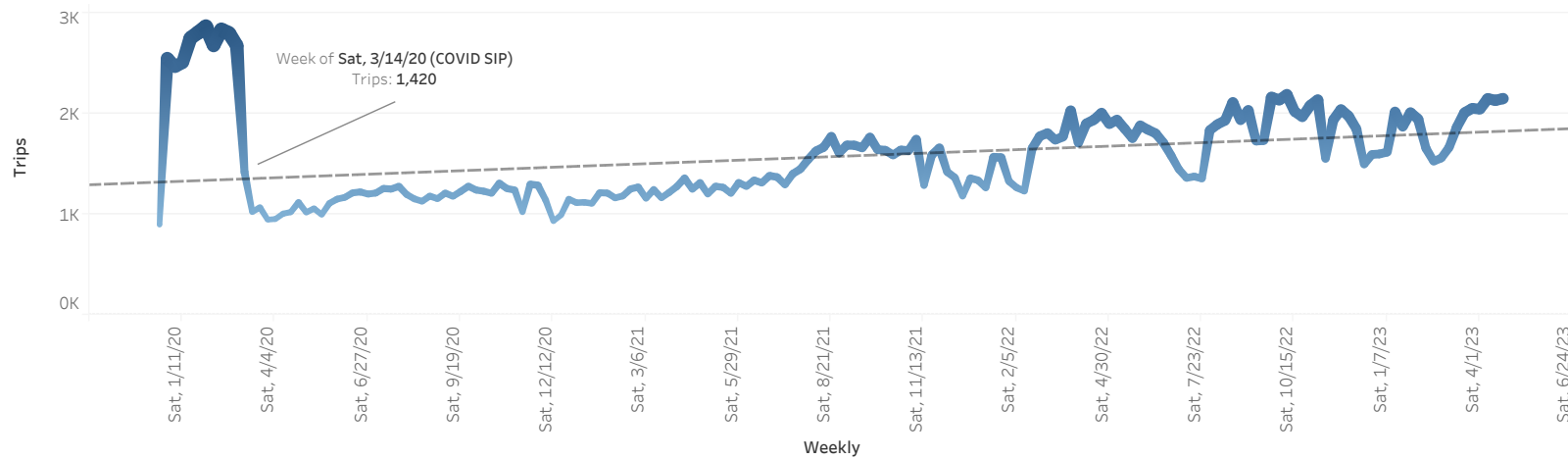
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
PCBVC: RIDES	371	500	1,022	553	818	1,455	445	724	403	386	0	0
RIDES Standard (10%)	852	900	919	995	900	873	802	797	847	926	0	0

PCBVC: RIDES RIDES Standard (10%)

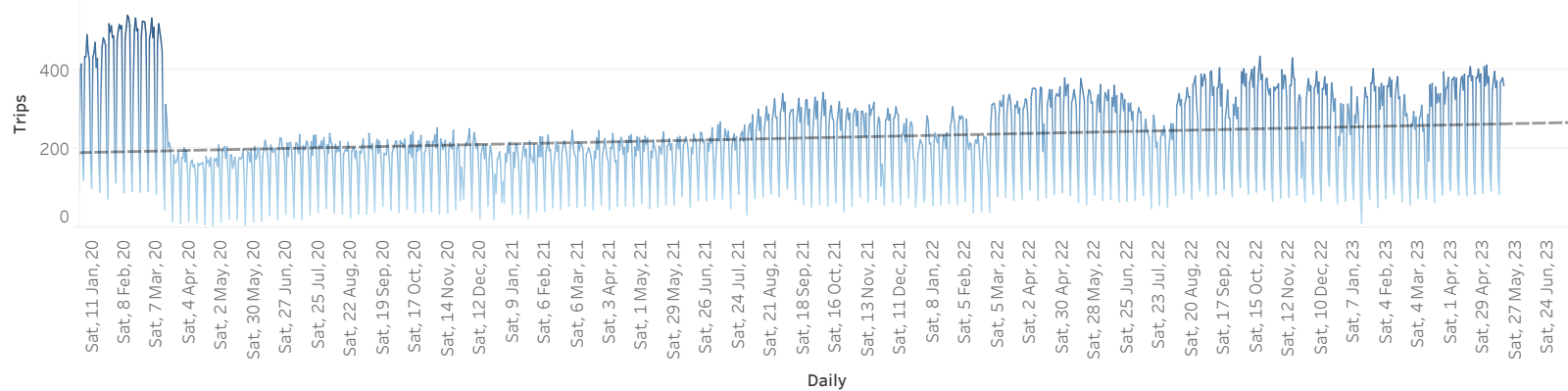
RIDES Trips (COVID Recovery)



Month of Date	
April 2023	8,600
March 2023	7,919
February 2023	7,348
January 2023	7,558
December 2022	8,172
November 2022	8,420
October 2022	9,054
September 2022	8,195
August 2022	8,181
July 2022	6,242
June 2022	7,935
May 2022	8,273
April 2022	8,039
March 2022	8,040
February 2022	5,363



Week of Date	
April 29, 2023	2,149
April 22, 2023	2,131
April 15, 2023	2,148
April 8, 2023	2,044
April 1, 2023	2,052
March 25, 2023	2,009
March 18, 2023	1,864
March 11, 2023	1,664
March 4, 2023	1,559
February 25, 2023	1,526
February 18, 2023	1,656
February 11, 2023	1,946
February 4, 2023	2,010
January 28, 2023	1,871
January 21, 2023	2,016
January 14, 2023	1,618



Day of Date	
Thu, 18 May, 23	359
Wed, 17 May, 23	379
Tue, 16 May, 23	373
Mon, 15 May, 23	367
Sun, 14 May, 23	85
Sat, 13 May, 23	134
Fri, 12 May, 23	371
Thu, 11 May, 23	354
Wed, 10 May, 23	395
Tue, 9 May, 23	373
Mon, 8 May, 23	349
Sun, 7 May, 23	94
Sat, 6 May, 23	142
Fri, 5 May, 23	222

Trips by Purpose



The report counts comp, noshow, cancel trips. Date range: 03/29/2023 - 05/18/2023. Transportation company: . Provider types: Normal. Counted passenger types: clients, assistants, children, companions, other passengers. Information is grouped by week.

Cancel Types: None.

	2023.13	2023.14	2023.15	2023.16	2023.17	2023.18	2023.19	2023.20	Total for purpose
DIALYSIS	259	323	352	357	353	265	310	208	2,427
EDUCATION\TRAINING\DAY CARE	312	537	614	620	585	470	429	360	3,927
EMPLOYMENT	40	85	69	93	80	50	59	48	524
MEDICAL	102	207	227	213	217	214	170	126	1,476
NUTRITIONAL	8	3	9	7	5	7	4	4	47
PERSONAL/RECREATIONAL	523	907	796	939	838	639	623	579	5,844
SHELTERED WORKSHOP	15	17	22	25	25	19	22	13	158
SHOPPING	7	13	17	33	41	18	17	13	159
Total for period	1,266	2,092	2,106	2,287	2,144	1,682	1,634	1,351	14,562