



2020 ANNUAL REPORT



General Manager's Message



COVID-19 Creates New Challenges for MST

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Employee of the Year/Months



MST Project Paves the Way for Contactless Fare Payment



2020 Financials



Strategic Goals 2018-2020





MST MISSION

Advocating and delivering quality public transportation as a leader within our community and industry.

SCHEDULED BOARD MEETINGS

Usually occur on the second Monday of each month, 10:00 a.m., Monterey-Salinas Transit Board Room, 19 Upper Ragsdale Drive, Suite 100, Monterey, CA 93940.

2020 BOARD OF DIRECTORS

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Dan Albert

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General Manager's Message

PANDEMIC. RECESSION. WILDFIRE. What more can be said about 2020, that hasn't already been said? As I look back on the past year, I am less amazed at the mega events that rocked our nation, state, and local economy, than in how Monterey-Salinas Transit was able to rise to the challenges while providing essential mobility services and community support well outside of what we once considered normal. The elected officials who comprise the board of directors for Monterey-Salinas Transit and the committed professionals working behind the wheel, turning the wrench, or in front of a desktop workstation joined together to plan, implement, and deliver programs targeted for the recovery of the whole community.

The creativity, focus, and determination unleashed by Team MST in our response and recovery efforts was unparalleled. In fact, MST has received local, state, national, and international recognition for the many ways we stepped up and supported employees, passengers, and the community, installing protective barriers on all MST buses; providing Wi-Fi equipped buses to rural and underserved areas of our county to assist remote learning; donating buses to local nonprofits for uses as diverse as taking the homeless to shelters and services, or conversion into mobile COVID-19 testing stations for farmworkers; implementing a contactless fare payment option, and providing the safe evacuation of elderly and disabled members of our community threatened by wildfires.

Our team completed the financing and started construction of our South County Operations and Maintenance Facility creating hundreds of local jobs when they were needed most, and continued the preliminary design of the innovative SURF! Busway & Bus Rapid Transit Project along Hwy 1. And while all this was occurring, we continued to make



good on our promise to deliver safe, dependable, and convenient mobility services throughout the region.

Really the only things left to say about 2020 is that I will be glad when it's all over, and that I will look back in admiration and awe at the many accomplishments of Team MST during this strangest of years!

Stay positive and test negative.

Carl Sedoryk, MST General Manager/CEO



Increased Signage

COVID-19 Creates New Challenges for MST

THOUGH COVID-19 IMPACTED MONTEREY-SALINAS TRANSIT (MST) operations in 2020, the agency’s high standards of service never wavered.

This spring, for example, one MST driver noticed two young girls who looked lost. The driver alerted authorities, who reunited the girls with their parents.

“In the middle of a pandemic, it might have been reasonable for someone to focus on their own anxieties. But, this driver recognized a potentially dangerous situation and responded like a true professional,” says MST Chief Operating Officer Robert Weber. “This year saw many stories where MST employees provided outstanding service while managing through an unprecedented crisis.”



Antiviral Disinfectants

“MST never stopped providing service. We remained a vital transit link for essential workers and individuals making essential trips to medical facilities, grocery stores and important appointments.”

Robert Weber, MST Chief Operating Officer

Pandemic Response

Practice drills and existing protocols ensured MST’s COVID-19 response was timely and informed. In 2014, during the hepatitis outbreak, the agency instituted communicable disease training and personal protective equipment (PPE) policies for drivers. Since then, crews have consistently cleaned buses and facilities with hospital-grade disinfectants.

MST also regularly reviews its emergency response plans, which outline responsibilities related to wildfires, earthquakes, pandemics and other incidents.

“While we regularly prepare for conventional emergency scenarios, like natural-disaster or mass-casualty events, and not necessarily a response to a global pandemic, our emergency structure stayed virtually the same and proved to be very adaptable to this crisis,” says Weber.

With an emergency structure in place, MST implemented pandemic safety procedures before California Governor Gavin Newsom declared a state of emergency for the state. As shelter-in-place rules unfolded and travel slowed, the agency paused some non-essential routes and immediately put practices in place to protect employees and the essential

Plastic Shields & PPE



workers using transit. These immediate steps included mandatory face coverings, rear-door boarding, and the waiving of on-board fare collection. Free fares continued from mid-March through August 1.

“MST never stopped providing service. We remained a vital transit link for essential workers and individuals making essential trips to medical facilities, grocery stores and important appointments,” says Weber.

While changing routes and enhancing safety measures, MST also stepped up to support its neighbors. The agency parked Wi-Fi-enabled buses in rural and disadvantaged Monterey County communities with inadequate internet coverage, providing hotspots for remote learners. With some routes on hiatus, MST drivers and vehicles helped Meals on Wheels of the Salinas Valley deliver 8,000 meals to seniors and individuals with disabilities. MST donated two used minibuses to Clinica de Salud del Valle de Salinas (CSVS), which partnered with the Grower-

“The face coverings, extra cleaning, increased ventilation and passenger separation on board really make a difference. Public transit has been proven safer than crowded events and enclosed areas, whether it’s in Hong Kong, Paris, New York or Monterey.”

Robert Weber, MST Chief Operating Officer

Shipper Association of Central California to bring mobile COVID-19 testing facilities to Monterey County’s essential agricultural workers. Transit administrators also distributed 7,500 masks from the federal government to regional farmworker organizations, who put them into the hands of local families.

MST donated additional vehicles to the Veterans Transition Center, which connects homeless veterans with food, shelter and medical services, and to Rancho Cielo, which trains at-risk youth for hospitality jobs. And, when COVID-19 proved a threat to volunteer drivers, MST used CARES Act funds to assist veterans traveling from Marina to the VA Palo Alto Health Care System.

Resilience and Recovery

Since many routes paused in April, MST ridership has returned to 60% of pre-pandemic levels. As businesses reopen and travel slowly rebounds, teams continue to refine safety guidelines and services.

What doesn’t change is MST’s commitment to providing affordable, reliable and safe mobility options to all, including healthcare professionals, essential workers, veterans, seniors and individuals with disabilities.

To protect passengers and drivers, MST continues cleaning buses and transit centers with an antiviral disinfectant. Crew members use

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Face Coverings Required



hand-held foggers to spray germicide in vehicles each night and periodically throughout the day. The agency encouraged rear boarding when fares were free, requires face coverings for riders over age 12, and provides PPE to employees. MST also installed plastic shields in the driver compartment as an additional layer of protection to safeguard operators.

MST buses are now outfitted with hand sanitizer dispensers, and a new contactless fare demonstration program lets passengers skip cash and coin payments (see the contactless fare story on page 14). By keeping bus windows open whenever possible, the air in each vehicle can be completely refreshed within two minutes. MST also equipped its buses with MERV 7-rated air filters, which reduces passengers’ in-cabin contaminant exposure and captures particles as small as mold spores and cement dust. The district monitors ridership numbers and adds buses to high-demand routes, giving passengers more space to spread out.

MST shares service and safety updates on its website and social media channels, and a survey launched this summer offered another avenue for passenger, employee and community feedback.

“MST has had a very effective pandemic response, and while I’m proud and thankful that it worked out this way, ours is not an unusual story.” Says Weber.

A September 2020 study commissioned by the American Public Transportation Association found no direct correlation between urban public transit use and COVID-19 transmission.

“The face coverings, extra cleaning, increased ventilation and passenger separation on board really make a difference,” says Weber. “Public transit has been proven safer than crowded events and enclosed areas, whether it’s in Hong Kong, Paris, New York or Monterey.”

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New Facility Will Support MST's South County Services

MST BROKE GROUND on its new South County Operations and Maintenance Facility in July. The 11,000-square-foot King City complex is expected to open in late 2021.

Plans call for four maintenance bays and storage space for 40 buses. Built to accommodate future battery electric and hydrogen fuel cell vehicles, the structure also includes an HVAC system with bipolar ionization technology. Johns Hopkins hospitals use the same tool to stop the spread of airborne pathogens, including COVID-19.

The new facility will support MST's fixed-route and on-call services in King City, Greenfield, Soledad, Gonzales and other South County communities where the agency has been expanding for nearly two decades. Storing and maintaining buses near the start of these routes eliminates a daily 50-mile drive from MST's Salinas facility. That reduces vehicle wear and tear, fuel costs, greenhouse gas emissions and labor expenses.

"As it makes MST operations more efficient, the facility will also move 35 jobs to King City. Those professionals contribute to the local economy, and we'll hire additional personnel over time as we grow our South County services," says MST Assistant General Manager Lisa Rheinheimer.

The 190 jobs generated by project construction will produce an estimated \$77.5 million in direct and induced economic return.

Facility Funding

Strong partnerships helped MST fund the \$17.2 million project. Construction is partially financed by a first-of-its-kind federal loan through the Department of Transportation Build America Bureau's Rural Project Initiative. The

\$8.5 million Transportation Infrastructure Finance and Innovation Act (TIFIA) loan requires no principal payments for the first five years, followed by payments for 30 years at a fixed rate of 0.78%.

The Transportation Agency for Monterey County (TAMC) will contribute \$10.4 million in Measure X funds during construction and for loan repayment. The California Department of Transportation (Caltrans) put an additional \$4.3 million in federal bus facility funds toward the project, and local dollars will also support costs.

"This is a wonderful example of regional, state and federal organizations and officials working together to make an important project happen, even during a global pandemic and economic slowdown," says TAMC Executive Director, Debbie Hale.

Community Impact

State and local officials were among the dignitaries speaking at the July groundbreaking. They highlighted the project's environmental and economic benefits, and praised a Hartnell College – MST job training program planned for the new facility. Officials called the agency's South County investment a vital link to medical care, education and jobs. Lack of access to meaningful mobility options stifles the ability of persons with low income, the disabled, elderly and veterans from fully participating in society, and this project will allow MST to fill mobility gaps in the Salinas Valley, an area with projected population growth and an increased need for public transit.

MST Assistant General Manager, Lisa Rheinheimer, underscored the financial impact for both communities and residents.

"The average family spends 20% of their income on transportation

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"This is a wonderful example of regional, state and federal organizations and officials working together to make an important project happen, even during a global pandemic and economic slowdown."

Debbie Hale, TAMC Executive Director

needs, second only to the cost of living in their homes," said Rheinheimer. "It was important for MST to ensure safe, low-cost and reliable forms of transportation for all members of our community, so they can put that money in the bank and not into gas tanks."



Groundbreaking Ceremony

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MST Making Headway with SURF! Busway Plans

MST PASSENGERS MAY SOON BOARD ZERO-EMISSION BUSES

and bypass busy Highway 1 traffic, while enjoying six miles of scenic California coastline.

The proposed SURF! Busway and Bus Rapid Transit (BRT) route would connect Marina and Sand City, extending into Seaside and Monterey via the existing JAZZ BRT line. With exclusive bus-only lanes and traffic signal priority, the service offers a game-changing alternative to car expenses, commute-hour congestion and greenhouse gases.

“The Monterey Peninsula currently has no high-occupancy lanes and no way around highway traffic,” says MST Director of Planning and Innovation, Michelle Overmeyer. “When people see passengers traveling faster in zero-emission buses than in cars slowed by commute travel, they’ll understand that MST is an affordable, convenient, and environmentally friendly alternative to driving private vehicles.”

Rush-hour speeds on Highway 1 sometimes slow to just nine miles an hour. Passengers could save up to 15 minutes per trip on the SURF! line, says Overmeyer.

“Plus, that stretch of the Monterey Bay is one of the most beautiful bus rapid transit locations in the country,” she adds.

SURF! History: The proposed SURF! route will operate on the Monterey Branch Line (MBL), a Southern Pacific railway established in the 1800s. The Transportation Agency for Monterey County (TAMC) purchased the abandoned route from Union Pacific in 2003, acquiring a 16-mile corridor along Highway 1 between Castroville and Monterey. When potential light rail service on the MBL proved too expensive, planners instead considered affordable, efficient BRT options.



Route Basics: From the Marina Transit Exchange, the six-mile SURF! route will travel along Reservation Road and Del Monte Boulevard to reach a two-lane, bus-only roadway built on the MBL. Buses will stop at a new transit station on the former Fort Ord before continuing to Sand City Station. From there, passengers can take the existing JAZZ BRT line into Seaside and Monterey.

Proposed Features:

- SURF! passengers can save up to 15 minutes per trip when traveling the Marina-Sand City-Seaside corridor
- Quiet, zero-emission buses will use clean battery electric or hydrogen fuel cell technologies
- Traffic signal priority technology will swiftly move buses through stoplights between the Marina Transit Exchange and the SURF! busway
- One mile of new pathways will boost safety and convenience for cyclists and pedestrians
- Residents and individuals from California State University, Monterey Bay will enjoy a new transit center and park-and-ride facilities on the former Fort Ord

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“Rush-hour speeds on Highway 1 sometimes slow to just nine miles an hour. Passengers could save up to 15 minutes per trip on the SURF! line. Plus, that stretch of the Monterey Bay is one of the most beautiful bus rapid transit locations in the country.”

Michelle Overmeyer,
MST Director of Planning and Innovation

Project Timeline: After completing a 2017 multi-agency feasibility study, MST hired a consultant to assist with California Environmental Quality Act (CEQA) and National Environmental Policy Act (NEPA) reviews in late 2019. Project administrators expect to release an environmental document in early 2021, followed by board approval and a subsequent federal review. Kicking off construction by 2023 would put the SURF! line on track for a 2027 debut.

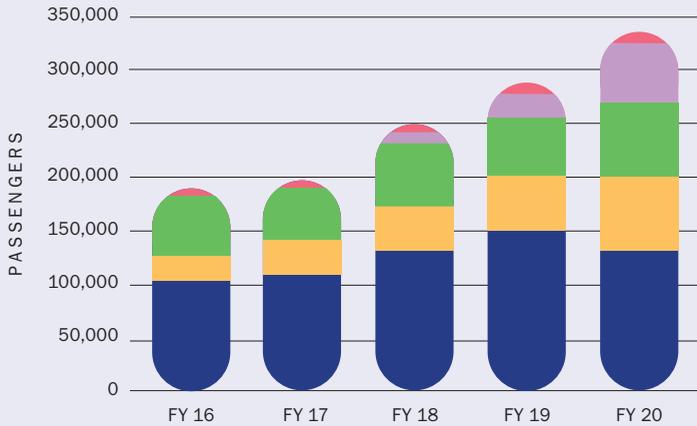
Funding: TAMC will provide \$15 million in project support through Transportation Safety & Investment Plan (Measure X) funds approved by voters in 2016. MST will seek additional local, state and federal funds for the SURF! line for the estimated \$52M project.

Monterey Branch Line (MBL)



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Five-Year Measure Q Growth



Measure Q Boarding Stats, FY 2015-2020

- MST RIDES: 678,425
 - Taxi Vouchers: 206,102
 - Senior Shuttles: 307,120
 - Veteran Shuttle: 105,194
 - TRIPS Volunteer: 3,952
- Total Trips: 1,300,793**

Measure Q At A Glance

MEASURE Q GOALS, FY 2015–2020

MST Navigators: Volunteers teach individuals with disabilities to travel on the MST system

Free bus passes for veterans: Local organizations nominate deserving veterans to receive free annual transit passes

Veterans-helping-veterans program: Former military members and an MST mobility specialist provide travel training, outreach and assistance to fellow veterans

MST TRIPs: MST’s Transportation Reimbursement Incentive Program (TRIPs) assists Monterey County residents outside of transit service areas, offering \$.40 per-mile reimbursement (up to 250 monthly miles) for friends and family who drive participants to medical appointments and essential services

Rapid Response: MST’s paratransit emergency response program identifies MST RIDES participants with disabilities and functional needs, so that they can be evacuated during wildfires, earthquakes or other emergencies

Flexible voucher pilot program: Moved to the Measure Q plan for FY 2021–2025

MST Moves Forward with New Measure Q Goals

SINCE MEASURE Q TOOK EFFECT on July 1, 2015, more than 1.3 million seniors, veterans and individuals with disabilities have traveled on services funded by the 15-year, 1/8-cent local sales tax.

MST took Measure Q to voters in 2014, after other organizations launched four unsuccessful attempts to raise local sales taxes to fund a variety of local road and transit projects. Measure Q passed with 72 percent approval, setting the stage for ambitious, innovative programs geared toward community members in need. Riders embraced the services from the start. Annual boardings on services funded by Measure Q increased

from approximately 200,000 in the first year to 344,000 just five years later – a 72% increase.

The sales tax supports a variety of programs and mobility services. These include fixed routes designed specifically for seniors and veterans, reduced fare taxi vouchers for eligible residents, free transit passes for veterans, travel training to help people learn how to use transit, and the MST RIDES program for persons with disabilities.

One recent investment of Measure Q funds was the implementation of the Rapid Response paratransit emergency response program in June 2020. That software package was instrumental in helping emergency personnel understand the location of residents with access and functional needs, so that teams could provide evacuation assistance when numerous wildfires threatened populated areas of Monterey County in August. With the assistance of this software, MST was able to quickly respond and evacuate 22 elderly and disabled individuals from the Rippling River Assisted Living Center in Carmel Valley Village as uncontrolled fires approached.

“As officials announced evacuation zones for the River and Carmel fires, we recreated the borders on our Rapid Response map and identified the locations of registered MST RIDES participants. MST coordinated with Cal Fire and local public safety officials to quickly move those persons with disabilities to safe shelter,” says MST Contract Transportation Supervisor Marzette Henderson, who oversaw the evacuation.

Henderson calls Rapid Response an important tool in the agency’s disaster-response belt.

“This software enabled staff to identify in minutes the folks that needed help. Done manually, that would have taken hours,” he says.

Mobility Services



(Continued)

In early 2021, MST's Mobility Advisory Committee and Board of Directors will approve Measure Q goals for the next five years. "Measure Q provides freedom and improves quality of life for vulnerable members of our community," says Henderson. "When individuals have improved access to health care, education and essential services, it builds their confidence and helps them live fuller, more satisfying lives."

Other Accomplishments Supported By Measure Q

2017: Reduced fares by 50% for MST RIDES ADA paratransit passengers, generating a 40% increase in ridership among eligible seniors and individuals with disabilities

2017: Implemented Line 61, the veterans' shuttle that connects Salinas and the Major General William H. Gourley VA-DoD Outpatient Clinic

2018: Worked with Hacienda Carmel to modify and expand Senior Shuttle services (Lines 91 and 92)

2019: MST opened the Salinas Mobility Services Center. Using simulated street scenes with real buses, signage and sidewalks, passengers can practice navigating the MST system before they travel. Customers can also confirm MST RIDES eligibility at the center.

2020: Re-established shuttle service from Marina to the VA Palo Alto Health Care System, after COVID-19 paused the volunteer-run program

Proposed Measure Q Programs for FY 2021-2025

(subject to approval by the Mobility Advisory Committee and MST Board of Directors)

FY 2021

- Develop a universal, contactless fare alternative to paper vouchers, cash and coins on MST's fixed-route lines (in progress, as part of the Cal-ITP demonstration – story on page 14), and expand the contactless fare system to MST's taxi voucher program for seniors, veterans and individuals with disabilities
- Enhance medical access for veterans by creating more frequent direct service from the Monterey Peninsula to the VA Palo Alto Health Care System
- Review and modify MST's Senior Shuttle program to increase ridership and improve service

FY 2022

- Expand contactless fare program to MST RIDES

FY 2023-2025

- Improve on-demand services for seniors and individuals with disabilities living in South Monterey County
- Explore the creation of subsidies or transit support for meal deliveries to seniors and individuals with disabilities to reduce food insecurity and lower mobility expenses

2020 Employee of the Year



Leticia Trevino

LETICIA BEGAN HER CAREER as a Coach Operator with Monterey-Salinas Transit in July of 2000. This past year, she was recognized for twenty-nine years of safe driving as well as multiple commendations for outstanding customer service and continuously going above and beyond. Leticia was previously recognized as MST's Employee of the Month in September 2001, August 2019, and April 2020. Due to her quick actions in April, she was recognized by the City of Soledad and State of California Senate.

On March 17, 2020, Leticia was driving Line 18 near Monterey Road and

Buna, when she noticed two little girls approximately 3- and 6-years old walking alone. When she noticed one of the little girls only had socks on, she became concerned and pulled the bus over to see if they were okay. Upon bringing them inside the bus, Leticia contacted the Communications Center and law enforcement was made aware of the situation. Her quick thinking not only saved their lives, but also assisted the local police in returning the two young girls to their home and family.

We are pleased to recognize Leticia for her excellent performance and for her dedication to those who depend upon MST for safe, friendly, and efficient service. Please join MST in recognizing Leticia as Employee of the Year for 2020 and in saying thank you for her continued commitment to MST's Mission.

This past year, Leticia was recognized for twenty-nine years of safe driving as well as multiple commendations for outstanding customer service and continuously going above and beyond.

2020 Employees of the Month

JAN. Elizabeth Torres	JULY Aldaberto Corrales
FEB. Moises Zamacona	AUG. Marcus Medina
MAR. Raul Guerrero	SEPT. Lisa Cox
APR. Leticia Trevino	OCT. Ikuyo Yoneda-Lopez
MAY Humberto Hernandez	NOV. Peter DeWitt
JUNE Thomas Newton	DEC. Marzette Henderson

MST Project Paves the Way for Contactless Fare Payments

MST IS THE FIRST TRANSIT AGENCY in California to test a contactless, fee-free payment card that may someday work on public transportation systems across the state.

The California Department of Transportation (Caltrans), Visa and other partners are behind the initiative, called the California Integrated Travel Project (Cal-ITP). Organizers hope to create a market for open-loop bank cards to allow passengers to board any bus, train or light rail car in any California community.

“Customers don’t need three different cards to buy coffee in San Francisco, San Diego and Monterey, so why should they need three different payment methods to ride transit in those three cities? With this new model, anyone holding a contactless bank card or payment-enabled device could conceivably purchase transit wherever they are,” says MST General Manager and CEO Carl Sedoryk.

As it makes transit more user-friendly, the tool could also benefit individuals who lack access to bank cards and bank accounts. Project leaders are studying the feasibility of loading the cards with rental

“The long-term vision, if this gets broadly accepted, is that you could use the same card to purchase your transit tickets and your daily necessities. The possibilities are exciting.”

Carl Sedoryk, MST General Manager and CEO

vouchers, food assistance and other funding for low-income households.

“The long-term vision, if this gets broadly accepted, is that you could use the same card to purchase your transit tickets and your daily necessities. The possibilities are exciting,” says Sedoryk.

MST maintenance teams installed trial ticket validators in the fall, and passengers began using their contactless cards or payment-enabled devices this winter. As the project’s demonstration partner, MST will assess usage and suggest potential improvements as organizers determine how to best scale the program.

Caltrans selected MST for the Cal-ITP demonstration because of the agency’s sizable service area, diverse passenger base and willingness to embrace innovation.

“MST has been at the forefront of several pioneering initiatives, from converting locally grown mustard seed into biodiesel, to implementing a first-of-its-kind inductive charging station on the Monterey Trolley route,” says Sedoryk. “We’ve never been afraid to try something new, or outside of the mainstream, to better serve our community.”



2020 Financials

Operating Revenue Total: \$54,043,479



Operating Expenses Total: \$54,043,479



100%

Strategic Goals 2018-2020

1) Develop and Maintain Adequate and Stable Long Term Revenues

Maintain public/private and public/public partnerships, fare-pricing strategies and revenue generation from the use of MST assets as a means to generate the revenue required to construct needed capital facilities, purchase vehicles, sustain current and future transit services, and maximize the value of MST services to the community.

Through education and advocacy, encourage policy makers and the general public to enact legislation at local, state and federal levels to provide sustained revenue sources that will support the future growth of Monterey County's public transportation system.

2) Provide Quality Transit and Mobility Management Services

Develop and implement services, infrastructure, and technologies to meet and exceed the expectations of customers and maximize the value of MST in the community. Continue to explore and implement new technologies and practices that enhance the overall customer experience, improve safety and sustainability, reduce costs, attract new customers, retain existing customers, and motivate employees.

3) Maintain board protocols and best practices to achieve effective and efficient board operations and board meeting management

Offer training and orientation for board members and provide concise reports that result in a well-informed, well-satisfied, participatory policy governance board.

4) Promote policies and practices that encourage environmental sustainability and resource conservation

Implement economically sound and environmentally-friendly resource conservation policies that reduce dependence on scarce natural resources and the potential for negative impacts on our environment.

5) Educate the public on MST services through promotion, communication and advocacy

Attract new riders and improve community support for MST by utilizing effective marketing, promotion, and communication techniques and by applying greater focus in meeting individual community and stakeholder needs.

6) Promote organizational values to maintain high quality relationships with MST employees, contractors, vendors, board members and community stakeholders

Promote individual and organizational safety, efficiency and effectiveness, and enhance the satisfaction of our customers, employees, partners, board members, and other key stakeholders.

7) Maintain industry leadership for like-sized agencies within California and the United States

Develop and implement programs and practices that distinguish Monterey-Salinas Transit as a leader within the public transit industry.

2020 ANNUAL REPORT CONTRIBUTORS

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TEAR OFF PERFORATED CARD AND FOLD TO WALLET-SIZE

STRATEGIC GOALS 2018-2020

- 1) Develop and Maintain Adequate and Stable Long Term Revenues
- 2) Provide Quality Transit and Mobility Management Services
- 3) Maintain board protocols and best practices to achieve effective and efficient board operations and board meeting management
- 4) Promote policies and practices that encourage environmental sustainability and resource conservation
- 5) Educate the public on MST services through promotion, communication and advocacy

(Continued)

- 6) Promote organizational values to maintain high quality relationships with MST employees, contractors, vendors, board members and community stakeholders
- 7) Maintain industry leadership for like-sized agencies within California and the United States

MST FAST FACTS

MST RIDES

Fleet Size: **39**
 Operating Expenses FY 2020: **\$5,797,274**
 Capital Expenses FY 2020: **\$136,778**
 Passengers Carried: **195,762**
 Revenue Miles Traveled: **1,081,379**

MST FIXED ROUTE

Population Served: **434,061**
 Service Area: **295 square miles**
 Fleet Size: **132**
 Operating Expenses FY 2020: **\$41,537,574**
 Capital Expenses FY 2020: **\$5,471,730**
 Passengers Carried: **3,082,463**
 Stops in Service Area: **1,011**
 Revenue Miles Traveled: **3,784,919**
 Routes: **34**
 Employees: **243**



MST SERVICE AREA



*Service to San Jose, Santa Cruz, and Templeton has been temporarily suspended due to the COVID-19 pandemic.



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