



# TITLE VI PROGRAM UPDATE

## June 2017-2020

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Monterey-Salinas Transit  
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## MST'S DISTRICT PROFILE

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In 2009, Monterey-Salinas Transit sponsored legislation (AB644 Caballero) creating the Monterey-Salinas Transit District under Public Utilities Code Section 106000, effective July 1, 2010.

Each of the 12 cities within Monterey County and the County of Monterey appoints an elected official from their governing council or board to serve on the MST Board of Directors (Board). The following jurisdictions are represented on the MST Board:

The City of Carmel-by-the-Sea  
The City of Del Rey Oaks  
The City of Gonzales  
The City of Greenfield

The City of King City  
The City of Marina  
The City of Monterey  
The City of Pacific Grove  
The County of Monterey

The City of Salinas  
The City of Sand City  
The City of Seaside  
The City of Soledad

MST currently employs 241 individuals including 133 coach operators; 77 operations, maintenance and facilities workers; and 31 administrative staff<sup>1</sup> who operate out of the following locations:

Clarence J. Wright Operations Division – Salinas  
Frank J. Lichtanski Administration Building – Monterey  
Joe Lloyd Way Temporary Maintenance & Operations Facility – Seaside  
Thomas D. Albert Maintenance & Operations Facility – Monterey  
Bus Stop Shop – Monterey  
Mobility Management Center – Monterey  
Salinas Transit Center  
Sand City Station  
Marina Transit Exchange  
Monterey Transit Plaza

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## MST'S MISSION STATEMENT

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

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## MST'S VISION STATEMENT

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“A fully funded public transit system providing quality, valued, and affordable mobility and  
transportation services for the people in Monterey County”

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<sup>1</sup> Total staffing levels as February 28, 2017.

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## 1. INTRODUCTION

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Monterey-Salinas Transit (MST) has prepared this Title VI Program (Program) update in compliance with Title 49 CFR Section 21.9(b) and the Federal Transit Administration's (FTA) Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued on October 1, 2012.

The Program update is being submitted to the FTA in accordance with their June 19, 2014 concurrence letter informing MST that its Title VI Program update for the triennial cycle June 1, 2014 to June 1, 2017 had met all federal requirements and would expire on July 31, 2017. MST was instructed to submit its next Program update on June 1, 2017. A copy of this letter can be found in **Attachment A**. This update will cover the period from June 1, 2017 to June 1, 2020.

This Program documents the steps MST has taken and will continue to take to ensure that its transit services are provided without discrimination against individuals on the basis of race, color, or national origin. In addition to Title VI protections, MST does not discriminate against any other class protected by federal or state law. A copy of Resolution 2017-32 approving this 2017 Program update can be found in **Attachment B**.

Any questions regarding this Title VI Program update should be directed to:

Monterey-Salinas Transit  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

**Title VI Contact:** Deanna Smith, Compliance Analyst  
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## 2. GENERAL REQUIREMENTS

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This section addresses the general requirements outlined in Chapter III of FTA Circular 4702.1B. Supporting documentation is identified within the document and as attachments to this report.

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### TITLE VI NOTICE OF RIGHTS

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MST is committed to ensuring that the public is aware of the rights and protections afforded to them under Title VI. In accordance with 49 CFR 21.9(d) and guidance provided in FTA Circular 4702.1B Chapter III-4, MST's Title VI Notice of Rights (Notice) includes:

1. A statement that the agency operates its programs without regard to race, color, or national origin;
2. A description of the procedures the public should follow in order to request additional information on the recipient's Title VI obligations;
3. A description of the procedures members of the public shall follow in order to file a Title VI discrimination complaint.

MST's Notice of Rights (Notice) has been translated into the four safe harbor languages identified in MST's Language Assistance Plan (LAP): Spanish, Tagalog, Vietnamese, and Korean. The Notice also includes MST's Notice of Language Assistance and contact information for assistance obtaining information regarding MST's Title VI obligations and the procedures for filing a Title VI discrimination complaint.

The Notice can be found on MST's website at <http://mst.org/contact-us/civil-rights/> and is posted on MST buses and at all MST customer service locations, administration offices, and public meeting rooms (MST board room, conference rooms, and reception areas).

A copy of MST's Notice of Rights is included in **Attachment C**. A list of posting locations is included in **Attachment D**.

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### TITLE VI COMPLAINT PROCESS AND COMPLAINT FORM

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As part of MST's commitment to ensuring that no person is discriminated against on the basis of race, color, or national origin, and to ensure compliance with 49 CFR Section 21.9(b) and guidance provided in FTA Circular 4702.1B Chapter III-5, MST has developed a Title VI complaint process and complaint form for investigating and tracking all Title VI complaints.

MST investigates complaints that allege discrimination based on race, color, or national origin. Complaints must be filed in writing within 180 days from the date of the alleged discrimination, and all Title VI complaints are investigated according to MST's Title VI complaint process.

The Title VI complaint form and process can be found on MST's website at <http://mst.org/contact-us/civil-rights/>. Both the complaint form and process have been translated into all four safe harbor

languages identified in MST's Language Assistance Plan. A copy of the Title VI complaint form and process in English are included in **Attachment E**<sup>2</sup>.

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## LIST OF TITLE VI COMPLAINTS, INVESTIGATIONS, AND LAWSUITS

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To ensure compliance with 49 CFR Section 21.9(b) and guidance provided in FTA Circular 4702.1B Chapter III-5, MST maintains a list of all complaints, investigations, and lawsuits alleging discrimination by Monterey-Salinas Transit on the basis of race, color, or national origin. As required, the list includes the date of the complaint, investigation, or lawsuit; a summary of the complaint, investigation, or lawsuit; and the action taken in response to the complaint, investigation, or lawsuit. To date, MST has received, investigated, and closed a total of five Title VI complaints. No lawsuits have been filed against MST.

MST customers most often interact with coach operators; therefore, it is to be expected that the majority of Title VI complaints allege discrimination by a coach operator. All complaints received by MST customer service representatives or other MST staff alleging discrimination based on race, color, or national origin are forwarded to MST's compliance analyst/Title VI coordinator. MST's director of transportation services, communications systems manager, and contract transportation supervisor are also informed of complaints involving coach operators.

MST buses are equipped with digital video and audio recording devices. If the complaint is a valid Title VI concern, the compliance analyst makes contact with the complainant and begins an investigation into the complaint. If the complaint involves a coach operator, the investigation may include reviewing onboard video and audio covering the time period of the alleged discrimination and interviews with the coach operator.

If a valid Title VI violation has occurred, the compliance analyst forwards his or her findings to the coach operator's supervisor and the director of transportation services, who then initiates appropriate disciplinary action in accordance with MST policy, the MST Employee Handbook, Coach Operator Manual, and applicable Collective Bargaining Agreements (CBA) or Memoranda of Understanding (MOU). If complaints are found to be invalid or when disciplinary action is not warranted, coach operators may be provided with guidance or updated training. Complaints naming MST employees other than coach operators would follow a similar process.

In all cases, whether a Title VI complaint is found to be valid or invalid, the compliance analyst closes the complaint with a letter, phone call, or email, depending on the complainant's request.

At all times, the MST employee named in the discrimination complaint is provided an opportunity to have union or other representation present during all interviews and are afforded the right to appeal any agency decision according to applicable MST policy, employee handbooks, manuals, and applicable CBAs or MOUs.

A list of Title VI Complaints, Investigations, and Lawsuits can be found in **Attachment F**.

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<sup>2</sup> Attachment E also includes English-language copies of MST's ADA complaint form and process, reasonable modification request form and process, and MST RIDES paratransit application form.

## PUBLIC PARTICIPATION PLAN

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In accordance with 49 CFR Section 21.9(b), FTA Circular 4702.1B Chapter III-5, MST has updated its Public Participation Plan (PPP, Plan) to identify effective methods to communicate with and engage all of its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency, minority or socioeconomic status, or disability. Additionally, MST's PPP reflects the principles of FTA Circular 4703.1 which guides public transit providers to integrate the principles of environmental justice into the transportation decision-making process.

Between February 2017 and March 2017, MST provided a draft of the Public Participation Plan to various advisory committees, governmental agencies, social and community groups, and members of the public and solicited feedback for consideration and incorporation into the final Plan. The final Public Participation Plan can be found in **Attachment G**.

A summary of MST's public participation and outreach efforts since June 2014 can be found in **Attachment H**.

## LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

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MST upholds the goals of Title VI of the Civil Rights Act of 1964, Federal Executive Order 13166, and the Department of Transportation's Limited English Proficiency Guidelines by ensuring that all persons, regardless of race, color, or national origin, are afforded meaningful access to its transit services.

In accordance with guidance provided in FTA Circular 4702.1B Chapter III-6, MST has conducted a Four Factor Analysis to determine the level of language assistance that will be provided to LEP individuals within its service area.

MST used the following required four factors to determine its obligation to accommodate LEP populations:

**Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee of federal funding;

**Factor 2:** The frequency with which LEP individuals come in contact with the program;

**Factor 3:** The nature and importance of the program, activity, or service provided by the recipient to people's lives; and

**Factor 4:** The resources available to the recipient

MST updated its 2014 Four Factor Analysis to determine the current language assistance needs of its stakeholders. MST utilized the results of the analysis to create a Language Assistance Plan (LAP) that would provide the appropriate level and type of assistance for its customers.

MST's Language Assistance Plan and Four Factor Analysis can be found in **Attachment I**. Census data used to complete the LAP Four Factor Analysis can be found in **Attachment J**.

## MINORITY REPRESENTATION ON NON-ELECTED COMMITTEES

Pursuant to 49 CFR 21.5(b)(1)(vii) and guidance provided in FTA Circular 4702.1B Chapter III-9, MST retains a table depicting the racial breakdown of the membership of its non-elected planning boards, advisory councils and committees whose members are appointed by MST staff or Board. A description of the efforts made to encourage the participation of minorities on these committees is provided below.

MST's current relevant committees are:

- Measure Q Oversight Committee (MQC)
- Mobility Advisory Committee(MAC)

**Table 1: Racial Breakdown of Committees**

Committee	WH	AI or AN	AS	BL/AA	H/L	NH or PI	2+	Total No. Members
<b>MQC</b>	66%			17%	17%			6
<b>MAC</b>	64%			9%	27%			11

### **Measure Q Oversight Committee**

On November 4, 2014, the voters of Monterey County approved the first-ever countywide sales tax measure for public transit. The Monterey-Salinas Transit Local Transit Funding for Seniors, Veterans, and Persons with Disabilities sales tax measure (Measure Q) went into effect in April of 2015, and is expected to raise approximately \$8 million per year to provide vital public transit services to these groups. The sales tax will expire after 15 years unless renewed by the voters of Monterey County.

Per Ordinance 2015-01, Section 18, the MST Board of Directors is required to appoint members to an oversight committee to review and report on the revenue and expenditure of funds from the tax. The membership of the Measure Q Oversight Committee consists, at a minimum, of a representative from each of the following:

- The Salinas Urbanized Area, to include a representative from the City of Salinas;
- The Seaside-Marina-Monterey Urbanized Area, to include a representative from among the cities of Carmel-by-the-Sea, Monterey, Pacific Grove, Seaside, Del Rey Oaks, Sand City, and Marina;
- The Non-urbanized Areas, to include a representative from among the cities of Gonzales, Greenfield, Soledad, and King City;
- The County of Monterey, to include a representative from an unincorporated area of Monterey County;
- A bona fide non-profit organization that represents the interests of taxpayers in the County; and
- The District's existing Mobility Advisory Committee, to include two members of the Mobility Advisory Committee.

MQC members meet at least two times per year to review and report on the revenue and expenditure of funds from the tax to ensure that all funds are spent to benefit seniors, veterans, and persons with disabilities. All Measure Q meetings are open to the public.



Nominations for MQC members are solicited by MST staff from a variety of nonprofit agencies, social service providers, municipalities, and board members, with special consideration given to individuals who are themselves seniors, veterans, or persons with disabilities.

MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits.

### **Mobility Advisory Committee**

Monterey-Salinas Transit is committed to assisting persons with disabilities and other travel challenges to ensure they receive the same level of mobility and travel independence on public transit that others enjoy. To this end, MST operates a range mobility services offering a variety of travel options that allow riders to participate fully in their communities.

All MST mobility program services are planned and implemented with the input and oversight of the Mobility Advisory Committee. The MAC is comprised of consumers and medical/social service agency personnel who have first-hand experience using MST services and/or in assisting others to do so. The MAC provides advice and recommendations on improving mobility services to MST staff and its Board of Directors.

MAC members are nominated by existing members of the committee and are then referred to the MST Board for approval. The committee seeks to maintain a balance of representation from among various service providers and across the MST service area. MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits. The Title VI Coordinator monitors the racial makeup of MST's advisory committees and makes diversity recommendations when vacancies occur.

The Mobility Advisory Committee meets every two months, and meetings are open to the public. The MAC reports directly to the MST board of directors, and provides advice and recommendations on improving these services.

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## **SUB-RECIPIENT ASSISTANCE AND MONITORING**

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Pursuant to 49 CFR 21.5(b)(1)(vii) and guidance provided in FTA Circular 4702.1B Chapter III-10, primary recipients must monitor their sub-recipients for compliance with Title VI regulations. MST does not allocate or pass through funding to sub-recipients; as such, there is no sub-recipient monitoring to report.

MST contracts with MV Transportation, Inc. (MV) to provide its paratransit service and a portion of its fixed-route service. MST ensures that this contractor complies with Title VI by monitoring the following activities:

1. MST provides its Title VI Program to MV and receives their acceptance upon each Program update.
2. MST's compliance analyst has provided MV's administrative staff and operations supervisors with the same Title VI training it provides to its own employees. Special "train the trainer" sessions have been provided to MV's general manager and operations supervisors who in turn provide the training to all new hires. Employees receive regular refresher training in Title VI regulations and responsibilities.

3. MV maintains a copy of MST's Title VI Program at their Salinas facility in an area fully accessible to its employees. A copy of the Title VI complaint form and process are posted on the employee bulletin board.
4. MST's Title VI Notice of Rights is posted in all MV buses.
5. MV reports all Title VI complaints to MST within 24 hours and MST's compliance analyst handles all complaints following the same procedures outlined in Attachment D.

MST's Title VI training materials can be found in **Attachment K**.

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## TITLE VI EQUITY ANALYSIS OF CONSTRUCTED FACILITIES

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In accordance with 49 CFR 21.9 and guidance provided in FTA Circular 4702.1B Chapter III-11, MST is required to conduct a Title VI equity analysis for new facilities to ensure that locations are selected without regard to race, color, or national origin.

FTA Title VI Circular 4702.1B requires that, "The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin."

Many of the buses that serve MST's southern Monterey County routes are based at MST's bus facilities in Monterey and Salinas. Realizing that both labor and fuel cost savings could be realized by servicing, maintaining, inspecting, and storing many of these vehicles at a facility located in southern Monterey County, MST staff began to identify vacant properties as potential sites for a bus operations and maintenance facility. As required for the FTA Title VI equity analysis, staff held two public hearings in King City to inform the public of proposed site selection goals and solicit input. The hearings were publicized in English and Spanish in the Salinas Californian, El Sol, the Monterey Herald, and The King City Rustler.

Because southern Monterey County has a small population of LEP Triqui-speakers, MST hired an interpreter to provide language assistance at both meetings. On September 19, 2016, the MST Board approved the site selection goals for a proposed South County Bus Facility.

The public notice and presentation materials can be found in **Attachment L**. The board memo and approval of site selection goals can be found in **Attachment M**.

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### 3. FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

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In accordance with 49 CFR 21.9 and guidance provided in FTA Circular 4702.1B Chapter IV, service standards and policies are required for fixed route services, and are optional for demand response service. The standards and policies must address how services and amenities are distributed across the transit system and must ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to provide additional demographic and service data; however, MST does not meet this threshold (**Attachment N**).

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#### SYSTEM-WIDE SERVICE STANDARDS

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Specific service standards are required for the following indicators: 1) vehicle load; 2) vehicle headways; 3) on-time performance; and 4) service availability (a measure of how routes are distributed within the service area). In addition to the federal requirements for service allocation standards and policies, the Transportation Development Act in California mandates farebox recovery standards.

The successful delivery of transit service is based on two key components: density and demand.

- Density of land uses is one of the most important determinants of transit ridership. Population density is the number of people in a unit of area, such as a square mile or an acre, or more refined units for urban areas. Density can include both residents and employment within the area. The more people in a given area, the more will ride transit if it is available. Consequently, population density should be considered when determining appropriate service levels. In general, successful transit routes serve corridors with higher population density. The JAZZ service is an example of a route designed based on population density, including trip attractors and generators warranting more frequent levels of service.
- Demand is defined as the frequency with which riders use a particular transit service. Demand is often measured in the number of passenger boardings or passenger trips. In areas where population density may be less concentrated, transit demand can occur if there are trip generators or attractors that make transit attractive to the rider. MST's military routes are an example of demand-based services. Large numbers of individuals use the routes that serve the military installations at the beginning and end of shift times.

MST's service area includes both high and low density areas, and the demand for transit service varies significantly in the various communities within Monterey County. Due to resource constraints, if demand and/or population density in a corridor falls below one half of MST's service area average, service may not operate within the standards outlined below.

#### **Service Availability**

Fixed-route bus service will serve 85 percent of the population within the urbanized areas within one quarter mile. The urbanized area is defined as having population densities of at least 7,996 persons per square mile.

**Table 2: Vehicle Load, On-Time Performance, Farebox Recovery Ratio**

Mode	Vehicle Load	On-Time Performance	Farebox Recovery
<b>Fixed Route</b>			20%
Local	1.25		
Primary	1.25		
Regional	1.25		
Commuter	1.00		
Military	1.25		
Trolley	1.25		
<b>RIDES</b>	1.00	75%	10%
<b>Systemwide</b>		75% on-time	15%

**Vehicle Headways – Fixed Route**

MST has no headway standard for its local routes, as its services are designed with input from the communities to be served. MST periodically evaluates the productivity of its routes; if productivity falls below the average on-call service productivity, MST works with the community to develop corrective actions to improve, consolidate, or cancel the service.

**Table 3: Local Routes – Neighborhood Collector (as of March 1, 2017)**

Route	Weekday Peak / Off Peak Headways
<b>3-CHOMP/Monterey</b>	120/140
<b>7-Del Rey Oaks/Monterey</b>	Sat, Sun only
<b>8-Ryan Ranch/Sand City</b>	60/0
<b>43- South Salinas/Salinas</b>	30/30
<b>46-Natividad/Salinas</b>	90/90
<b>MST On Call Marina</b>	General Public Dial-a-Ride
<b>MST On Call Gonzales</b>	General Public Dial-a-Ride
<b>MST On Call Greenfield</b>	General Public Dial-a-Ride
<b>MST On Call King City</b>	General Public Dial-a-Ride
<b>MST On Call Soledad</b>	General Public Dial-a-Ride

The standard for MST's primary and regional routes is a 60-minute frequency for the corridor. Vehicle headway is determined by ridership demand, population density, and major activity centers, and may be limited by available resources.

**Table 4: Primary & Regional Routes (as of March 1, 2017)**

Route	Weekday Peak / Off Peak Headways
<b>JAZZ A- Aquarium/Sand City via Hilby</b>	30/30
<b>JAZZ B- Aquarium/Sand City via Broadway</b>	30/30
<b>JAZZ C- Aquarium/Sand City Express*</b>	30/0
<b>1-Asilomar/Monterey</b>	60/60
<b>2- Monterey/Pacific Grove</b>	60/60

10-Marina/Monterey*	30/0
11- Carmel/Sand City*	70/0
16-Marina/The Dunes	60/60
18-Monterey/The Dunes	60/60
20- Monterey/Salinas	30/30
21- Pebble Beach/Salinas Express*	3 am, 3 pm trips
23- Salinas/King City	60/60-120
24- Monterey/Carmel Valley Grapevine Express	30-60/60
27- Watsonville/Marina	120/120
28- Watsonville/Salinas via Castroville	120/120
29- Watsonville/Salinas via Prunedale	120/120
41- Northridge/Salinas via East Alisal	30/30
42-Westridge/East Salinas	60/60
44- Northridge/Salinas via Westridge	75/75
45- Northridge/Salinas via East Market	75/75
48-Salinas/Airport Business Center	90/90
49- Salinas/Santa Rita	60/60
56-Salinas/Monterey	2 am, 1 pm trips
84-Soledad/Paso Robles	4 trips per day
91-Sand City/Pacific Meadows	2 trips per day
92-CHOMP/Pacific Meadows via Carmel	3 trips per day
93-Ryan Ranch/Monterey	60/140
94-Sand City/Carmel Rancho	30/150
95-Williams Ranch-Northridge	120/120 (one-way circulator)

\* These routes provide supplemental peak period trips on corridors served by other routes.

Vehicle headways for MST's military routes are determined primarily by ridership and the availability of dedicated resources. MST's goal is to recoup 75 percent of the fully allocated cost of service provision from outside funding sources. Schedules are focused on serving military base shift times, and the service is designed with input from military personnel. MST's military partnerships provide significant funding for these routes.

**Table 5: Military Routes (as of March 1, 2017)**

Route	Weekday Peak / Off Peak Headways
12- Monterey/The Dunes	7 trips per day
14- Monterey/NPS via La Mesa	60/120
69- Presidio/Del Monte Center	30/30 (Fri eve, Sat, Sun only)
70- Presidio/La Mesa	2 am, 2 pm trips
72-Presidio/Del Monte Center	1 am, 1 pm trips
74- Presidio/Preston Park Express	2 am, 1 pm trips
75- Presidio/Marshall Park Express	30/120
76- Presidio/Stillwell Park Express	3 am, 2 pm trips
78- Presidio/Santa Cruz Express	1 am, 1 pm trip
82- Fort Hunter Liggett/Salinas Express	2 am, 2 pm trips
85- Fort Hunter Liggett/Templeton	2 am, 4 pm trips

<b>Presidio Shuttle</b>	5-15/5-30
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Commuter service headways are determined by demand, and schedules are focused on transfers to and from connecting regional transportation services.

**Table 6: Commuter Routes (as of March 1, 2017)**

Route	Weekday Peak / Off Peak Headways
<b>55-Monterey/San Jose Express**</b>	2 trips per day
<b>86-King City/San Jose/SJ Airport**</b>	1 am, 1 pm trip

*\*\*Route serves as Amtrak Thru-Way bus, and is timed to meet Capital Corridor trains in San Jose. Service is funded in part by Amtrak and VTA.*

MST's seasonal, California State University Monterey Bay (CSUMB), and special event routes have no frequency standard. Vehicle headways for these routes are determined primarily by demand, and schedules are focused on serving event or class start times. Service is designed with input from university administration, funding sponsors, and/or event managers.

**Table 7: Seasonal/CSUMB/Special Event Routes (as of March 1, 2017)**

Route	Weekday Peak / Off Peak Headways
<b>MST Trolley Monterey</b>	10-12/10-12, summer and winter weekends only
<b>19-Del Monte Center/CSUMB</b>	90/80
<b>22- Big Sur/Monterey</b>	3 trips per day (weekdays in summer only; weekends all year)
<b>25-CSUMB–Salinas</b>	60/60 (school year only)
<b>26-CSUMB–East Campus Express</b>	30/30 (school year only)
<b>47-Hartnell–Alisal Campus</b>	60/60 (school year only)

## SYSTEM-WIDE SERVICE POLICIES

Systemwide service policies are required for the following service indicators: 1) distribution of transit amenities (including seating, shelters, printed and digital information, escalators, elevators, and waste receptacles) for each fixed-route mode operated; and 2) vehicle assignment for each fixed-route mode operated.

### **Distribution of Transit Amenities**

MST transit amenities include bus stop signs, benches, shelters, waste receptacles, major transfer centers, and information including printed signs, system maps, route maps, schedules, and digital equipment.

The following factors are considered in the determination of how bus stops are improved: passenger volume, transfer opportunities, access to major activity centers, site specific considerations, accessibility for persons with disabilities, safety, and availability of financial resources.



MST follows the following general guidelines for specific amenities:

- New bus shelters and benches should be provided at stops where 25 passengers or more per day are expected to board buses (safety, space and resources permitting).
- Bus benches should be provided at stops where 10 passengers or more per day are expected to board buses, safety, space and resources permitting.
- Developments that should provide bus shelters and/or benches include shopping centers, office buildings, hospitals, schools, large apartment complexes, and major residential subdivisions. MST has prepared the “Designing for Transit” manual which describes transit-oriented design guidelines and specifications in Monterey County.
- Free-standing waste receptacles are installed based on the number of passenger boardings at a particular stop, the level of activity in the area, and the availability of other trash receptacles nearby. Installation of pole-mounted waste receptacles may additionally require identification of an adjacent property owner who agrees to regularly empty the receptacle. New waste receptacles should be located at or near stops where 25 passengers or more per day are expected to board buses, safety, space and resources permitting.
- Printed information, including system/route maps and schedule information, are provided at the transit centers and on all MST vehicles. In addition, a pole-mounted timetable is provided at bus stops located at major timepoints, as listed in the route’s published schedule. All bus stops in the MST system are identified by a standard MST bus stop sign.
- Provision of new digital information such as real-time transit information signage will be prioritized for Bus Rapid Transit corridors and major activity centers in the MST system, such as transit centers, transfer points for two or more routes, or bus stops where 50 or more passengers per day are expected to board buses.

### **Vehicle Assignments**

New vehicles will be assigned in an equitable manner to provide efficient and effective transit throughout the communities MST serves.

Vehicles are distributed between the Monterey and Salinas divisions to reduce deadhead miles and are assigned according to the starting point of each route and the number of operator runs assigned to each division. All vehicles are maintained according to MST’s strict standards, regardless of the vehicle’s age.

Vehicle types and sizes, including emissions-reducing vehicles or smaller buses, are assigned based on the following criteria:

- Route Characteristics, such as ridership demand (e.g. high ridership routes may require high capacity, low floor vehicles that can be boarded quickly)
- Street Characteristics, such as narrow streets or intersections (e.g. smaller buses may be assigned to routes with tighter turning radii)

### **Performance Monitoring**

MST will periodically review the performance of its routes and the distribution of its assets to assess adherence to its adopted standards and policies. A comprehensive evaluation will be conducted at least

triennially, based on data collected for National Transit Database reporting. In addition to the triennial monitoring, MST will attempt to conduct the following monitoring activities:

- On-time performance and farebox recovery rates are reported to the Board of Directors on a monthly basis.
- Service availability, headways, and vehicle assignments will be evaluated during major service changes, comprehensive operational analyses, and other similar planning studies.

Based on the results of the performance monitoring, MST will prioritize its corrective actions for the lowest-performing routes and/or corridors.

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## 4. LIST OF ATTACHMENTS

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- A: FTA 2014 Concurrence Letter and Notice of 2017 Title VI Program Update Due Date
- B: Board Approval of MST 2017 Title VI Program Update
- C: Title VI Notice of Rights
- D: List of Title VI Notice Posting Locations
- E: Title VI Complaint Form/Process, Reasonable Modification Form/Process, Paratransit Application
- F: List of Title VI Complaints, Investigations, and Lawsuits
- G: Public Participation Plan
- H: Summary of Public Outreach Efforts
- I: Language Assistance Plan and Four Factor Analysis
- J: Census Data
- K: Title VI Training Materials
- L: Proposed Facility Meeting Notice and Presentation Materials
- M: Board Memo and Approval of Facility Site Selection Goals
- N: FTA UZA Exemption

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**Attachment A:**

FTA Concurrence Letter and Notice of 2017 Title VI Program Update Due Date

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U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION IX  
Arizona, California,  
Hawaii, Nevada, Guam  
American Samoa,  
Northern Mariana Islands

201 Mission Street  
Suite 1650  
San Francisco, CA 94105-1839

June 19, 2014

Michelle Overmeyer  
Civil Rights Contact  
Monterey-Salinas Transit  
One Ryan Ranch Road  
Monterey, CA 93940

Re: Title VI Program Concurrence – Recipient ID 1688

Dear Ms. Overmeyer:

This letter is to inform you that we received Monterey-Salinas Transit's (MST) Title VI program, on May 16, 2014. This submission is for the triennial cycle of June 1, 2014 to June 1, 2017, and replaces the program expiring on July 31, 2014. A Title VI Program submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

Upon reviewing your program, we have determined that it meets the requirements set out in the FTA's Title VI Circular, 4702.1B. Please plan to submit a Title VI program by the next program due date of June 1, 2017, by attaching it to your Recipient Profile in FTA's TEAM-Web. Please delete any version of the program in TEAM that this submission is replacing. Your Title VI program will expire 60 days after the due date, on July 31, 2017. If we have not received all required information by the time your Title VI program expires, MST may experience delays in processing grants or draw-down restrictions.

If you encounter any problems attaching your document to TEAM, please email it to me at the email address above and indicate that it should be attached to your Recipient Profile in TEAM, or mail a hard copy.

Thank you for your ongoing cooperation meeting all of the FTA civil rights program requirements. A copy of this letter has been attached to your Recipient Profile in TEAM for your reference.

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**Attachment B:**

Board Approval of MST's 2017 Title VI Program Update

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## RESOLUTION 2017-32 APPROVING THE 2017-2020 TITLE VI PROGRAM UPDATE

WHEREAS, the Monterey-Salinas Transit District was established under AB644, the Monterey-Salinas Transit District Act, signed into law on October 11, 2009 and found at California Public Utilities Code Section 106000; and

WHEREAS, Monterey-Salinas Transit receives federal funds to provide public transportation to Monterey County; and

WHEREAS, Monterey-Salinas Transit is committed to ensuring that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any MST program, service, or activity regardless of the funding source; and

WHEREAS, Monterey-Salinas Transit must promote full and fair participation in public transportation decision-making; and

WHEREAS, Monterey-Salinas Transit must ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, Monterey-Salinas Transit is required by the Federal Transit Administration to prepare and submit a Title VI Program reaffirming its commitment to nondiscrimination every three years.

THEREFORE, BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit approves its 2017-2020 Title VI Program Update.

THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT PASSED AND ADOPTED RESOLUTION 2017-32 this 10th day of April, 2017.

A handwritten signature in blue ink, appearing to read "Tony Barrera", is written over a horizontal line.

Tony Barrera, Chairperson

A handwritten signature in blue ink, appearing to read "Carl Sedoryk", is written over a horizontal line.

Carl Sedoryk, GM/CEO

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

**Transit District Members** Monterey County • Carmel-by-the-Sea • Del Rey Oaks • Gonzales • Greenfield • King City • Marina • Monterey  
Pacific Grove • Salinas • Sand City • Seaside • Soledad **Administrative Offices** 19 Upper Ragsdale Drive, Suite 200 Monterey, CA 93940

PH 1-888-MST-BUS1 (1-888-678-2871) • FAX (831) 899-3954 • WEB [mst.org](http://mst.org)


PASSED AND ADOPTED BY THE BOARD OF DIRECTORS OF MONTEREY-SALINAS  
TRANSIT this 10th day of April, 2017 by the following vote:

AYES: Directors: Albert, Alejo. Barrera, Bonincontri, Clark, Hardy, LeBarre, Cuneo,  
Pacheco, Pendergrass, O'Connell, Martinez, Velazquez

NOES:

ABSENT:

ATTEST:

  
Board Secretary (Deputy)



**Attachment C:**

Title VI Notice of Rights

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# Title VI Notice of Rights

MST operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and Department of Transportation Regulations 49 CFR Part 21. If you believe you have been subjected to discrimination as prohibited by Title VI, you may file a written complaint with MST or with the Federal Transit Administration. For more information or to obtain a Title VI complaint form and process contact MST directly, below.

MST opera sus programas y servicios sin distinción de raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y el Reglamento del Departamento de Transporte (Department of Transportation Regulations) 49 CFR Parte 21. Si cree que ha sido objeto de discriminación según lo prohíbe el Título VI, puede presentar una queja por escrito ante el MST o ante la Administración Federal de Tránsito (Federal Transit Administration). Para obtener más información o para obtener un formulario y el proceso de reclamación del Título VI comuníquese con MST directamente, a continuación.

Pinatatakbo ng MST ang mga programa at serbisyo nito nang hindi tumitingin sa lahi, kulay, o bansang pinagmulan alinsunod sa Title VI ng Civil Rights Act of 1964 at Department of Transportation Regulations 49 CFR Part 21. Kung naniniwala kang dumanas ka ng diskriminasyon ayon sa ipinagbabawal ng Title VI, maaari kang magsampa ng nakasulat na reklamo sa MST o sa Federal Transit Administration. Para sa karagdagang impormasyon o upang kumuha ng Title VI na form at proseso ng reklamo makipag-ugnayan mismo sa MST, sa ibaba.

MST điều hành các chương trình và dịch vụ của mình không dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia theo Tiêu đề VI của Đạo Luật Dân Quyền 1964 (Title VI of the Civil Rights Act of 1964) và Quy Định của Bộ Giao Thông Vận Tải 49 CFR Phần 21 (Department of Transportation Regulations 49 CFR Part 21). Nếu quý vị tin rằng quý vị đã bị phân biệt đối xử chiếu theo Tiêu đề VI, quý vị có thể nộp đơn khiếu nại đến MST hoặc Cục Quản Lý Giao Thông Liên Bang (Federal Transit Administration). Để biết thêm thông tin hoặc nhận được mẫu đơn và quy trình khiếu nại Tiêu đề VI, xin hãy liên hệ trực tiếp với MST, theo địa chỉ dưới đây.

몬트레이-살리나스 교통 (MST)은 1964년 제정된 시민법 법안 (Civil Rights Act) 제6장 및 국토교통국 규정 49조, 연방규정집 (CFR) 21장에 의거하여 인종, 피부색, 또는 출신국가와 관계없이 프로그램 및 서비스를 운영한다. 제6장에서 금지하는 바와 같은 차별을 받았다고 생각될 경우, 몬트레이-살리나스 교통(MST) 또는 연방대중교통국 (Federal Transit Administration)에 서면으로 민원을 제기할 수 있다. 더 자세한 정보가 필요하거나 제6장 불만신고양식을 접수시키려면 아래와 같이 몬트레이-살리나스 교통(MST)에 직접 연락하면 된다.

**Mail:** MST c/o Compliance Analyst, 19 Upper Ragsdale Drive, Suite 200, Monterey, CA 93940

**Website:** <http://mst.org/contact-us/civil-rights/> • **Phone:** (888) 678-2871 • **TTY/TDD** 831-393-8111 • 711 Relay

**Email:** [customerservice@mst.org](mailto:customerservice@mst.org)



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## **Attachment D:**

### **List of Title VI Notice Posting Locations**

1. Frank J. Lichtanski Administration Building
  - a. Reception area
  - b. Board room
  - c. Conference room
2. Thomas D. Albert Maintenance & Operations Facility
  - a. Reception area
  - b. Conference room
3. Bus Stop Shop – Monterey
  - a. Reception room/customer service window
  - b. Conference room
4. Salinas Transit Center
  - a. Customer service window
5. Marina Transit Exchange
  - a. Customer service window
6. All MST buses

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**Attachment E:**

Title VI Complaint Form and Process, Reasonable Modification Request Form and Process, and RIDES Paratransit Application

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## **TITLE VI COMPLAINT FORM**

<b>Section I:</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home/Cell):</b>			<b>Telephone (Work):</b>	
Email:				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf? *			Yes	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are filing:				
Have you obtained permission from this person?			Yes	No
Please explain why you are filing for this person:				
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				
_____				
_____				
_____				

Section IV		
Have you previously filed a Title VI complaint with MST?	Yes	No
Contact name:	Telephone number:	
Section V		
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> Local Agency: _____	<input type="checkbox"/> Local Court: _____	
Please provide contact information for the person you spoke to at the above agency:		
Name:	Title:	
Agency:		
Address:		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Signature

Date

Monterey-Salinas Transit (MST) operates without regard to race, color, or national origin.

If you need assistance completing this form, contact MST at 888-678-2871 (TTY/TDD 831-393-8911) or email [customerservice@mst.org](mailto:customerservice@mst.org).



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**Please submit this form in person or by mail to:**

Monterey-Salinas Transit  
Attn: Compliance Analyst/Title VI Coordinator  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

## **Title VI Complaint Process**

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR Part 21), Monterey-Salinas Transit (MST) operates without regard to race, color, or national origin. Any person who believes he or she has been discriminated against by MST on the basis of race, color, or national origin may file a Title VI complaint.

A Title VI complaint form can be downloaded at [www.mst.org](http://www.mst.org) or by calling 888-678-2871 (TTY/TDD 831-393-8911). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or MST staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. MST will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by MST within 5 days of request\*.
2. MST will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of Title VI regulations.
3. MST will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified. A written investigation report will be prepared, including a summary description of the incident, investigative findings, and recommended corrective action.
4. A closing letter will be provided to the complainant. The complainant will have 5 business days from receipt of the closing letter to file an appeal. If no appeal is filed, the complaint will be closed.
5. MST will forward a copy of the investigation report to the appropriate federal agency, if required.

\*MST will process and investigate all complaints that meet the requirements of Title VI discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.

**Complaint forms should be mailed to Monterey-Salinas Transit, Attn: Compliance Analyst/Title VI Coordinator, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940**

*Complaints may also be filed with the Federal Transit Administration, Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 or online at <http://www.fta.dot.gov/civilrights/12884.html>.*



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## **Reasonable Modification Request Process**

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27 and 37), and Section 504 of the Rehabilitation Act of 1973, as amended, Monterey-Salinas Transit (MST) makes reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure that its programs are accessible to individuals with disabilities.

Requests may be submitted by completing a Reasonable Modification request form online at [www.mst.org](http://www.mst.org), or by calling 888-678-2871 (TTY/TDD 831-393-8911). Requests may also be made during the MST RIDES eligibility process. If needed, MST staff will provide assistance completing the request form.

1. The ADA Coordinator will contact the requestor within 10 business days of receipt of request for reasonable modification.
2. The ADA Coordinator will determine if the request can be accommodated within 30 days of receipt of request. If additional time is needed to make a determination, the requestor will be notified.
3. MST will inform the requestor whether the request can be accommodated as soon as a determination has been made. The complainant will have 5 business days from receipt of MST's response to file an appeal. If no appeal is filed, the complaint will be closed.
4. **MST is not required** to make modifications to our policies, practices, and procedures if the modification:
  - 1) Would fundamentally alter our service;
  - 2) Would create a direct threat to the health or safety of others;
  - 3) Is not needed by the passenger to access our services; or
  - 4) Would place an undue financial or administrative burden on the transit agency.



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## REASONABLE MODIFICATION REQUEST FORM

<b>Section I:</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home/Cell):</b>			<b>Telephone (Work):</b>	
<b>Email:</b>				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	
<b>Section II:</b>				
For which MST service are you requesting a reasonable modification? Check all that apply:				
Fixed Route <input type="checkbox"/>	On-Call <input type="checkbox"/>	Paratransit services <input type="checkbox"/>		
<b>Section III:</b>				
Please explain the modification you request in as much detail as possible:				

If you need assistance completing this form, contact MST at 888-678-2871 (TTY/TDD 831-393-8911) or email [customerservice@mst.org](mailto:customerservice@mst.org).

**Please submit this form in person or by mail to:**

Monterey-Salinas Transit  
Attn: Customer Service / Reasonable Modification  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito /  
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# Monterey-Salinas Transit ADA Paratransit Contact Information Form

PLEASE PRINT OR TYPE ALL RESPONSES (EXCEPT SIGNATURE). RESPONSES MUST BE LEGIBLE IN PRINTED BLUE OR BLACK INK.

(A TYPE-IN PDF FORM IS AVAILABLE AT [WWW.MSTMOBILITY.ORG/ADA-PARATRANSIT-RIDES/](http://WWW.MSTMOBILITY.ORG/ADA-PARATRANSIT-RIDES/))

This contact information may be shared with other transit officials and health care professionals should you decide to apply for ADA Paratransit Services. It will not be used for any other purpose. You must complete all items on the form.

## PLEASE PROVIDE THE FOLLOWING REQUESTED CONTACT INFORMATION

Your Full Name:		
Address Where You Live:		Apt#:
City:	State:	Zip Code:
Mailing Address (if different):		Apt#:
City:	State:	Zip Code:
Date of Birth:    /    /	← Example: 01/01/2011      Gender: Male <input type="checkbox"/> Female	
Contact Phone: (    )	Cellular Phone: (    )	
E-mail Address:		
Preferred Language (for interview):		
List one person we can call in case of emergency (or print "none" next to Name):		
Name:	Phone:	

Once MST receives your combined *Contact Information* and *Professional Verification Form* from your health care provider, we will contact you to schedule an in-person interview. If transportation is needed to/from the interview site, MST will provide transportation at no cost to you.

If you are the applicant, and not submitting this application on behalf of someone else, please sign directly below.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<input type="checkbox"/>	If you are submitting this application on behalf of someone else, please check the box to the left, provide the required information and sign directly below.
Name:	Phone:
Email Address:	

**YOU MUST PROVIDE DOCUMENTATION THAT YOU HAVE THE LEGAL AUTHORITY TO ACT ON BEHALF OF THE APPLICANT. PLEASE ATTACH COPY(S) OF DOCUMENTATION TO THIS FORM.**

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



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Mail Original Document to MST ADA Paratransit Service at 201 Pearl Street, Monterey, California 93940

# Monterey-Salinas Transit ADA Paratransit

## Professional Verification Form

(to be completed by a California licensed health care provider with the qualifications and training to properly evaluate the applicants abilities and limitations with regard to accessing public transportation)

**PLEASE PRINT OR TYPE ALL RESPONSES (EXCEPT SIGNATURE).**

**RESPONSES MUST BE LEGIBLE AND WRITTEN IN BLUE OR BLACK INK.**

(A TYPE-IN PDF FORM IS AVAILABLE AT [WWW.MSTMOBILITY.ORG/ADA-PARATRANSIT-RIDES/](http://WWW.MSTMOBILITY.ORG/ADA-PARATRANSIT-RIDES/))

<b>CALIFORNIA LICENSED HEALTH CARE PROFESSIONAL</b>			
<b>(To be completed by MD, DO, DC, PhD, LCSW, LMFT, RN, etc.)</b>			
<b>Professional Named on License</b>	<b>Print License Type</b>	<b>Print License #</b>	<b>Expiration Date</b>
			/ /
Office Telephone:		Office Fax:	
How long has the applicant been in your care?		Years ____ Months ____	
<b>PLEASE RESPOND TO THE QUESTIONS BELOW REGARDING THE APPLICANT'S LIMITATIONS</b>			
Applicants Full Name:			
<input type="checkbox"/> Applicant can only stand for ____ minutes at a time before he/she needs to sit. ____ Minutes			
<input type="checkbox"/> Applicant can only walk for ____ minutes before he/she needs to rest. ____ Minutes			
<input type="checkbox"/> Applicant can only walk <u>up</u> a street grade less than ____ %.			
<input type="checkbox"/> Applicant can only walk <u>down</u> a street grade less than ____ %.			
<input type="checkbox"/> Applicant is undergoing treatment (dialysis, chemotherapy, etc.) which results in a need for travel assistance following those treatments. <i>Please check box if applicable but do not provide diagnosis or medical information.</i>			
<input type="checkbox"/> Applicant will require the assistance of a personal care attendant and/or requires a mobility device to ride the bus. Please specify which and under what conditions.			
<input type="checkbox"/> Applicant's physical or cognitive impairment keeps him/her from navigating city streets and roads by use of signs, maps or written/oral directions. Please specify which and under what conditions.			
Is the applicant's limitation(s) <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary (lasting ____ months)?			

Your signature below certifies that this form has been completed or reviewed fully by you, that the above information is accurate and current, and that you understand that false or misleading information provided for the purpose of qualifying your patient for publically subsidized services violates State and Federal law.

**This form must be signed by the California licensed professional named above. Please sign below and return to MST. Signature stamps are prohibited. Copies and faxed forms will not be accepted.**

Provider Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_



**Attachment F:**

List of Title VI Complaints, Investigations, and Lawsuits

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## TITLE VI COMPLAINT LOG June 1, 2014 to June 1, 2017

	Report #	Date Submitted		Summary of Complaint	Status	Date Closed	Action(s) Taken
			Basis				
Lawsuits							
1	None						
Investigations							
1	None						
Complaints							
1	7679	6/23/14	Race	Customer alleged coach operator enforced one rule for him (due to race), but did not enforce a different rule for a non-minority passenger	Closed		Investigation by Grants & Compliance Analyst: video surveillance footage was reviewed, a letter was sent to the customer detailing the investigation, complaint closed.
2	8283	5/7/15	Race	Customer indicates coach operator treated her differently due to her race	Closed		Investigation by Grants & Compliance Analyst: video surveillance footage was reviewed, a letter was sent to the customer detailing the investigation, complaint closed.
3	9072	7/7/16	None	Operator allegedly "mad dogged" complainant. Complainant could not identify the nature of alleged discrimination. Complainant was not riding the bus.	Closed	7/22/2016	Unsubstantiated. Video was reviewed by the Compliance Analyst and letter was sent to complainant.
4	9100	8/3/16	Race	Operator allegedly stated "stupid Mexicans caused the fire". Complainant refused to provide her name or contact information.	Closed	8/22/2016	Unsubstantiated. Video was reviewed by the Compliance Analyst and letter was sent to complainant.
5	9297	10/17/16	National Origin	Operator allegedly told passengers to stop speaking Spanish.	Closed	11/1/2016	Unsubstantiated. Video was reviewed by the Compliance Analyst and letter was sent to complainant.

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**Attachment G:**

Public Participation Plan

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**Attachment G:**

Public Participation Plan

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# Monterey-Salinas Transit

# PUBLIC

# PARTICIPATION

# PLAN

EFFECTIVE: JUNE 2017 – JUNE 2020

Monterey-Salinas Transit  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

**Title VI Contact:** Deanna Smith, Compliance Analyst  
[complianceanalyst@mst.org](mailto:complianceanalyst@mst.org)  
1-888-678-2871

## ACKNOWLEDGMENTS

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**The following individuals assisted with the preparation of this Public Participation Plan:**

**Monterey-Salinas Transit:**

Deanna Smith, Compliance Analyst/Title VI Coordinator (lead preparer)

Beronica Carriedo, Community Relations Coordinator

Hunter Harvath, Assistant General Manager - Finance & Administration

Michelle Overmeyer, Grants Analyst

Eva Perez, Office Administrator

Lisa Rheinheimer, Director of Planning and Marketing

Carl Sedoryk, General Manager/CEO

Zoë Shoats, Director of Marketing and Customer Service

Cristy Sugabo, Mobility Services Coordinator

**Association of Monterey Bay Area Governments:**

Gina Schmidt, GIS Coordinator, AMBAG

Sean Reilly Vienna, Planner, AMBAG

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## 1. INTRODUCTION

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This Public Participation Plan (PPP, Plan) has been developed in accordance with 49 U.S.C. Sections 5307(b) and 5307(c)(1)(1); the requirements of the U.S. Department of Transportation (USDOT), including the Federal Transit Administration's (FTA) Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" issued on October 1, 2012, and Circular 4703.1 "Environmental Justice Policy Guidance for FTA Recipients" issued on December 11, 2012. The Plan also complies with Title VI of the Civil Rights Act of 1964. Compliance with these regulations and guidelines ensures that Monterey-Salinas Transit (MST) provides an opportunity for inclusive and accessible public engagement in its transportation decision-making process.

Monterey-Salinas Transit (MST, District) is committed to providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. This Plan has been developed to identify the strategic approach, goals, and guiding principles MST has established to foster public participation. The Plan also defines how MST incorporates these standards into its transportation decision-making processes by identifying the techniques the District can use to help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

Because each transportation decision is unique and might affect populations and individuals within MST's service area differently, the techniques used during the public participation process may vary according to each circumstance and should be viewed as a "toolbox" of options, not rigid obligations, chosen with the goal of most effectively reaching out to MST's diverse communities. MST has also established baseline methods for its public outreach to ensure that every effort is made to achieve the standards it has set.

It is important to note that MST is required to implement and comply with specific policies for public engagement, such as Disadvantaged Business Enterprise goal-setting, that may require a departure from this Plan, but that are legitimate and reasonable. Additionally, this Public Participation Plan is a living document, which may evolve according to the demographic makeup of our communities and their unique needs, as well as MST's evaluation of its public participation effectiveness.

MST has requested public comment on this Public Participation Plan from its stakeholders and the public-at-large. The Plan was posted in English on MST's website and made available in hard copy by request, allowing all members of the public an opportunity to review and provide input prior to approval by the MST Board of Directors (Board, Directors). MST has also made written or verbal translation of this document available, upon request, to individuals who speak Spanish. A press release was sent to media outlets throughout Monterey County announcing the public input period and PPP availability. A list of MST Stakeholders who were provided a copy of this document can be found in **Appendix A**. For a summary of public comments received by MST during the public input process, see **Appendix B**.

## MST'S DISTRICT PROFILE

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In 2009, Monterey-Salinas Transit sponsored legislation (AB644 Caballero) creating the Monterey-Salinas Transit District under Public Utilities Code Section 106000, effective July 1, 2010.

Each of the 12 cities within Monterey County and the County of Monterey appoints an elected official from their governing council or board to serve on the MST Board of Directors (Board). The following jurisdictions are represented on the MST Board:

The City of Carmel-by-the-Sea	The City of King	The City of Salinas
The City of Del Rey Oaks	The City of Marina	The City of Sand City
The City of Gonzales	The City of Monterey	The City of Seaside
The City of Greenfield	The City of Pacific Grove	The City of Soledad
	The County of Monterey	

MST currently employs 241 individuals including 133 coach operators; 77 operations, maintenance and facilities workers; and 31 administrative staff<sup>1</sup> who operate out of the following locations:

Clarence J. Wright Operations Division – Salinas  
Frank J. Lichtanski Administration Building – Monterey  
Joe Lloyd Way Temporary Maintenance & Operations Facility – Seaside  
Thomas D. Albert Maintenance & Operations Facility – Monterey  
Bus Stop Shop – Monterey  
Mobility Management Center – Monterey  
Salinas Transit Center  
Sand City Station  
Marina Transit Exchange  
Monterey Transit Plaza

## MST'S SERVICE AREA BOUNDARIES

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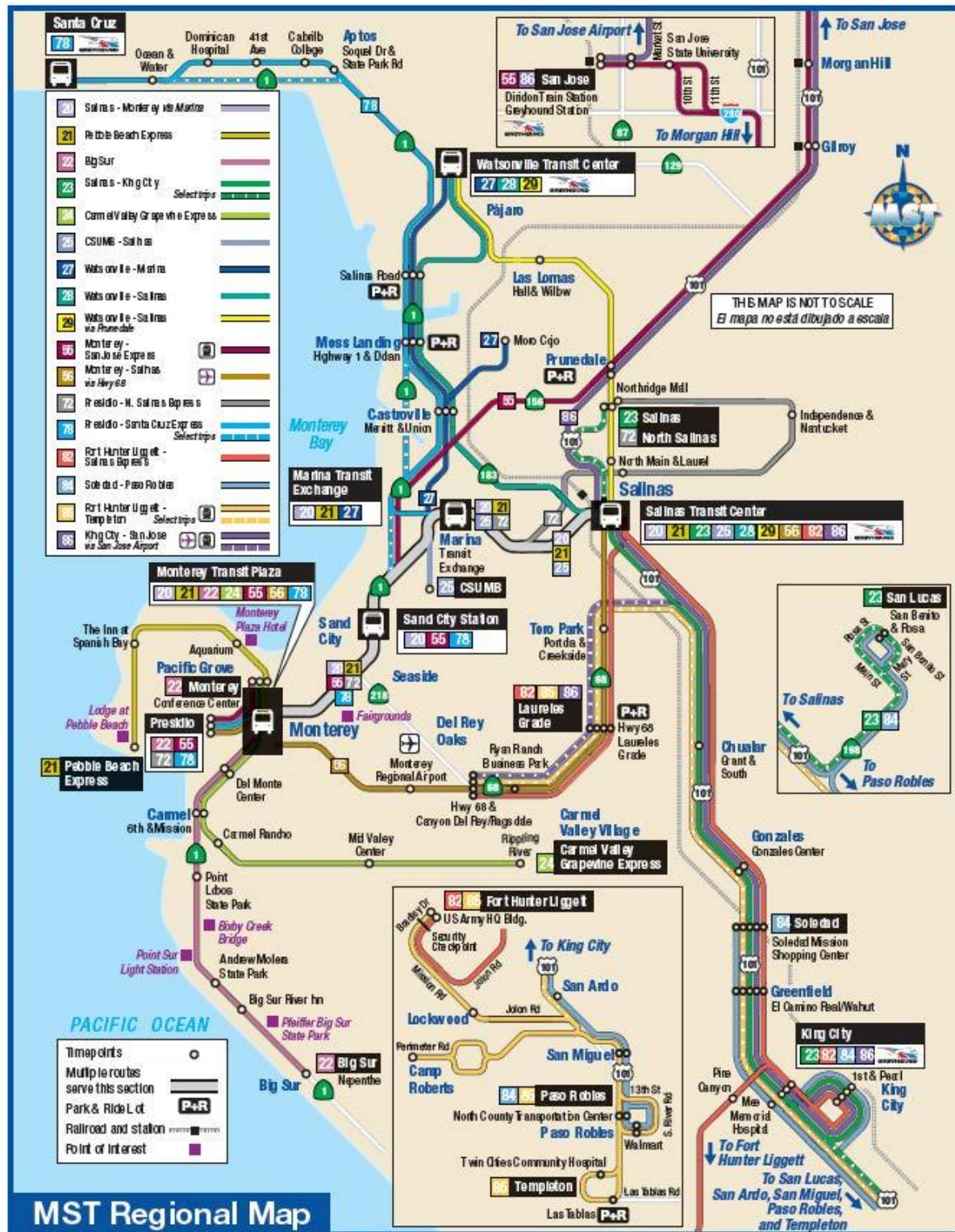
MST provides public transportation to an approximate 294 square-mile area of Monterey County, Southern Santa Cruz County, Northern San Luis Obispo County, and Santa Clara County. Although MST provides service connections within these neighboring counties, its official jurisdictional boundary – as defined within its enabling legislation AB 644 – is confined to the 12 cities and unincorporated areas of Monterey County<sup>2</sup> (**Figure 1**). For the purposes of this LAP, population and other statistical data used to determine limited English proficiency have been limited to its official jurisdictional boundaries.

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<sup>1</sup> Total staffing levels as of February 28, 2017.

<sup>2</sup> AB 644 (106010) states: "There is hereby created the Monterey-Salinas Transit District. The jurisdiction of the district extends throughout the county, including all of the incorporated and unincorporated territory."

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## 2. MST'S STAKEHOLDERS

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MST considers all who reside, work, and travel within Monterey County to be stakeholders of the District. Communication with the public is a multi-faceted effort of information sharing regarding changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects. A vital component of this communication effort is to evaluate comments, requests, and suggestions from the public and to integrate them, as appropriate and when feasible, into MST's projects and service-related decisions.

MST is accountable to the diverse population of individuals who reside, work, and travel within the 12 cities and unincorporated areas of Monterey County. American Community Survey (ACS) data estimates Monterey County's population of 428,441 to be 51.2 percent male and 48.8 percent female, with a median age of 33.5 years<sup>3</sup> (**Table 1**). Monterey County's population is 56.9 percent Hispanic or Latino, 31.5 percent white, and 5.9 percent Asian (**Table 2**).

**Table 1: Monterey County Population Estimates by Sex and Age**

Subject		Monterey County 2011-2015
Sex/Age		
Total Population		428,441
Male		51.2%
Female		48.8%
Median Age		33.5
18 years and over		73.5%
Male		51.2%
Female		48.8%
21 years and over		68.7%
62 years and over		14.5%
65 years and over		11.6%
Male		44.7%
Female		

**Table 2: Monterey County Population Estimates by Race and Ethnicity**

Subject		Monterey County 2011-2015
Race/Ethnicity		
Total Population		428,441
Hispanic or Latino (of any race)		56.9%
White		31.5%
Asian alone		5.9%
Black or African American alone		2.6%
Two or More Races		2.3%
Native Hawaiian and Other Pacific Islander		.5%
American Indian and Alaska Native		.3%

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<sup>3</sup> Source: ACS 2011-2015 5 Yr. Estimate, Table CP05, Comparative Demographic Estimates.

USDOT has adopted the Department of Justice’s (DOJ) Safe Harbor Provision, which stipulates that if a recipient of federal funds provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action will be considered strong evidence of compliance with the recipient’s written translation obligations<sup>4</sup>.

MST has identified four LEP populations who meet this threshold and for whom written translation of vital documents is provided in the following languages: Spanish, Tagalog, Korean, and Vietnamese.

MST’s stakeholders are, in general, the public-at-large of Monterey County, although they can be identified as a broad range of individuals, legislative bodies, social service agencies, and community-based organizations that provide vital links between MST and its customers, such as:

- Transit customers
- Individuals or groups who are affected by a transit-related project or action
- Residents located within affected geographic areas
- Businesses located within affected geographic areas
- Traditionally under-served and/or under-represented communities or populations
  - Persons with limited English proficiency (LEP)
  - Minorities
  - Persons with disabilities
  - Seniors
  - Veterans
  - Low income communities
- Government agencies and municipalities
- Community and faith-based organizations
- Social service agencies and nonprofits
- Schools, colleges, and universities

MST values the partnerships it has established with legislative bodies, social service agencies, and community-based organizations that provide vital links between MST and its customers. Information-sharing is a vital component of public outreach and MST will continue to preserve and increase its partnerships within our communities.

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<sup>4</sup> MST’s Language Assistance Plan can be found in Attachment I of its June 2017 Title VI Program Update.

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### 3. MST'S STRATEGIC APPROACH TO PUBLIC PARTICIPATION

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MST defines public participation as the process through which stakeholders' concerns, needs, and values are incorporated into the public transit decision-making process. Public outreach refers to the efforts made to enable stakeholders to affect and influence decision-making processes related to the delivery of public transportation services such as changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects.

MST understands that including the public in service planning and project development can be challenging. A great deal of time and effort is required to plan and implement successful outreach efforts; the public may believe that decisions are already "baked in" and that their input will not be considered, while others might have difficulty speaking in public or finding the time to participate. The U.S. Department of Transportation and Federal Transportation Administration has published "Public Involvement Techniques for Transportation Decision-making" to assist transportation entities in identifying myriad tools and techniques to design a public participation effort. MST has integrated many of these recommendations, as well as other best practices found to promote effective public participation and collaborative decision-making, into this Public Participation Plan.

MST has established goals and guiding principles for its public outreach efforts which provide a foundation on which MST can identify the appropriate outreach techniques to improve the public participation process. The ultimate goal of MST's strategic approach is to increase information sharing, encourage public participation, initiate public input, and integrate the priorities of MST's customers and stakeholders into its transit-related decisions.

Because each transportation decision is unique and might affect populations and individuals within MST's service area to varying degrees, the techniques used during the public participation process may vary according to each circumstance.

## **MST'S PUBLIC PARTICIPATION GOALS**

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MST strives to ensure that its public participation efforts are early, continuous, and meaningful. The following public participation goals have been established to meet federal requirements for public participation and increase MST's outreach success:

### **Implement Consistent Communication**

MST is committed to providing its stakeholders with enough time to participate in the decision-making process to help improve overall participation rates and customer satisfaction.

### **Increase Diversity**

MST understands that effective and legitimate public participation involves all stakeholders regardless of their race or ethnicity, language, socioeconomic status, or disability. Stakeholders who cannot, or who find it difficult to, participate because of accessibility issues or language barriers will be considered and accommodated to the extent possible in all outreach efforts.

### **Make Public Participation Accessible**

MST will make every effort to ensure public participation opportunities are accessible to persons with disabilities.

### **Maintain and Identify New Partnerships**

MST values the partnerships it has established with legislative bodies, social service agencies, and community-based organizations that provide vital links between MST and its customers. Information-sharing is a vital component of public outreach and MST will continue to preserve and increase its partnerships within our communities.

### **Provide Relevant Information**

Public participation is most effective when the information provided is relevant to the specific concerns, interests, and values of affected communities and stakeholders. Information provided to the public should be stated accurately and with an appropriate level of technical detail to be understood by the greatest number of participants.

### **Clearly Define Potential for Influence**

MST will clearly identify how and to what degree the public's input will be able to influence and have a direct impact on the District's decision-making. The public will also be clearly informed regarding issues such as budgetary constraints, staffing limitations, or other barriers that may limit MST's ability to implement certain requests.

### **Integrate Public Input Into the Decision Making Process**

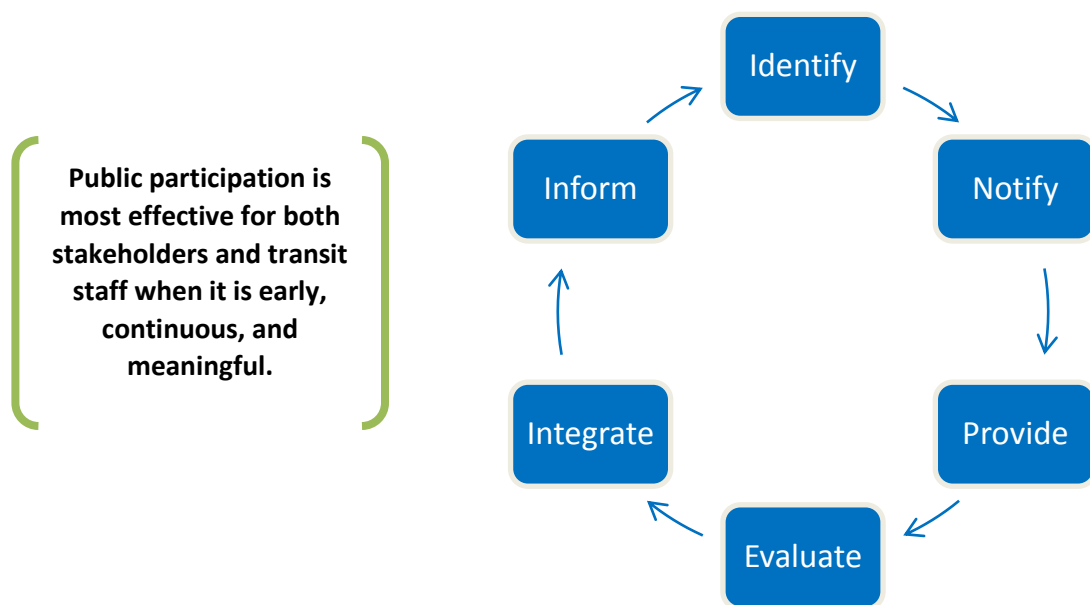
Public comments received by MST are valued. MST will record, analyze, and integrate public input to the extent it is relevant, constructive, financially and administratively possible and would result in improved plans, projects, programs, and decisions.

## MST'S PUBLIC PARTICIPATION GUIDING PRINCIPLES

To assist MST in achieving its public participation goals, the following guiding principles have been identified to assist MST staff when planning for changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects. These guiding principles create a “communication loop<sup>5</sup>” of early, continuous, and meaningful public participation (**Figure 2**).

1. **Identify:** impacted stakeholders, outreach methods, meeting locations/frequency, outreach timeline
2. **Notify:** stakeholders of issues under consideration, participation opportunities, resource availability
3. **Provide:** relevant information and materials and potential for influence
4. **Evaluate:** all public input against financial, regulatory, or administrative constraints
5. **Integrate:** public input into the final transportation decision, as appropriate
6. **Inform:** stakeholders of evaluation and integration process and why final decisions were made

**Figure 2: Public Participation Communication Loop**



<sup>5</sup> While many articles, both peer reviewed and non-peer reviewed, have been written on “communication loop theory,” perception loop theory,” etc., for disciplines ranging from speech monitoring to information technology, the term has been applied within the development of this Plan to specifically apply to MST’s public participation outreach. Every effort was made to ensure that MST’s example of its communication loop was not used without attribution, nor was it found to exist in this exact form anywhere else.

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## MST'S PUBLIC PARTICIPATION TECHNIQUES

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A one-size-fits-all approach to public outreach does not result in high participation rates; therefore, MST has identified a range of techniques to be considered at the beginning of its public participation process. Because each transportation decision is unique and might affect populations and individuals within MST's service area differently, the techniques used during the public participation process may vary according to each circumstance and should be viewed as a "toolbox" of options, not rigid obligations.

Each stage of MST's communication loop provides an opportunity to identify techniques that are best suited to the nature and scope of the issue under consideration in order to increase the success of the public participation process and result in better outcomes. This process is designed to be used for all of MST's outreach efforts including changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects.

Each phase of the communication loop is specifically addressed below along with a variety of techniques that may be used improve the process<sup>6</sup>.

### 1. IDENTIFY

*The first phase of MST's communication loop includes identifying impacted stakeholders, preferable outreach methods, meeting locations/frequency, and creating the overall outreach timeline.*

Certain demographic groups may be more impacted than others by a transportation policy or project; therefore, the following stakeholders should be identified during this phase:

- Transit customers
- Individuals or groups who are affected by a transit-related project or action
- Residents located within affected geographic areas
- Businesses located within affected geographic areas
- Traditionally under-served and/or under-represented communities or populations
  - Persons with limited English proficiency (LEP)
  - Minorities
  - Persons with disabilities
  - Seniors
  - Veterans
  - Low income communities
- Government agencies and municipalities
- Community and faith-based organizations
- Social service agencies and nonprofits
- Schools, colleges, and universities

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<sup>6</sup> The techniques identified in this PPP represent only a sample of tools available. Detailed descriptions of the techniques listed in this document, as well as many others, can be found in the U.S. Department of Transportation and Federal Transportation Administration's "Public Involvement Techniques for Transportation Decision-making."

### **Techniques**

MST staff may use a variety of techniques to identify impacted stakeholders, preferable outreach methods, determine meeting locations/frequency, and create the overall outreach timeline, such as:

- Review and analyze demographic maps, transit routes, etc.
- Solicit input from advisory committees and other groups who represent or serve underserved populations
- Create a database of meeting locations that are transit-convenient, ADA accessible, located within impacted communities, and familiar to impacted stakeholders
- Use Gantt charts or other project management tools to establish an outreach timeline
- Schedule meetings at locations and frequencies that are convenient and transit-accessible for minority and LEP communities
- Consider different meeting sizes and formats. Examples include:
  - Board meetings, public hearings
  - Community meetings, drop-in centers
  - Focus groups
  - Open houses, workshops, charrettes
  - Information booths
- Determine the need for language translation or interpretation

## **2. NOTIFY**

*The second phase of MST's communication loop includes notifying stakeholders of issues under consideration, participation opportunities, and resource availability.*

Whether the goal is to reach a broad segment of MST's stakeholders or to reach a more targeted demographic, identifying the most effective notification methods for each demographic can improve public participation.

### **Techniques**

MST staff may use a variety of techniques to notify stakeholders of the issues under consideration, the participation opportunities available to them, and how and where they can access resources, such as:

- Create a database of media outlets and other non-traditional opportunities to notice public meetings, including those that target impacted stakeholders. Examples include:
  - Traditional media (print, radio, television)
  - Social media (Twitter, Facebook, Instagram)
  - Magazines and other publications that are widely distributed
  - Magazines and other publications that serve minority and LEP populations
  - Schools, libraries, or other locations frequented by impacted stakeholders
  - Online public participation platforms (NextDoor, MindMixer, Crowdbrite, etc.)
  - MST website [www.mst.org](http://www.mst.org)
- Use alternative distribution formats to notice public meetings. Examples include:
  - Brochures, newsletters, flyers
  - Direct mailers
  - Email lists
  - Press releases

- Public service announcements
- Social media (Twitter, Facebook, Instagram)
- MST website [www.mst.org](http://www.mst.org)
- Advisory committees and groups who represent or serve underserved populations
- Provide opportunities for public comment other than attending meetings and clearly advertise the opportunities. Examples include:
  - Written
  - Email
  - Telephonic submission
  - Drop-in centers, pop-up booths
  - Surveys
  - Social media
  - Website

### **3. PROVIDE**

*The third phase of the communication loop involves providing the public with relevant information and materials and informing them of their potential for influence.*

MST has determined that public participation is most effective when the public is provided information that is relevant to the specific concerns, interests, and values of affected communities and stakeholders and when they have multiple opportunities to receive information and provide input.

Information provided to the public should be stated accurately and with an appropriate level of technical detail so it can be understood by the greatest number of participants. Additionally, MST will clearly identify how, and to what degree, the public's input will be able to influence and have a direct impact on the District's decisions. The public will also be clearly informed regarding issues such as budgetary constraints, staffing limitations, or other barriers that may limit MST's ability to implement certain requests.

#### **Techniques**

MST staff may use a variety of techniques to ensure informational materials are relevant and that the public understands their potential for influence. Examples include:

- Clearly summarize project or policy
- Provide specific project or policy options and clearly identify options that are not available due to financial, administrative, technical, or other reasons
- Avoid technical jargon and complexity
- Use summarized fact sheets to convey project or policy highlights
- Utilize images, photos, diagrams wherever possible
- Provide appropriate language translation of materials for LEP individuals
- Provide appropriate interpretation for LEP individuals
- PowerPoint presentations (emphasize bullet points and diagrams instead of lengthy paragraphs)
- Design surveys to offer specific and feasible project or policy preferences and avoid "open-ended input"
- Consider having meetings facilitated by a neutral party



#### **4. EVALUATE**

*The fourth phase of the communication loop includes evaluating all public input against financial, regulatory, and administrative constraints.*

MST operates within a regulatory environment that may at times preclude certain requests from being implemented; additionally, there may be technical, budgetary, or other barriers that may limit MST's ability to implement certain requests. For this reason, the evaluation phase of the public participation process most often will be conducted by MST staff and/or consultants.

The goal of the public outreach effort is to ensure positive outcomes, better solutions, and a transit system that acknowledges the concerns, needs, and values of its stakeholders. For this reason, public input is evaluated for integration into the final project or decision to the extent it is relevant, constructive, and financially and administratively feasible.

##### **Techniques**

Following closure of the public comment period, MST staff will categorize and summarize all public input in formats conducive to staff review and evaluation, such as:

- Minutes of all public meetings
- Lists
- Tables
- Spreadsheets

MST staff and/or consultants will evaluate public input for integration into its final project or decision by analyzing the following dimensions:

- Administrative feasibility (staffing and labor availability)
- Ethical conformity (negative impacts on minorities, low income, or underserved populations)
- Financial feasibility (budget/funding availability)
- Project effectiveness (improve outcomes and efficiencies)
- Technical feasibility (technological/capacity/resource limitations, public safety)

MST staff and/or consultants may use the following techniques during their analysis:

- SWOT analysis (strengths, weaknesses, opportunities, and threats of proposed options)
- FOOD analysis (facts, outcomes, options, decision)
- Mapping, planning, and scheduling comparisons (efficiency/effectiveness of proposed options)
- Resource availability analysis (staff/labor, technological/capacity limitations)
- Budget analysis (cost/benefit analysis, budget/funding limitations)
- Legal review (regulatory requirements, equity and civil rights violations, industry best practices)

#### **5. INTEGRATE**

*The fifth phase of the communication loop involves integrating public input into the final transportation project or decision.*

Following the evaluation phase, MST staff will integrate into the final project or decision the recommendations that have been found to result in positive outcomes, better solutions, and a transit system that acknowledges the concerns, needs, and values of its stakeholders.

### **Techniques**

Examples of techniques to integrate changes and revisions in a manner that preserves the public record and prepares MST to inform the public of the influence their input resulted in include:

- Revise draft plans, programs, and policies for final approval by the MST Board of Directors
- Record all public comments received from relevant sources
  - Minutes of all public meetings
  - Written, email, telephonic submissions
  - Surveys
  - Comments received from social media
  - Comments received on MST website [www.mst.org](http://www.mst.org)
  - Drop-in centers, pop-up booths
- Describe the mechanism(s) used to evaluate/analyze public comments
  - SWOT analysis
  - FOOD analysis
  - Mapping, planning, and scheduling comparisons
  - Resource availability analysis
  - Budget analysis
  - Legal review
- Include the reasons for accepting or rejecting public comments
  - Administrative feasibility
  - Ethical conformity
  - Financial feasibility
  - Project effectiveness
  - Technical feasibility

## **6. INFORM**

*The sixth and final phase of the communication loop involves informing stakeholders of the evaluation and integration process and why final decisions were made.*

To ensure transparency and complete the communication loop, MST has developed methods to inform the public of suggestions and requests that were or were not able to be included into the final project or decision, as well as a summary of why these determinations were made. Examples include:

- Include all public comments received:
  - In the appendix of the final plan/project
  - In staff memos presented to the MST Board
  - On the MST website [www.mst.org](http://www.mst.org)
  - In other public information efforts (e.g., emails, mailers, etc.)
- Include the mechanism for evaluating/analyzing public comments:
  - In the appendix of the final plan/project
  - In staff memos presented to the MST Board
  - On the MST website [www.mst.org](http://www.mst.org)
  - In other public information efforts (emails, mailers, etc.)
- Include the reasons for accepting or rejecting public comments:
  - In the appendix of the final plan/project

- In staff memos presented to the MST Board
- On the MST website [www.mst.org](http://www.mst.org)
- In other public information efforts (e.g., emails, mailers, etc.)

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## 4. MST'S BASELINE METHODS FOR PUBLIC OUTREACH

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MST has established baseline methods for public outreach to comply with DOT, FTA, and Title VI requirements and to ensure a process through which stakeholders' concerns, needs, and values are incorporated into the public transit decision-making process.

While this Plan is designed to assist MST staff in implementing a range of outreach techniques to increase public participation, a baseline of participation methods has been established to ensure MST meets the basic requirements for public participation. All public outreach efforts incorporate the requirements of MST's Language Assistance Plan to ensure meaningful access to persons with limited English proficiency.

The following baseline public participation methods are provided by MST:

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### Monthly Board Meetings

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The MST Board of Directors holds monthly public meetings of the full board, as well as meetings of its member committees (Facilities, Finance, Human Resources, Legislative, Marketing, and Planning & Operations). A public comment period is provided at every board and committee meeting, allowing stakeholders the opportunity to comment on any issue of concern, whether on or not on the agenda.

- All board meetings are noticed at least 72 hours in advance on MST's website [www.mst.org](http://www.mst.org), at meeting locations, and on social media.
- Agendas are available to the public at least 72 hours in advance of board meeting on MST's website [www.mst.org](http://www.mst.org) and by mail or email upon request.
- Accessible formats and language translation or interpretation<sup>7</sup> is provided with three working days' advance notice, and instructions on obtaining these services are provided on every agenda.
- Bilingual (English/Spanish) Customer Service Representatives are present at every board and committee meeting.

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### Public Hearings

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In accordance with 49 USC Chapter 53, Section 5307, recipients of federal grants must have a locally developed process to solicit and consider public comments before implementing a major reduction in service<sup>8</sup> or an increase in bus fares. The District's Public Hearing Policy can be found in **Appendix C**.

#### **Transit Service and Fares**

MST conducts public hearings for major service changes or any increase in its fare structure.

- MST will hold one or more public hearings on the Monterey Peninsula, within the City of Salinas, and/or within a jurisdiction of the central Salinas Valley, depending on the nature of the service change or fare increase and the impacted population(s).

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<sup>7</sup> MST provides free language translation and interpretation services in Spanish, Tagalog, Vietnamese and Korean, per its Language Assistance Plan.

<sup>8</sup> Details on how MST defines a major service change can be found within its Public Hearing Policy in Appendix C.

- Depending on the nature of the service change or fare increase and the affected population(s), MST may hold hearings at multiple locations, days, and times.
- At least two weeks' notice will be provided for public hearings, and information on submitting written, email, verbal, or telephonic comments is provided for those unable to physically attend the hearings.
- Public hearings will be noticed in both English and Spanish and will include MST's Safe Harbor notice of language services in English, Spanish, Tagalog, Vietnamese, and Korean.
- Public hearings will be advertised in local newspapers of record with broad distribution, as well as targeted distribution to relevant language groups and affected communities, as appropriate.
- Public hearings will be noticed in the legal section of local newspapers of record with broad distribution, as well as targeted distribution to relevant language groups and affected communities, as appropriate.
- Public hearings will be advertised onboard MST buses (car cards) and on the MST website [www.mst.org](http://www.mst.org) during the two-week notice period. Press releases will be sent to local media outlets.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every public hearing.
- Accessible formats and language translation or interpretation will be provided with three working days' advance notice, and instructions on obtaining these services will be provided on every public notice.
- All public hearing presentation materials will be provided in English and Spanish.

#### **Program of Projects – FTA Section 5307**

A public hearing is conducted annually when MST applies for federal operating assistance.

- In addition to its inclusion and notice within the MST agenda, the federal grant application process will be advertised in local newspapers of record and will provide a 30-day public comment period.
- The hearing will be advertised in both English and Spanish with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.
- Public hearings will be advertised in local newspapers of record with broad distribution, as well as targeted distribution to relevant language groups and affected communities, as appropriate.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every public hearing.
- Accessible formats and language translation or interpretation will be provided with three working days' advance notice, and instructions on obtaining these services will be provided on every public notice.
- All public hearing presentation materials will be provided in English and Spanish.

Examples of MST's Accessibility and Language Assistance notices for board agendas, public hearings, and other publicly noticed meetings are provided below:

### **Accessibility and Language Assistance Notice – MST Board and Committee Agendas**

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

*Upon request, Monterey-Salinas Transit 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. Requests should be sent to MST – c/o Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 or [clerk@mst.org](mailto:clerk@mst.org).*



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원

### **Accessibility and Language Assistance Notice – Public Hearings and Other Community Meetings**

*An agenda and other informational materials related to this meeting are available by request within 72 hours of the meeting date.*

*Upon request, Monterey-Salinas Transit 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. Requests should be sent to MST – c/o Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 or [clerk@mst.org](mailto:clerk@mst.org).*



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원

## **Advisory Committees**

Advisory committees are a representative group of stakeholders that meets regularly to discuss issues of common concern and/or to provide input, recommendations, or suggestions to improve transportation policies, programs, and services. MST currently benefits from two advisory committees, the Measure Q Oversight Committee (MQC) and the Mobility Advisory Committee (MAC). Each provides valuable oversight and input into MST's transit service and programs, and their members are representative of the individuals and communities who benefit from public transportation.

### **Measure Q Oversight Committee**

On November 4, 2014, the voters of Monterey County approved the first-ever countywide sales tax measure for public transit. The Monterey-Salinas Transit Local Transit Funding for Seniors, Veterans, and

Persons with Disabilities sales tax measure (Measure Q) went into effect in April of 2015, and is expected to raise approximately \$8 million per year to provide vital public transit services to these groups. The sales tax will expire after 15 years unless renewed by the voters of Monterey County.

Per Ordinance 2015-01, Section 18, the MST Board of Directors is required to appoint members to an oversight committee to review and report on the revenue and expenditure of funds from the tax. The membership of the Measure Q Oversight Committee (MQC) consists, at a minimum, of a representative from each of the following:

1. The Salinas Urbanized Area, to include a representative from the City of Salinas;
2. The Seaside-Marina-Monterey Urbanized Area, to include a representative from among the cities of Carmel-by-the-Sea, Monterey, Pacific Grove, Seaside, Del Rey Oaks, Sand City, and Marina;
3. The Non-urbanized Areas, to include a representative from among the cities of Gonzales, Greenfield, Soledad, and King City;
4. The County of Monterey, to include a representative from an unincorporated area of Monterey County;
5. A bona fide non-profit organization that represents the interests of taxpayers in the County; and
6. The District's existing Mobility Advisory Committee, to include two members of the Mobility Advisory Committee.

MQC members meet at least two times per year to review and report on the revenue and expenditure of funds from the tax to ensure that all funds are spent to benefit seniors, veterans, and persons with disabilities. All Measure Q meetings are open to the public.

Nominations for MQC members are solicited by MST staff from a variety of nonprofit agencies, social service providers, municipalities, and board members, with special consideration given to individuals who are themselves seniors, veterans, or persons with disabilities.

MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits. The Title VI Coordinator monitors the racial makeup of MST's advisory committees and makes diversity recommendations when vacancies occur. A breakdown of the racial/ethnic composition of MST's advisory committees is provided in **Figure 3**.

### **Mobility Advisory Committee**

Monterey-Salinas Transit is committed to assisting persons with disabilities and other travel challenges to ensure they receive the same level of mobility and travel independence on public transit that others enjoy. To this end, MST operates a range mobility services offering a variety of travel options that allow riders to participate fully in their communities.

All MST mobility program services are planned and implemented with the input and oversight of the Mobility Advisory Committee (MAC). The MAC is comprised of consumers and medical/social service agency personnel who have first-hand experience using MST services and/or in assisting others to do so.



The MAC provides advice and recommendations on improving mobility services to MST staff and its Board of Directors.

MAC members are nominated by existing members of the committee and are then referred to the MST Board for approval. The committee seeks to maintain a balance of representation from among various service providers and across the MST service area. MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits. The Title VI Coordinator monitors the racial makeup of MST's advisory committees and makes diversity recommendations when vacancies occur.

The Mobility Advisory Committee meets every two months, and meetings are open to the public. The MAC reports directly to the MST board of directors, and provides advice and recommendations on improving these services.

**Figure 3: Racial Composition of MST's Advisory Committees.**

Committee	WH	AI or AN	AS	BL/AA	H/L	NH or PI	2+	Total No. Members
<b>MQC</b>	66%			17%	17%			6
<b>MAC</b>	64%			9%	27%			11

## Surveys

MST regularly conducts surveys in both English and Spanish to gauge the opinions of its customers and the community at large. Market research activities allow MST to identify program strengths and weaknesses while developing strategies for enhancing service, thereby improving mobility for those who live and work within MST's service area. Service planning and marketing decisions require a solid foundation of quality, current data regarding travel patterns, customer perceptions, the customer profile, and demand for public transit service.

### Onboard Rider Surveys

Most recently, in 2016 MST hired consultants to conduct a transit rider survey designed to quantify usage, measure satisfaction levels, track travel behavior, and identify service perceptions. The objectives of the onboard survey were to gain comprehensive insight into MST customers' opinions spanning across many regular MST service lines, and to compile a demographic profile of the typical MST rider.

### Community Surveys

MST also conducted a community non-rider survey in 2016 to assess perceptions of Monterey County residents who do not currently patronize Monterey-Salinas Transit and to subsequently identify possible barriers to transit use. Community perceptions of MST were also assessed. Analysis of community member responses enables informed decision-making processes regarding travel-related issues.

The impact of this market research project provides a wealth of information to MST in developing tactics and strategies required in areas such as marketing, planning potential service improvements, and community involvement.

### **Stakeholder Surveys**

MST surveys stakeholders annually in its service area to gauge knowledge of and opinions regarding this agency.

In February 2016, eBlast advertisements were sent out to all members of the Monterey Peninsula, Salinas Valley, Carmel-by-the-Sea and Pacific Grove chambers of commerce encouraging participation in MST's annual Community Stakeholder Survey. MST also received unpaid promotion of the survey through the Monterey County Business Council's Friday Facts newsletter.

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## **Community Outreach**

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### **Community Meetings**

On occasion, MST staff conducts public educational/informational meetings on a variety of topics of interest to the general public. These meetings may also be used to supplement the public hearing process for projects that could benefit from additional outreach opportunities. Potential meeting formats may include, but are not limited to:

- Drop-in centers
- Focus groups
- Open houses
- Workshops
- Charrettes
- Transportation fairs
- Presentations at senior centers, community organizations, etc.

In an attempt to maximize participation by the public, a variety of methods are utilized, including:

- MST holds one or more community meetings, at locations, days, and times depending on the purpose of the meeting and the target audience.
- At least two weeks' notice is provided for community meetings.
- Community meetings are advertised in both English and Spanish and, beginning June 2017, will include MST's Safe Harbor notice of language services in English, Spanish, Tagalog, Vietnamese, and Korean.
- Community meetings are advertised in print and/or other formats, as appropriate for the purpose of the meeting and the target audience.
- Community meetings are advertised on the MST website [www.mst.org](http://www.mst.org).
- Accessible formats and language translation or interpretation would be provided with three working days' advance notice, and instructions on obtaining these services would be provided in all ads.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every community meeting.
- All meeting presentation materials will be provided in English and Spanish. If the meeting is targeting specific language groups and communities, translation and interpretation will be provided in those languages, to include presentation materials.
- A bilingual (English/Spanish) staff member will be present at every community meeting.

### **Targeted One-on-One, Small, or Large Group Outreach**

On occasion, MST staff conducts transit education or support meetings to specific demographic groups, social service providers, senior centers, veterans groups, and minority groups, among others, either by request or to promote MST transit services to those who may be unaware of, or unfamiliar with, public transportation.

MST employs a bilingual (English/Spanish) Community Relations Coordinator dedicated to community engagement and the support and promotion of Monterey-Salinas Transit's services. This person maintains regular contact with various community and interest groups such as schools, nonprofits, clubs, social service providers, senior living communities, and other organizations.

MST also employs Mobility Specialists who provide one-on-one, small, or large group outreach and educational meetings for persons with disabilities, including seniors and veterans. These meetings can be informational, promotional, or designed to address public or customer concerns, providing an alternative public participation opportunity to board meetings and more formal community meetings.

Examples of recent outreach activities include:

- Dialysis summit with participants from dialysis clinics
- Meeting with the Veterans Services Collaborative
- Attending Silver Kings and Queens, Inc.
- Outreach at the Pacific Meadows Health Fair
- Outreach at the Monterey County Fair Senior's Day
- Volunteering at senior center sites to answer questions and provide travel training
- Monterey Bay Aquarium Free to Learn days

### **MST Travel Trainers**

MST Travel Trainers provide free fixed-route training to teach interested individuals how to safely and independently ride the MST bus system. MST staff offers this training to individuals or groups. Training typically involves a brief classroom session and/or a bus ride accompanied by a travel trainer. Travel Trainers assist the public on a variety of topics, including:

- How to plan a bus trip
- How to understand route maps, stops, bus schedules and landmarks
- How to board and de-board a bus safely
- How to pay fares and purchase bus passes
- How to transfer to other buses
- How to use a mobility device
- Support for those with cognitive challenges

## **Paratransit Outreach**

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MST is committed to assisting persons with disabilities or other travel challenges to ensure that they receive the same level of mobility and travel independence on public transit that other customers enjoy. To this end, MST operates a robust mobility program that includes an ADA-compliant paratransit program (MST RIDES) and a travel assistance program for those who do not qualify for paratransit

service or who may not require paratransit service for some or all of their transit trips. MST's mobility services include:

### **MST RIDES**

In compliance with the Americans with Disabilities Act of 1990, MST offers its MST RIDES ADA paratransit program to customers who have a disability that prevents them from using MST's regular fixed-route bus service. MST RIDES is a shared-ride program and its buses are fully accessible and equipped with wheelchair lifts. MST also offers a RIDES taxi voucher program for persons with disabilities who qualify.

### **MST RIDES ST**

The program includes the RIDES Special Transportation (ST) service for those who reside in parts of unincorporated north and south Monterey County which are outside of MST's ADA service area.

### **Senior Shuttle**

MST's Senior Shuttles are specially designed routes which go to locations where seniors want to go without the need to transfer from bus to bus. Many of Monterey County seniors live in senior communities and in locations outside of city centers, and these riders often need to reach vital services such as medical appointments, grocery stores, and pharmacies. These routes are usually planned and scheduled with input from the senior populations being served.

To support both fixed route and paratransit customers, MST offers the services of travel trainers and MST Navigators to educate and train individuals to ride the bus.

### **MST Navigators**

MST Navigators are volunteers who work side-by-side with MST staff in promoting mobility for individuals with travel challenges. Navigators perform a variety of tasks and outreach activities to MST's customers and potential customers, including:

- Teaching people or groups to navigate the bus system
- Assisting bus passengers, especially seniors or persons with disabilities, with their shopping needs
- Providing public education and community outreach
- Visiting senior centers to answer transportation questions and provide travel training
- Providing general assistance for paratransit customers
- Giving presentations at service-related organizations, groups, and senior centers
- Staffing information booths at fairs, events, and workshops

## **Routine Public Information**

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### **Press Releases**

MST regularly issues press releases to notify the public of service changes, holiday schedules, special services, new amenities for riders, grant awards and other new funding sources, and educational campaigns.

- All press releases are published on MST's website in English with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.

- Press releases are distributed to local English and Spanish newspapers, radio, and television stations.

### **Social Media**

MST uses several social media formats to keep its customers informed of issues such as holiday schedules, route detours, and late buses. MST currently uses the following social media platforms:

- Facebook: <https://www.facebook.com/montereysalinas.transit>
- Twitter: [https://twitter.com/MST\\_BUS](https://twitter.com/MST_BUS)
- Instagram: [https://www.instagram.com/mst\\_bus/](https://www.instagram.com/mst_bus/)

### **Printed Materials**

MST provides a wide range of printed materials to educate, inform, and promote its transit service to the public and to provide transparent financial and statistical performance data to the public. Examples of MST's printed materials include:

- Brochures
  - MST Special Visitor Route Brochures\*
  - MST Trolley Brochures\*
  - ADA Paratransit Services\*
  - Travel Training\*
  - Taxi Voucher Program\*
  - Navigators
  - Comprehensive Annual Financial Report
- Fact Sheets
  - JAZZ Bus Rapid Transit
  - MST Fares\*
  - Special Projects\*
  - Special and Discount Fares\*
- Rider's Guide\*

*\*Materials are bilingual in English and Spanish*

### **Website**

MST maintains a website [www.mst.org](http://www.mst.org) to provide a wealth of valuable information\*\*, including in part:

- Complete Rider's Guide
- Customer Services Information
- Quick Trip Planner
- Routes and Schedules
- Fares
- General "About MST" Information
  - News
  - Board meeting agendas and minutes
  - Financial information
  - Employment information
- Contact Us

- Customer Service Report Online Complaint Form
- Civil Rights information (Title VI, ADA) including Complaint Forms
- Lost and Found
- Comprehensive Mobility Site
  - Paratransit services and application forms
  - Reasonable modification
  - Publications
  - Informational videos and tutorials

\*\*MST's website is equipped with Google Translate to provide language translation in over 100 languages.

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## Language Assistance

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MST upholds the goals of Title VI of the Civil Rights Act of 1964, Federal Executive Order 13166, and the Department of Transportation's Limited English Proficiency Guidelines by ensuring that all persons, regardless of race, color, or national origin, are afforded meaningful access to its transit services.

To comply with federal regulations and guidelines, and to encourage participation by minorities and LEP persons, MST has established minimum thresholds for providing language assistance to its stakeholders, per its Language Assistance Plan:

- All MST Customer Service Representatives are bilingual in Spanish and English, and a representative is present at every publicly noticed meeting.
- Board meetings and public meetings are publicized in both English and Spanish with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.
- Translation or interpretation services for board meetings and public hearings are provided free of charge in Spanish, Tagalog, Vietnamese, and Korean with three working days' advance notice, and instructions on obtaining these services are provided on every agenda and public hearing notice.
- MST offers Google Translate on its website [www.mst.org](http://www.mst.org), providing visitors with the ability to translate every page on MST's website in addition to the MST Rider's Guide.
- MST contracts with Language Line Solutions to provide telephone or in-person interpretation in over 190 languages.
- MST provides written translation of its vital documents in Spanish, Tagalog, Vietnamese, and Korean.
- MST Customer Service Representatives, Coach Operators, and Transportation Operations Supervisors are trained in accessing Language Line Services and properly interacting with LEP customers.

## Accessibility Methods

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- MST's website content is ADA accessible and is compatible with screen reading devices for individuals with visual impairments.
- MST's board meetings are held in a location accessible by public transportation, including MST RIDES paratransit service, with wheelchair accessible meeting rooms and restrooms.
- Other public meetings are held at transit-convenient, ADA compliant venues, and are held at flexible times and near communities of interest.
- MST offers TDD/TTY service for individuals who are hard of hearing. Hearing assistance loop devices are provided upon request at MST public meetings.
- MST will strive to use symbols, pictures, videos and other non-traditional education/communication methods whenever possible to communicate with a broader segment of the community.

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## 5. OUTREACH EFFORTS OVER PAST THREE YEARS

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The following public hearings, scoping meetings and requests for public comment took place over the last three years. Public hearings were noticed per MST's Public Hearing Guidelines and Public Hearing Policy. MST will begin implementing its revised Public Hearing Policy (**Appendix C**) on June 1, 2017, to reflect new language assistance requirements for LEP populations that have met the threshold of 5 percent of MST's service area population or 1,000 persons, whichever is less, per MST's Language Assistance Plan guidelines.

- On April 14, 2014, MST held a **public hearing** for its Final Program of Section 5307 Federally Funded Projects.
- In July of 2014, MST published a **public notice** soliciting public comment on its proposed Disadvantaged Business Enterprise Goal for Federal Fiscal Years 2015-2017.
- On April 13, 2015, MST held a **public hearing** for its Final Program of Section 5307 Federally Funded Projects.
- In 2015, MST held a series of four **public hearings** for a draft emergency service reduction plan in response to the Amalgamated Transit Union's objection to the processing and certification of MST's Federal Transit Administration (FTA) Section 5307 Operating Assistance grant. ATU's objection was in response to ongoing concerns with the adoption of the 2013 Public Employees Pension Reform Act (AB 340) by the California state legislature and Governor Jerry Brown. The reductions were scheduled to take place on May 16, 2015; however, MST was successful in receiving its FY15 federal funds despite the objections from the ATU, and service reductions were not implemented.
- On May 10, 2015, MST published a **Notice of Intent to Adopt a Mitigated Negative Declaration** for the Monterey-Salinas Transit Monterey Bay Operations and Maintenance Facility Renovation and Expansion Project located at 1 Ryan Ranch Rd., Monterey, CA 93940. A public review and comment period was provided, and a public hearing was held at its July 13, 2015, board meeting where MST's Board approved the project and adopted the Initial Study & Mitigated Negative Declaration.
- In 2015, MST held two **public hearings** proposing a minor fare structure revision for its ADA paratransit services known as MST RIDES. A public hearing was held at MST's November 9, 2015, board meeting where the MST Board approved the fare revision.
- On March 7, 2016, MST held a **public hearing** for its Final Program of Section 5307 Federally Funded Projects.
- In April of 2016 MST held two **public scoping meetings** to inform and solicit comments from the public on developing site selection goals for a future bus maintenance and operations facility to serve southern Monterey County.
- On May 9, 2016, MST held a **public hearing** for proposed new service and approval to file the appropriate grant application with Caltrans using Section 5311(f) funds to inform and solicit comments for new fixed-route operations from Fort Hunter Liggett to Templeton.

The following community events, presentations, and collaborative meetings were attended by MST staff in 2016.

Community Events			
Date	Event Name	City	Attendees
<b>May</b>			
5/13/2016	Language Day	Presidio-Monterey	22
5/20/2016	Interim Health Fair	Salinas	47
<b>June</b>			
6/11/2016	Military Appreciation Day	Seaside	300
6/26/2016	Viva La Familia	Salinas	728
<b>August</b>			
8/2/2016	National Night Out	Marina	Unknown
8/11/2016	La Gloria School- Resource Fair	Gonzales	Unknown
8/13/2016	Salinas Food & Wine	Salinas	923
8/16/2016	Community Action- Resource Fair	Soledad	100+
8/18/2016	Electric Trolley in Wheels of the Future	Pacific Grove	Unknown
8/19/2016	Stand Down	Seaside	76
8/20/2016	Stand Down	Seaside	42
8/21/2016	Stand Down	Seaside	21
8/27/2016	West End Celebration	Sand City	163
8/28/2016	Dia Del Trabajador	Greenfield	254
8/30/2016	7Th Annual MISS	Monterey	30+
<b>September</b>			
9/1/2016	Senior Day @ the Fair	Monterey	1200
9/2/2016	Veterans day @ the Fair	Monterey	-200
9/11/2016	Dia Del Grito	E. Salinas	1,084+
9/17/2016	Open House & Information Scholze	Monterey	39
<b>October</b>			
10/5/2016	City of Salinas -Health & Wellness Fair	N. Salinas	76
10/9/2016	Ciclovia	E. Salinas	1,084
10/11/2016	Veterans Cemetery Ceremony	Fort Ord	Unknown
10/13/2016	Health Options Fair	E. Salinas	17
10/16/2016	Greenfield Harvest Festival	Greenfield	309
10/17/2016	Greenfield ATP Groundbreaking	Greenfield	Unknown
10/21/2016	Firehouse Resource fair	Salinas	70
10/22/2016	Premium Packing, Inc	N. Salinas	159
10/28/2016	Regency Court	Salinas	23
<b>November</b>			
11/8/2016	Hospitality Recognition Luncheon	Monterey	Unknown

11/10/2016	Firehouse Senior Center	Salinas	48
11/10/2016	Health Fair @ Cesar Chavez Library	E. Salinas	25
11/19/2016	Expanding Your Horizons Career Fair	Salinas	200
11/27/2016	Salinas Parade of Lights	Old Town Salinas	Unknown
<b>December</b>			
12/1/2016	Ribbon Cutting @ Natividad Acute Rehab Center	Salinas	Unknown
12/1/2016	Monterey Bay Aquarium Board of Trustees Reception	Monterey	Unknown
12/3/2016	Adelante Con Orgullo Mujer Migrante Conference	Salinas (Hartnell)	108
12/15/2016	Health Options Information Fair	Salinas	Unknown
<b>January</b>			
1/21/2017	Instituto de Educacion Especial	Greenfield	Unknown

Community Presentations			
Date	Agency/Group Name	City	Attendees
<b>May</b>			
5/16/2016	Holman HYW 68 Roundabout	Pacific Grove	32
5/17/2016	Holman HYW 68 Roundabout	Carmel	11
5/23/2016	Holman HYW 68 Roundabout	Carmel	37
<b>June</b>			
6/1/2016	Partners For Peace	Salinas	13
<b>July</b>			
7/22/2016	CHP Age Well Drive Smart Workshop	Monterey	44
<b>September</b>			
9/16/2016	CHP Age Well Drive Smart Workshop	Salinas	19
9/27/2016	First 5- Service providers bus trip	Greenfield	21
<b>October</b>			
10/14/2016	Montecito Senior Apartments	Salinas	13
10/21/2016	Senior Resource Fair	Salinas	36
<b>November</b>			
11/1/2016	Montecito Senior Apartments	Salinas	17
11/1/2016	St. Ansgars Church Senior Luncheon	Salinas	60+
11/3/2016	La Gloria Apartments	Salinas	8
11/4/2016	CHP Age Well Drive Smart Workshop	Salinas	11
11/7/2016	Steinbeck Apartments	Salinas	23
11/15/2016	CHP Age Well Drive Smart Workshop	Carmel	17
11/15/2016	Salinas Valley Memorial Hospital	Salinas	9
11/15/2016	Latino Farmers Conference	Salinas	28
<b>December</b>			
12/7/2016	CHP Age Well Drive Smart Workshop	Monterey	Unknown

Community Collaboration and Meetings		
	Name of group	Location
<b>June</b>		
6/3/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
6/30/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>July</b>		
7/8/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
7/28/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>August</b>		
8/5/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
<b>Last Thur/mo</b>	South County Outreach Resource Education (SCORE)	Soledad
<b>September</b>		
9/9/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
9/29/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>October</b>		
10/5/2016	Senior Day - Fair wrap up	CCSS main office
10/6/2016	CISNE ( Monterey County Immigrant Service Network of Empowerment)	MCOE
10/7/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
10/27/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>November</b>		
11/2/2016	Gonzales Community Collaboration	Gonzales PD
11/3/2016	CISNE ( Monterey County Immigrant Service Network of Empowerment)	Salinas
11/21/2016	AMBAG	Marina
11/30/2016	Adelante Mujer Imigrante committee	Salinas
<b>December</b>		
12/2/2016	Monterey County's Community Voice for Aging (MCCVA)	Sand City
12/7/2016	Gonzales Community Collaboration	Gonzales PD
12/9/2016	Alisal Vibrancy Plan Engagement	Salinas
12/15/2016	Latino Luncheon	
<b>January</b>		
1/26/2016	South County Outreach Resource Education (SCORE)	Soledad

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## 6. CONCLUSION

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This Public Participation Plan must, first and foremost, be accountable to the public. The strategic approach, goals, and guiding principles MST has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by MST help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

The Plan has also been prepared to guide and support MST staff in complying with 49 U.S.C Sections 5307(b) and 5307(c)(1)(1), USDOT requirements, including the FTA Circular 4702.1B and Circular 4703.1, and Title VI of the Civil Rights Act of 1964. Compliance with these regulations and guidelines ensures that Monterey-Salinas Transit (MST) provides an opportunity for inclusive and accessible public engagement in its transportation decision-making process.

While the methods and techniques used during the public participation process may vary according to each circumstance, MST will make every effort to achieve the standards it has set and to design public outreach efforts with the goal of most effectively reaching out to the diverse populations throughout MST's service area. As a living document, the Plan may evolve according to the demographic makeup of MST's communities and their unique needs, as well as MST's evaluation of its public participation effectiveness.

MST thanks its stakeholders for their comments and input.

  
\_\_\_\_\_  
Carl Sedoryk  
General Manager/CEO

March 22, 2017

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Date

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## 7. APPENDICES

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- Appendix A:** MST Stakeholder List
- Appendix B:** Summary of Public Comments
- Appendix C:** MST Public Hearing Policy

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## Appendix A: MST Stakeholder List

<b>MST Public Outreach Stakeholder List</b>
Alliance on Aging
Always Best Care
Alzheimer's Association
Association of Monterey Bay Area Governments (AMBAG)
ATU Local No. 1225
Bicycling Monterey
Big Sur Land Trust
Blind & Visually Impaired Center
Boys & Girls Club
California Legal Rural Assistance
California State University Monterey Bay (CSUMB)
Carmel Chamber of Commerce
Carmel Foundation
Carmel Valley Chamber of Commerce
Catholic Charities Diocese of Monterey
Central California Alliance for Health
Central Coast Center for Independent Living (CCCIL)
Central Coast Senior Services
Central Coast VNA and Hospice
City of Carmel-by-the-Sea
City of Del Rey Oaks
City of Gonzales
City of Greenfield
City of King
City of Marina
City of Monterey
City of Pacific Grove
City of Salinas
City of Sand City
City of Seaside
City of Soledad
Clinica de Salud del Valle de Salinas
Coalition of Homeless Service Providers
Communities Organized for Relational Power in Action (COPA)
Community Foundation for Monterey County
Community Hospital of Monterey County (CHOMP)
Community Housing Improvement Systems and Planning Association (CHISPA)
Community Human Services

County of Monterey
County of Monterey Workforce Development Board
Deaf and Hard of Hearing Service
Defense Language Institute Foreign Language Center (DLI)
Door to Hope
Dorothy's Place
Drake House
Elder Focus LLC
Family inHome Caregiving of Monterey
Food Bank for Monterey County
Gateway Center
Hartnell College
Health Projects Center
Hebbron Head Start
HOPE Services
Housing Authority Monterey County
Housing Resource Center Monterey County
Interim, Inc
ITN Monterey County
King City Chamber of Commerce
King City Unified School District
Kinship Center
LandWatch Monterey County
League of United Latin American Citizens (LULAC)
Legal Services for Seniors
Local Agency Formation Commissions (LAFCO)
Marina Rotary
Meals on Wheels of the Monterey Peninsula
Meals on Wheels of the Salinas Valley
Measure Q Oversight Committee (MQC)
Mobility Advisory Committee (MAC)
Monterey Bay Aquarium
Monterey Bay Economic Partnership
Monterey County Area Agency on Aging
Monterey County Behavioral Health Services
Monterey County Business Council
Monterey County Department of Health
Monterey County Department of Social Services
Monterey County Hospitality Association
Monterey County Office of Education
Monterey County Unified School District
Monterey Peninsula Chamber of Commerce

Monterey Peninsula College
Monterey Peninsula Foundation
Monterey Regional Airport
Monterey Senior Center
Moss Landing Chamber of Commerce
Multiple Sclerosis Quality of Life Project
MV Transportation, Inc.
Natividad Medical Center
Naval Postgraduate School
Old Fisherman's Wharf Association
Old Monterey / New Monterey Business Association
Pacific Grove Chamber of Commerce
Prunedale Senior Center
Rancho Cielo
ResCare HomeCare
Salinas Adult School
Salinas Senior Center
Salinas Unified High School District
Salinas United Business Association (SUBA)
Salinas Valley Chamber of Commerce
Salinas Valley Memorial Healthcare System
Salvation Army
SCORE
Seaside/Sand City Chamber of Commerce
Shelter Outreach Plus
Soledad-Mission Chamber of Commerce
South County YMCA
Sun Street Centers
Transportation Agency for Monterey County (TAMC)
United Way Monterey County
US Army – Presidio of Monterey
Veterans Transition Center

## **PPP Requests for Public Comment:**

### **FOR IMMEDIATE RELEASE**

6 February 2017

Contact: Deanna Smith  
Compliance Analyst  
831-264-5878

### **MST PUBLIC PARTICIPATION PLAN PUBLIC COMMENT PERIOD**

Monterey-Salinas Transit (MST) is seeking public comments on its Draft 2017-2020 Public Participation Plan (Plan). The Plan is a requirement of the Federal Transit Administration and complies with Title VI of the Civil Rights Act of 1964.

MST's Public Participation Plan has been developed to ensure that MST provides the public with meaningful opportunities for inclusive and accessible public engagement during the transportation decision-making process. The Plan identifies the strategic approach, goals, and guiding principles MST has established to foster public participation and defines how MST will incorporate these standards into its transportation decision-making process.

MST has posted the Plan at [www.mst.org](http://www.mst.org) and will provide a copy by request. MST will also provide written or verbal translation of the document in Spanish by request.

Members of the public who wish to view the Public Participation Plan, obtain a copy of the Plan, or provide comments on the Plan can contact MST at:

Monterey-Salinas Transit  
Attn: Compliance Analyst  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

Phone: 1-888-678-2871

Email: [complianceanalyst@mst.org](mailto:complianceanalyst@mst.org)

Deadline to receive comments: Friday, March 3, 2017 by 5:00 p.m.

Website: [www.mst.org](http://www.mst.org)

###

**Provided at Board Meetings and at Administration Offices with Copy of Draft PPP:**

**MST PUBLIC PARTICIPATION PLAN PUBLIC COMMENT PERIOD**

Monterey-Salinas Transit (MST) is seeking public comments on its Draft 2017-2020 Public Participation Plan (Plan). The Plan is a requirement of the Federal Transit Administration and complies with Title VI of the Civil Rights Act of 1964.

Members of the public are encouraged to provide comments on the Plan. Please submit comments to:

Monterey-Salinas Transit  
Attn: Compliance Analyst  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

Phone: 1-888-678-2871  
Email: [complianceanalyst@mst.org](mailto:complianceanalyst@mst.org)

**Included in Stakeholder Mailer:**

February 6, 2017

Company  
Name/Title  
Address  
City, State, Zip

**Re: Monterey-Salinas Transit Public Participation Plan**

Dear ,

MST has opened a public comment period for its June 2017-June 2020 Public Participation Plan. This Plan has been developed in accordance with federal regulations issued by the U.S. Department of Transportation and the Federal Transit Administration to assist public transportation providers in complying with Title VI of the Civil Rights Act of 1964.

The Public Participation Plan has been developed to improve MST's public outreach efforts by working with our customers and stakeholders to provide meaningful access to MST's transportation-related decisions on issues such as major service changes, fare increases, and other transit projects.

MST is providing members of the public and its stakeholders, including legislative bodies, social service agencies, and other community-based organizations that provide vital links between MST and its customers, an opportunity to review and provide comments on this draft Public Participation Plan. We value your input and hope to hear from you!

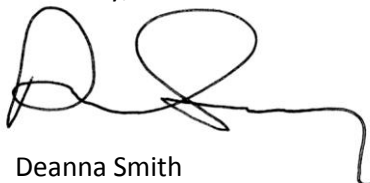
The attached Plan can also be viewed on MST's website [www.mst.org](http://www.mst.org), and additional hard copies are available by request. The deadline to provide comments is Friday, March 3, at 5:00p.m. Comments can be submitted through any option below.

**Mail:** MST, Attn: Deanna Smith, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940

**Phone:** 831-264-5878

**Email:** [complianceanalyst@mst.org](mailto:complianceanalyst@mst.org)

Sincerely,

A handwritten signature in black ink, appearing to be 'Deanna Smith', with a long horizontal line extending to the right.

Deanna Smith  
Compliance Analyst

## Appendix B: Summary of Public Comments

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MST Public Participation Plan – Public Comments				
Name	Agency	Date	Comment	Response
Sid Williams	Measure Q Oversight Committee Central Coast Veterans Cemetery	02/13/17	I believe you should add the Coalition of Homeless Service Providers to the MST Stakeholders List. Otherwise I think this is a good plan for accomplishing your goal. It is a bit repetitive from section to section which if cleaned up could shorten the number of pages and thus the expense to reproduce for public distribution. But it is still a good plan.	The Coalition of Homeless Service Providers was added to MST's Stakeholder List.

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## Appendix C: MST Public Hearing Policy

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### Public Hearings Policy

Adopted: May 12, 2014

Revised: March 6, 2017

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**OBJECTIVE:** To establish a locally developed process for soliciting and considering public comments for major service changes and fare increases.

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### Definition of Public Hearing Requirement

In accordance with 49 USC Chapter 53, Federal Transit Laws, Section 5307, a grantee must have a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction in service. The regulation does not require that fare decreases, service increases, or “special fares” be preceded by public comment. The grantee is not required to hold a public meeting, but must offer an opportunity for one. The grantee must establish guidelines or thresholds for what it considers a “major” change to be.

### Threshold for Public Hearing Requirement

The MST Board defines a major change as one that results in a 20% or greater decrease in vehicle service hours, changes in routing that result in MST vehicles utilizing new public streets and/or corridors not previously used by any route (excluding major arterial and collector streets, streets designated as a truck route, or a State-owned roadway), or any increase in fare structure. Changes not meeting this threshold do not require a public comment process.

### Exceptions to the Public Hearing Requirement

- a. A reassignment of route numbers resulting from combining existing routes, which results in the creation of a new route “number”.
- b. Standard seasonal variations, unless the variation, as compared to operations during the previous season, falls within the definitions of major adjustments of transit service listed above.
- c. Emergency service changes, including changes in routes or service frequencies which may be necessitated due to a disaster which severely impairs public health or safety, changes in access to public streets, or the ability of District equipment to travel on public streets.
- d. The restoration of service which had been eliminated within the past ten years due to budget constraints, provided the service runs substantially on the same route as it had prior to its elimination, subject to minor deviations which do not exceed the major adjustment of transit service requirements above.

- e. The introduction or discontinuance of short-term or temporary service which will be/has been funded primarily through grants or third party contracts.
- f. Changes to service on a route with fewer than ten total trips in a typical service day.
- g. Reassignment of a route from one fare category to another fare category.

## **Public Hearing Guidelines**

1. The General Manager/CEO or the MST Board of Directors will authorize the holding of a public hearing(s) when required and if appropriate, a public hearing officer will be assigned.
2. When appropriate, public hearings may be held on the Monterey Peninsula, within the City of Salinas, and/or within a jurisdiction(s) of the Central Salinas Valley.
3. The Executive Assistant/Clerk to the Board with guidance from the Assistant General Manager and General Manager/CEO or their designate shall seek input from Board members regarding the time, location and public notice requirements for the public hearing(s) to be held.
4. Special consideration should be given on the timing, location and public notice of the event to ensure that the public has the ability to provide comment by attending the meeting or submitting written, email, or verbal comments.
5. At least two weeks' notice to the public shall be given prior to each hearing.
6. The public shall be invited to submit written, email, or verbal comments if they cannot attend the hearing.
7. Publicity for the hearing and written comments shall at a minimum include:
  - Advertisements in the Herald and/or the Californian (depending on the location(s) of the meeting(s), and at least one Spanish language medium during the minimum two-week notice period.
  - Legal notice in the Herald and/or the Californian (depending on the location(s) of the meeting(s) during the minimum two-week notice period.
  - Car cards in all MST coaches during the minimum two-week notice period.
  - A press release for local media.
8. Media releases related to the public hearing must be reviewed by General Manager/CEO, Assistant General Manager or his/her designate.
9. The Executive Assistant/Clerk to the Board shall notify all MST Board members and their respective alternates of the time and location for the public hearing as part of the public notification process.

## **Consideration of Public Comments**

1. MST staff shall provide the Board of Directors with all comments submitted by the public.
2. The Board will consider all comments submitted during the public hearing process.
3. The Executive Assistant/Clerk to the Board shall record each speaker's name and a brief summary of their comments.
4. The Board will take no final action until the public's written and oral comments have been presented at the final public hearing.

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**Attachment H:**

Summary of Outreach Efforts

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Community Events			
Date	Event Name	City	Attendees
<b>May</b>			
5/13/2016	Language Day	Presidio-Monterey	22
5/20/2016	Interim Health Fair	Salinas	47
<b>June</b>			
6/11/2016	Military Appreciation Day	Seaside	300
6/26/2016	Viva La Familia	Salinas	728
<b>August</b>			
8/2/2016	National Night Out	Marina	Unknown
8/11/2016	La Gloria School- Resource Fair	Gonzales	Unknown
8/13/2016	Salinas Food & Wine	Salinas	923
8/16/2016	Community Action- Resource Fair	Soledad	100+
8/18/2016	Electric Trolley in Wheels of the Future	Pacific Grove	Unknown
8/19/2016	Stand Down	Seaside	76
8/20/2016	Stand Down	Seaside	42
8/21/2016	Stand Down	Seaside	21
8/27/2016	West End Celebration	Sand City	163
8/28/2016	Dia Del Trabajador	Greenfield	254
8/30/2016	7Th Annual MISS	Monterey	30+
<b>September</b>			
9/1/2016	Senior Day @ the Fair	Monterey	1200
9/2/2016	Veterans day @ the Fair	Monterey	-200
9/11/2016	Dia Del Grito	E. Salinas	1,084+
9/17/2016	Open House & Information Scholze	Monterey	39
<b>October</b>			
10/5/2016	City of Salinas -Health & Wellness Fair	N. Salinas	76
10/9/2016	Ciclovia	E. Salinas	1,084
10/11/2016	Veterans Cemetery Ceremony	Fort Ord	Unknown
10/13/2016	Health Options Fair	E. Salinas	17
10/16/2016	Greenfield Harvest Festival	Greenfield	309
10/17/2016	Greenfield ATP Groundbreaking	Greenfield	Unknown
10/21/2016	Firehouse Resource fair	Salinas	70
10/22/2016	Premium Packing, Inc	N. Salinas	159
10/28/2016	Regency Court	Salinas	23
<b>November</b>			
11/8/2016	Hospitality Recognition Luncheon	Monterey	Unknown
11/10/2016	Firehouse Senior Center	Salinas	48
11/10/2016	Health Fair @ Cesar Chavez Library	E. Salinas	25

11/19/2016	Expanding Your Horizons Career Fair	Salinas	200
11/27/2016	Salinas Parade of Lights	Old Town Salinas	Unknown
<b>December</b>			
12/1/2016	Ribbon Cutting @ Natividad Acute Rehab Center	Salinas	Unknown
12/1/2016	Monterey Bay Aquarium Board of Trustees Reception	Monterey	Unknown
12/3/2016	Adelante Con Orgullo Mujer Migrante Conference	Salinas (Hartnell)	108
12/15/2016	Health Options Information Fair	Salinas	Unknown
<b>January</b>			
1/21/2017	Instituto de Educacion Especial	Greenfield	Unknown

Community Presentations			
Date	Agency/Group Name	City	Attendees
<b>May</b>			
5/16/2016	Holman HYW 68 Roundabout	Pacific Grove	32
5/17/2016	Holman HYW 68 Roundabout	Carmel	11
5/23/2016	Holman HYW 68 Roundabout	Carmel	37
<b>June</b>			
6/1/2016	Partners For Peace	Salinas	13
<b>July</b>			
7/22/2016	CHP Age Well Drive Smart Workshop	Monterey	44
<b>September</b>			
9/16/2016	CHP Age Well Drive Smart Workshop	Salinas	19
9/27/2016	First 5- Service providers bus trip	Greenfield	21
<b>October</b>			
10/14/2016	Montecito Senior Apartments	Salinas	13
10/21/2016	Senior Resource Fair	Salinas	36
<b>November</b>			
11/1/2016	Montecito Senior Apartments	Salinas	17
11/1/2016	St. Ansgars Church Senior Luncheon	Salinas	60+
11/3/2016	La Gloria Apartments	Salinas	8
11/4/2016	CHP Age Well Drive Smart Workshop	Salinas	11
11/7/2016	Steinbeck Apartments	Salinas	23
11/15/2016	CHP Age Well Drive Smart Workshop	Carmel	17
11/15/2016	Salinas Valley Memorial Hospital	Salinas	9
11/15/2016	Latino Farmers Conference	Salinas	28
<b>December</b>			
12/7/2016	CHP Age Well Drive Smart Workshop	Monterey	Unknown



Community Collaboration and Meetings		
	Name of group	Location
<b>June</b>		
6/3/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
6/30/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>July</b>		
7/8/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
7/28/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>August</b>		
8/5/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
<b>Last Thur/mo</b>	South County Outreach Resource Education (SCORE)	Soledad
<b>September</b>		
9/9/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
9/29/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>October</b>		
10/5/2016	Senior Day - Fair wrap up	CCSS main office
10/6/2016	CISNE ( Monterey County Immigrant Service Network of Empowerment)	MCOE
10/7/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
10/27/2016	South County Outreach Resource Education (SCORE)	Soledad
<b>November</b>		
11/2/2016	Gonzales Community Collaboration	Gonzales PD
11/3/2016	CISNE ( Monterey County Immigrant Service Network of Empowerment)	Salinas
11/21/2016	AMBAG	Marina
11/30/2016	Adelante Mujer Imigrante committee	Salinas
<b>December</b>		
12/2/2016	Monterey County's Community Voice for Aging (MCCVA)	Sand City
12/7/2016	Gonzales Community Collaboration	Gonzales PD
12/9/2016	Alisal Vibrancy Plan Engagement	Salinas
12/15/2016	Latino Luncheon	
<b>January</b>		
1/26/2016	South County Outreach Resource Education (SCORE)	Soledad

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**Attachment I:**

Language Assistance Plan and Four Factor Analysis

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# Monterey-Salinas Transit LANGUAGE ASSISTANCE PLAN

EFFECTIVE: JUNE 2017 – JUNE 2020

Monterey-Salinas Transit  
19 Upper Ragsdale Dr., Suite 200  
Monterey, CA 93940

**Title VI Contact:** Deanna Smith, Compliance Analyst  
[complianceanalyst@mst.org](mailto:complianceanalyst@mst.org)  
1-888-678-2871

## ACKNOWLEDGMENTS

---

**The following individuals assisted with the preparation of this Language Assistance Plan:**

**Monterey-Salinas Transit:**

Deanna Smith, Compliance Analyst/Title VI Coordinator (lead preparer)

Hunter Harvath, Assistant General Manager - Finance & Administration

Michelle Overmeyer, Grants Analyst

Lisa Rheinheimer, Director of Planning and Marketing

Carl Sedoryk, General Manager/CEO

**Association of Monterey Bay Area Governments:**

Gina Schmidt, GIS Coordinator, AMBAG

Sean Reilly Vienna, Planner, AMBAG

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## 1. EXECUTIVE SUMMARY

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Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity that receives federal financial assistance.

In compliance with Title VI regulations, including U.S. Department of Justice (DOJ) 28 CFR § 42.401 et seq., and 28 CFR § 50.3; U.S. Department of Transportation (DOT) 49 CFR part 21; and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” (2000), MST has developed this Language Assistance Plan (LAP). Per guidance found in FTA Circular 4702.1B and DOT LEP Guidance 70 FR 74087, December 14, 2005, MST has taken “reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who have limited-English proficiency.” Title VI regulations define limited English proficient (LEP) individuals as those who speak, read, write, or understand English “less than very well.”

MST supports the goal of Title VI and believes that providing language assistance will have a positive impact on Monterey County’s LEP population and its ridership in general. This Language Assistance Plan, effective June 1, 2017 to June 1, 2020, reflects MST’s compliance with federal Title VI regulations and its continuous efforts to ensure meaningful access to transit services for all persons, regardless of race, color, or national origin.

Using the four-factor analysis proscribed by USDOT, MST has assessed the language needs within its service area, which includes the cities of Carmel-by-the-Sea, Del Rey Oaks, Gonzales, Greenfield, King, Marina, Monterey, Pacific Grove, Salinas, Sand City, Seaside, Soledad, and the County of Monterey.

According to USDOT guidance and Circular 4702.1B Chapter III-7 Section 9(a), the federally-funded recipient’s obligation to accommodate LEP populations is determined by balancing the following four factors:

- Factor 1:** the number or proportion of LEP persons eligible to be served, or likely to be encountered, by a program, activity, or service
- Factor 2:** the frequency with which LEP individuals come in contact with the program, activity, or service
- Factor 3:** the nature and importance of the program, activity, or service to people’s lives
- Factor 4:** the resources available to the recipient

To address Factor One, MST incorporated the most recently available data from the 2011-2015 U.S. Census American Community Survey (ACS) and the California Department of Education (CDE), which identified four LEP language groups within its service area that meet the DOJ’s Safe Harbor threshold of “five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered” by MST. These languages include Spanish, Tagalog, Vietnamese, and Korean. This is the first time MST has identified an LEP language group other than Spanish meeting this threshold.

To address factors two and three, MST reviewed employee survey responses, tracked the language assistance activity provided by MST's language interpretation provider, and analyzed responses from its most recent 2016 Onboard Rider Survey to determine the frequency with which LEP individuals come in contact with its programs, activities, or services, and how important these programs, activities, or services are to their daily lives.

After assessing the first three factors, MST weighed the demand for language assistance against its current financial and personnel resources and developed a language assistance implementation plan that includes the following four elements:

1. Identifying LEP individuals who need language assistance
2. Providing language assistance
3. Training MST staff
4. Providing notice to LEP customers
5. Monitoring and updating the LAP

With the addition of two new LEP language groups during this June 2017-June 2020 Title VI Program update, this Language Assistance Plan will be a valuable resource to MST employees who work daily to provide Monterey County residents and visitors meaningful access to public transportation and will help ensure these benefits, services, and information are equally shared by those with limited-English proficiency. A copy of all census data used to complete the Four Factor Analysis can be found in **Attachment J** of MST's Title VI Program update.

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## 2. INTRODUCTION

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In 2009, Monterey-Salinas Transit sponsored legislation (AB 644 Caballero) creating the Monterey-Salinas Transit District under Public Utilities Code Section 106000, effective July 1, 2010.

Each of the 12 cities within Monterey County and the County of Monterey appoints an elected official from their governing council or board to serve on the MST Board of Directors (Board). The following jurisdictions are represented on the MST Board:

The City of Carmel-by-the-Sea	The City of King	The City of Salinas
The City of Del Rey Oaks	The City of Marina	The City of Sand City
The City of Gonzales	The City of Monterey	The City of Seaside
The City of Greenfield	The City of Pacific Grove	The City of Soledad
	The County of Monterey	

In 2016, MST's fixed route fleet of 123 buses, shuttles, and trolleys boarded 4.3 million passengers, while the MST RIDES paratransit service carried 114,829 passengers with a fleet of 29 vehicles.

MST currently employs 241 individuals including 133 coach operators; 77 operations, maintenance and facilities workers; and 31 administrative staff<sup>1</sup> who operate out of the following locations:

Clarence J. Wright Operations Division – Salinas  
Frank J. Lichtanski Administration Building – Monterey  
Joe Lloyd Way Temporary Maintenance & Operations Facility – Seaside  
Thomas D. Albert Maintenance & Operations Facility – Monterey  
Bus Stop Shop – Monterey  
Mobility Management Center – Monterey  
Salinas Transit Center  
Sand City Station  
Marina Transit Exchange  
Monterey Transit Plaza

### **SERVICE AREA BOUNDARIES**

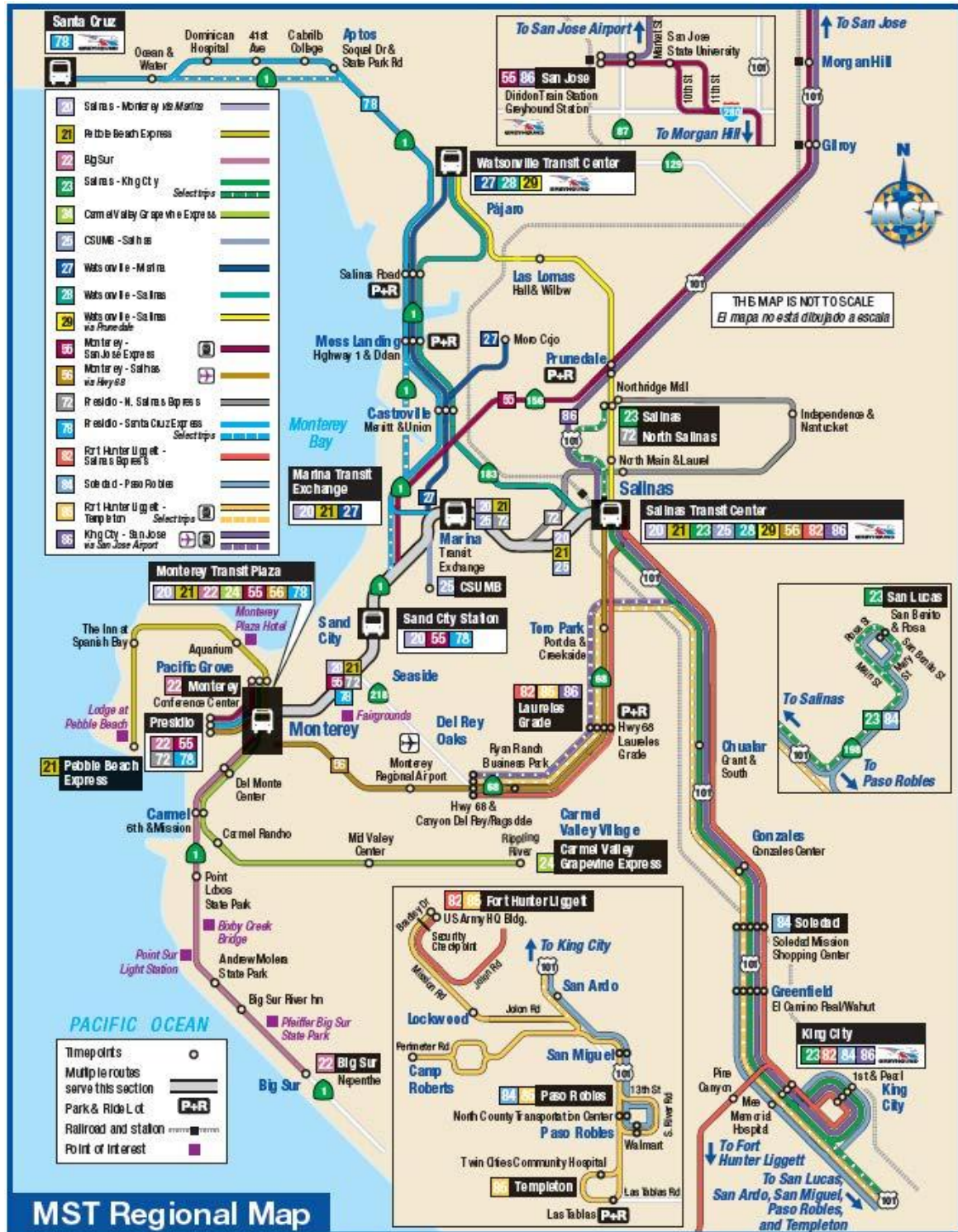
MST provides public transportation to an approximate 294 square-mile area of Monterey County, Southern Santa Cruz County, Northern San Luis Obispo County, and Santa Clara County. Although MST provides service connections within these neighboring counties, its official jurisdictional boundary – as defined within its enabling legislation AB 644 – is confined to the 12 cities and unincorporated areas of Monterey County<sup>2</sup> (**Figure 1**). For the purposes of this Language Assistance Plan, population and other statistical data used to determine limited English proficiency have been limited to its official jurisdictional boundaries.

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<sup>1</sup> Total staffing levels as of February 28, 2017.

<sup>2</sup> AB 644 (106010) states: "There is hereby created the Monterey-Salinas Transit District. The jurisdiction of the district extends throughout the county, including all of the incorporated and unincorporated territory."

Figure 1: MST Regional Map



## **SERVICE AREA POPULATION**

MST is accountable to a diverse population of individuals who reside, work, and travel within Monterey County. American Community Survey 2011-2015 5-Yr. data estimates Monterey County's population of 428,441 to be 51.2 percent male and 48.8 percent female, with a median age of 33.5 years<sup>3</sup> (**Table 1**).

**Table 1: Monterey County Population Estimates by Sex and Age**

Subject	Monterey County 2011-2015
Sex/Age	
<i>Total Population</i>	428,441
Male	51.2%
Female	48.8%
<i>Median Age</i>	33.5
18 years and over	73.5%
<i>Male</i>	51.2%
<i>Female</i>	48.8%
21 years and over	68.7%
62 years and over	14.5%
65 years and over	11.6%
<i>Male</i>	44.7%
<i>Female</i>	55.3%

ACS data also estimates that 56.9 percent of Monterey County's population is Hispanic or Latino, 31.5 percent white, and 5.9 percent Asian (**Table 2**).

**Table 2: Monterey County Population Estimates by Race and Ethnicity**

Subject	Monterey County 2011-2015
Race/Ethnicity	
<i>Total Population</i>	428,441
Hispanic or Latino (of any race)	56.9%
White	31.5%
Asian alone	5.9%
Black or African American alone	2.6%
Two or More Races	2.3%
Native Hawaiian and Other Pacific Islander	.5%
American Indian and Alaska Native	.3%

To determine MST's obligation to accommodate LEP populations within its service area, the following FTA recommended four-factor analysis was conducted and is detailed in the following chapter.

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<sup>3</sup> Source: ACS 2011-2015 5-Yr. Estimate, Table CP05, Comparative Demographic Estimates.

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### 3. FOUR-FACTOR ANALYSIS

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The Safe Harbor provision of FTA Circular 4702.1B stipulates that, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

MST has identified four LEP populations of 1,000 or more individuals who speak English “less than very well” and for whom notice of language assistance and written translation of vital documents is required: Spanish, Tagalog, Vietnamese, and Korean.

According to USDOT guidance, the federally-funded recipient’s obligation to accommodate LEP populations is determined by balancing four factors:

- Factor 1:** the number or proportion of LEP persons eligible to be served, or likely to be encountered, by a program, activity, or service
- Factor 2:** the frequency with which LEP individuals come in contact with the program, activity, or service
- Factor 3:** the nature and importance of the program, activity, or service to people’s lives
- Factor 4:** the resources available to the recipient

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#### FACTOR 1: IDENTIFICATION OF LEP INDIVIDUALS

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*“The greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language services are needed...” (DOT LEP Guidance Section V (1)).*

#### **AMERICAN COMMUNITY SURVEY DATA**

For Factor One, MST analyzed census data from the American Community Survey 2011-2015 5-year sample<sup>4</sup> to determine the number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service provided by MST. ACS census data estimate that of the total population in the MST service area aged five years and over who speaks a language other than English, 113,939 individuals speak English less than very well. This number represents MST’s LEP population and is 28.8 percent of the total MST service area population of 395,093.

The most prevalent non-English language spoken in the MST service area is Spanish (103,580 LEP persons), and these LEP speakers account for 26.2 percent of the total population within this service area. Tagalog LEP speakers (2,201 LEP persons) account for .5 percent of MST’s total population. Two additional languages meet the threshold of FTA’s Safe Harbor provision: Vietnamese (1,303 LEP

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<sup>4</sup> Source: ACS 2011-2015 5-Yr. Estimate, Table B16001Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.



persons), and Korean (1,176 LEP persons). These four language groups represent MST's Safe Harbor languages (**Table 3**).

**Table 3: Monterey County LEP Estimates for the Population 5 Years and Over**

		ACS LEP Population (speaks English less than very well)	% of Total Population	% of Total LEP Population
Total Population ACS 2011-2015	395,093	113,939	28.84%	
<b>Spanish or Spanish Creole</b>		<b>103,580</b>	<b>26.22%</b>	<b>90.91%</b>
<b>Tagalog</b>		<b>2,201</b>	<b>0.56%</b>	<b>1.93%</b>
<b>Vietnamese</b>		<b>1,303</b>	<b>0.33%</b>	<b>1.14%</b>
<b>Korean</b>		<b>1,176</b>	<b>0.30%</b>	<b>1.03%</b>
Chinese		851	0.22%	0.75%
Arabic		685	0.17%	0.60%
Japanese		627	0.16%	0.55%
Other and Unspecified Languages		572	0.14%	0.50%
Other Pacific Island Languages		430	0.11%	0.38%
Italian		306	0.08%	0.27%
Other Indic Languages		230	0.06%	0.20%
Portuguese		220	0.06%	0.19%
Russian		205	0.05%	0.18%
German		170	0.04%	0.15%
Mon-Khmer, Cambodian		157	0.04%	0.14%
Persian		149	0.04%	0.13%
Hindi		145	0.04%	0.13%
Other Asian Languages		125	0.03%	0.11%
Other Indo-European Languages		122	0.03%	0.11%
Thai		111	0.03%	0.10%
Other Slavic Languages		110	0.03%	0.10%
Gujarati		107	0.03%	0.09%
Hmong		94	0.02%	0.08%
French		90	0.02%	0.08%
Armenian		36	0.01%	0.03%
Urdu		35	0.01%	0.03%
Other West Germanic Languages		26	0.01%	0.02%
African Languages		22	0.01%	0.02%
Serbo-Croatian		18	0.00%	0.02%
Scandinavian Languages		16	0.00%	0.01%
Greek		8	0.00%	0.01%
Hebrew		8	0.00%	0.01%
Polish		4	0.00%	0.00%
<b>Total LEP</b>		<b>113,939</b>	<b>28.84%</b>	<b>100.00%</b>



Using ACS data, MST’s four LEP language groups were identified by their estimated populations within each of Monterey County’s cities (**Table 4**). This information will assist MST in identifying concentrations of specific language groups within its service area and providing appropriate language assistance for public hearings, meetings, written materials, and other outreach efforts.

**Table 4: Monterey County LEP Population by City**

Geography	Spanish	Tagalog	Vietnamese	Korean	Total LEP Population
Carmel-by-the-Sea	26	0	0	0	26
Del Rey Oaks	40	10	4	0	54
Gonzales	2,922	0	0	0	2,922
Greenfield	6,963	0	0	0	6,963
King City	6,731	0	0	15	6,746
Marina	1,888	319	545	407	3,159
Monterey	1,193	20	0	118	1,331
Pacific Grove	165	27	20	92	304
Salinas	52,524	987	514	271	54,296
Sand City	49	0	0	0	49
Seaside	6,219	406	181	166	6,972
Soledad	6,923	73	14	11	7,021
<b>Total Monterey County by Incorporated Cities</b>	<b>85,643</b>	<b>1,842</b>	<b>1,278</b>	<b>1,080</b>	<b>89,843</b>

## **GIS ANALYSIS OF THE AMERICAN COMMUNITY SURVEY**

All data sources used to determine the number or proportion of LEP persons eligible to be served, or likely to be encountered by a program, activity, or service provided by MST confirm that Spanish is the primary LEP language group in Monterey County, representing 26.2 percent of its total population of 395,093 and 90.9 percent of its total LEP population of 113,939. The additional three LEP populations identified during this Title VI Program Update cycle – Tagalog, Vietnamese, and Korean – together represent just over 4 percent of Monterey County’s total population and 1.2 percent of its total LEP population.

The City of Salinas has the highest number of Spanish LEP individuals, with a primary concentration occurring along the Salinas Valley corridor. Tagalog, Vietnamese, and Korean LEP populations cluster primarily in the cities of Salinas, as well as Marina and Seaside on the Monterey Peninsula.

To provide a geographic picture of where concentrations of LEP individuals live within MST’s service area, LEP populations were identified by census tract and are represented in the following series of maps. **Figure 2** identifies the total LEP population concentration by census tract as a percentage of Monterey County’s total population, and **Figures 3-6** identify each of the four LEP language groups individually by census tract as a percentage of Monterey County’s total population.

Figure 2: Composition of LEP Population by Census Tract in Monterey County

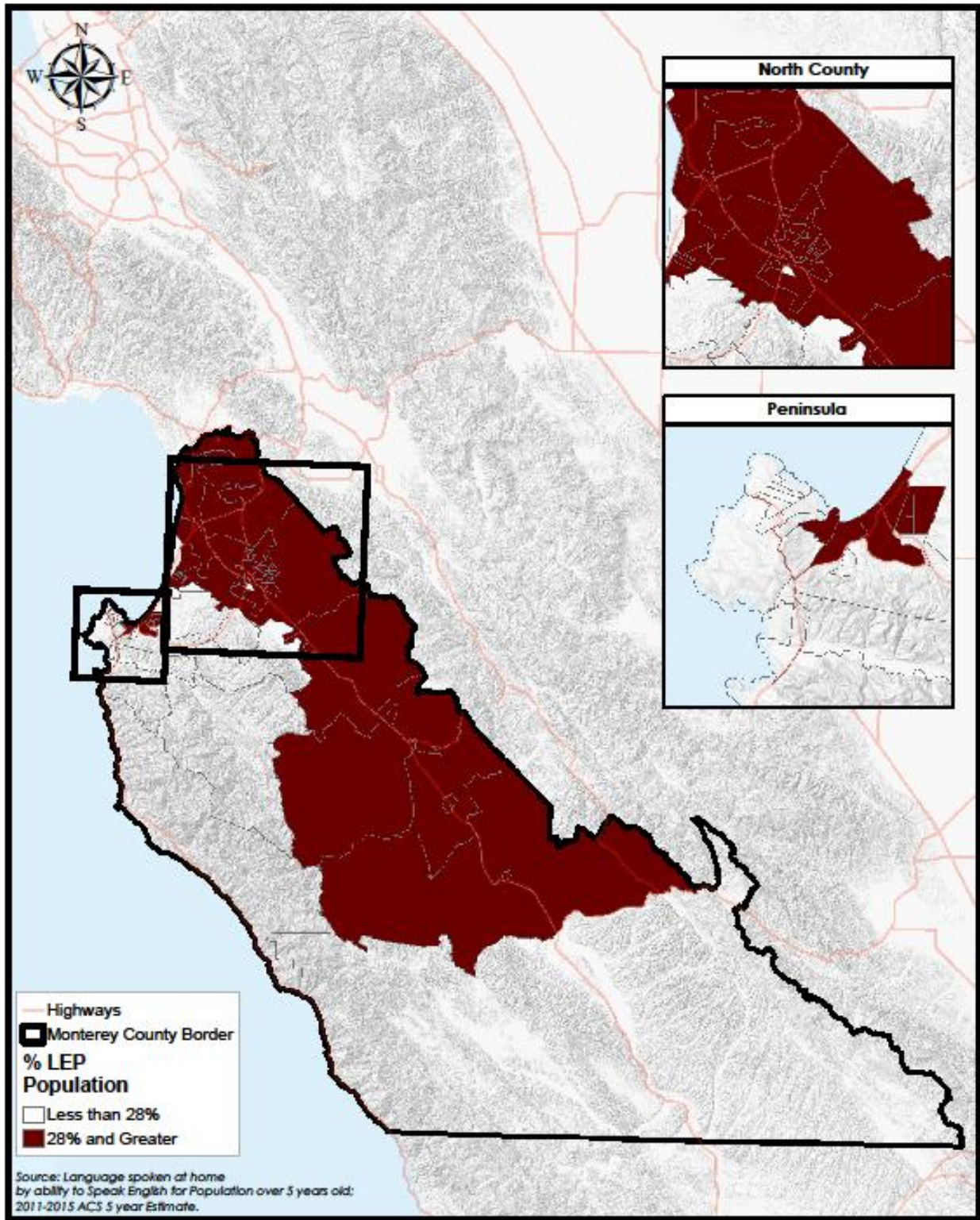




Figure 3: LEP Population that speak Spanish by Census Tract

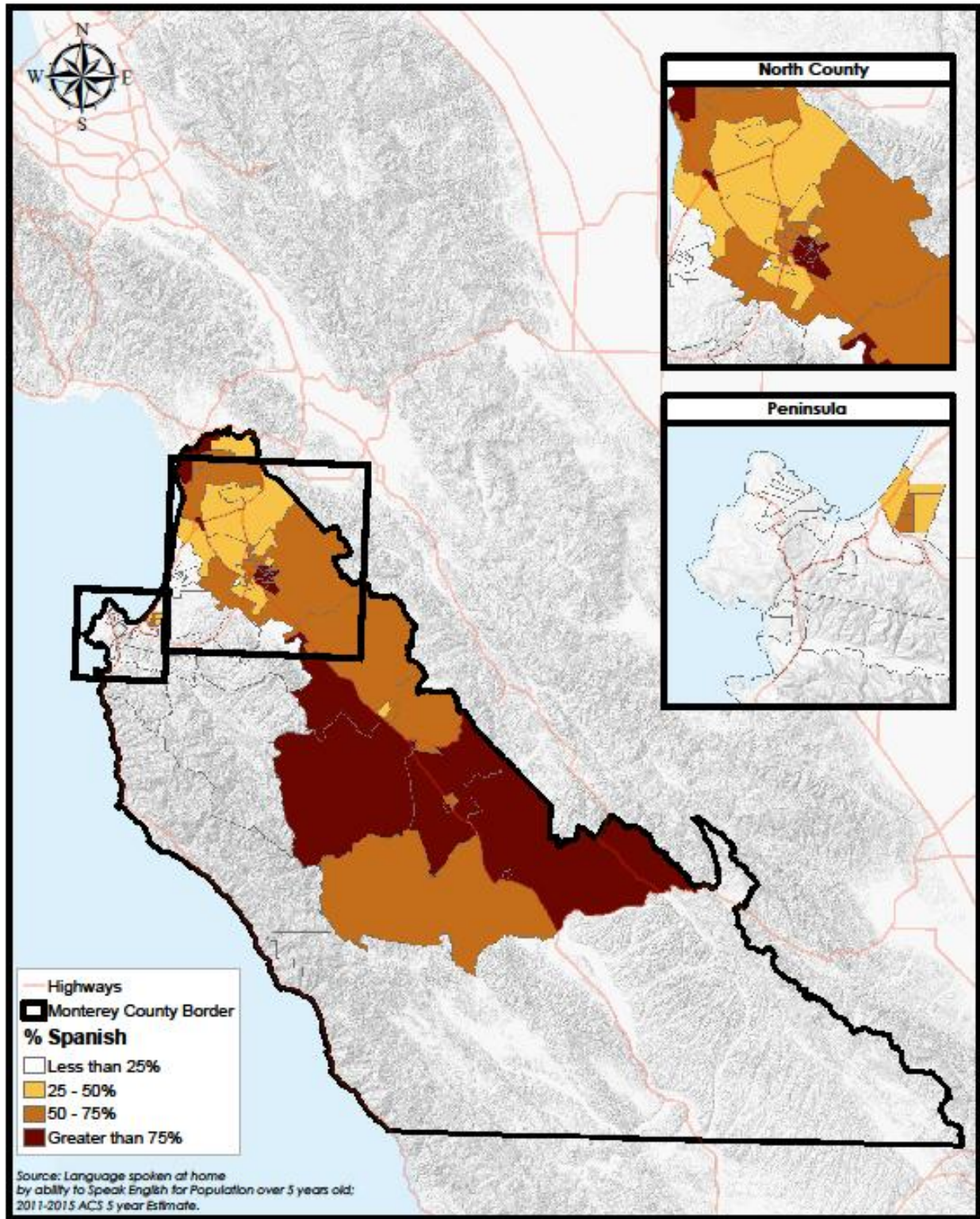




Figure 4: LEP Population that speak Tagalog by Census Tract

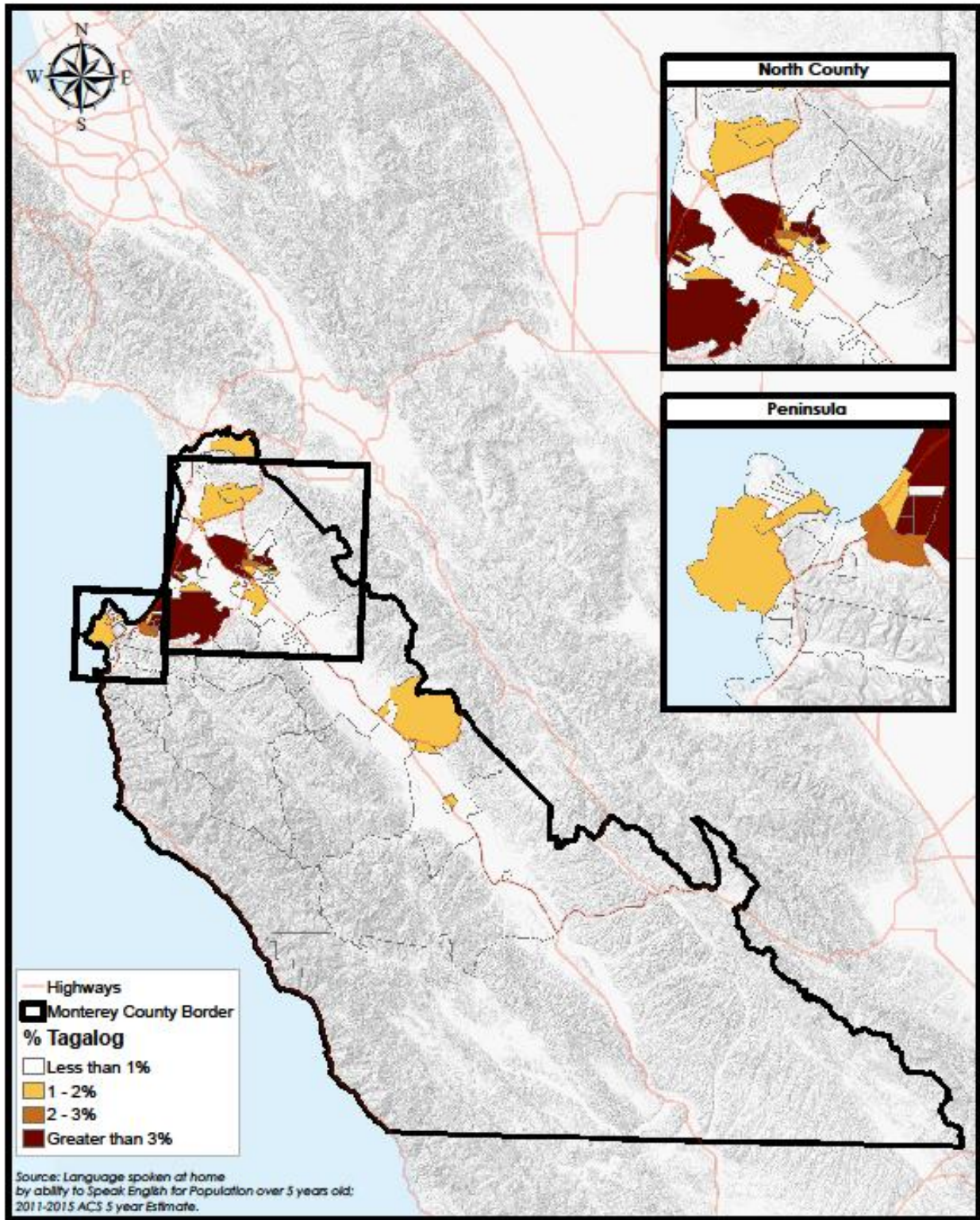




Figure 5: LEP Population that speak Vietnamese by Census Tract

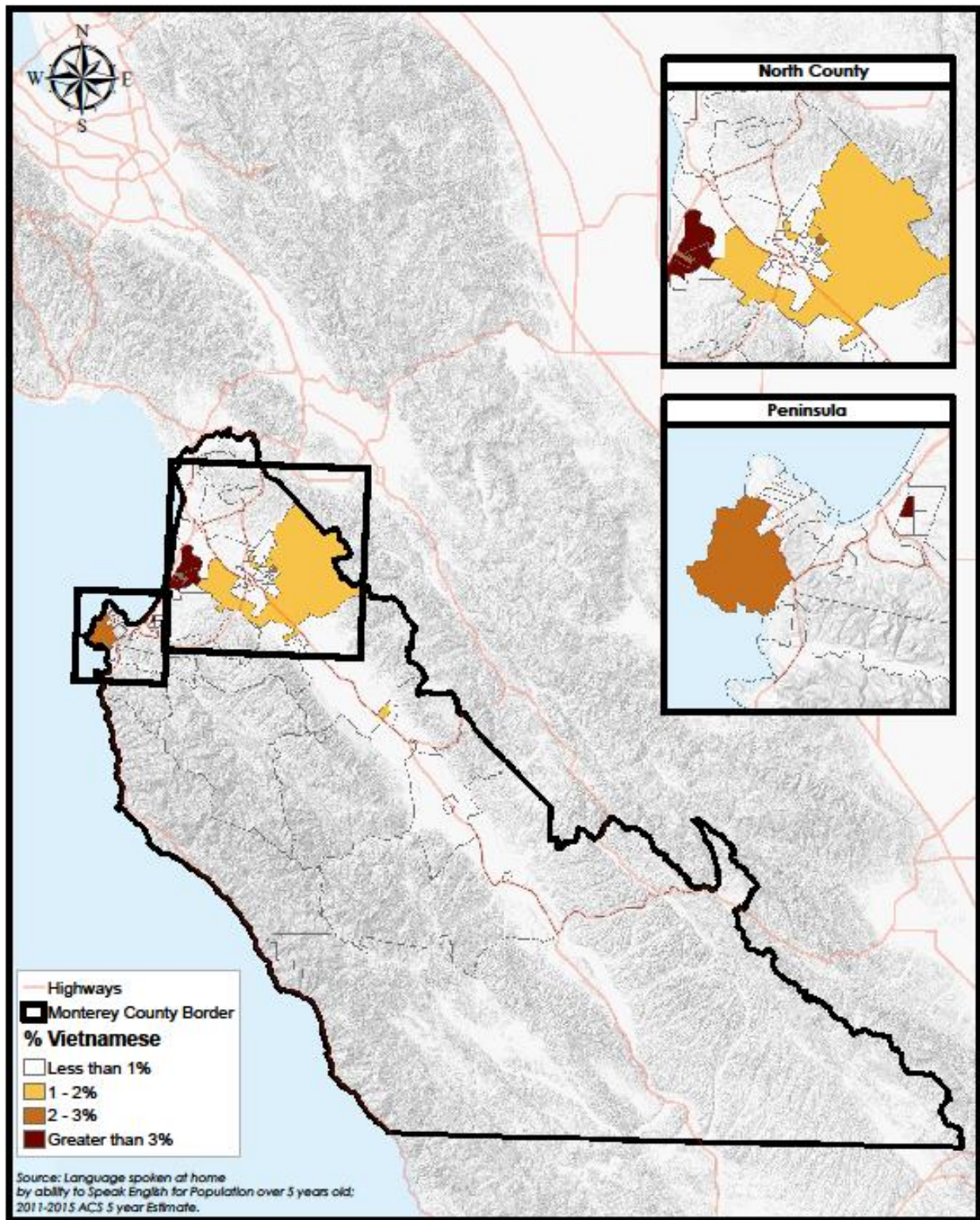
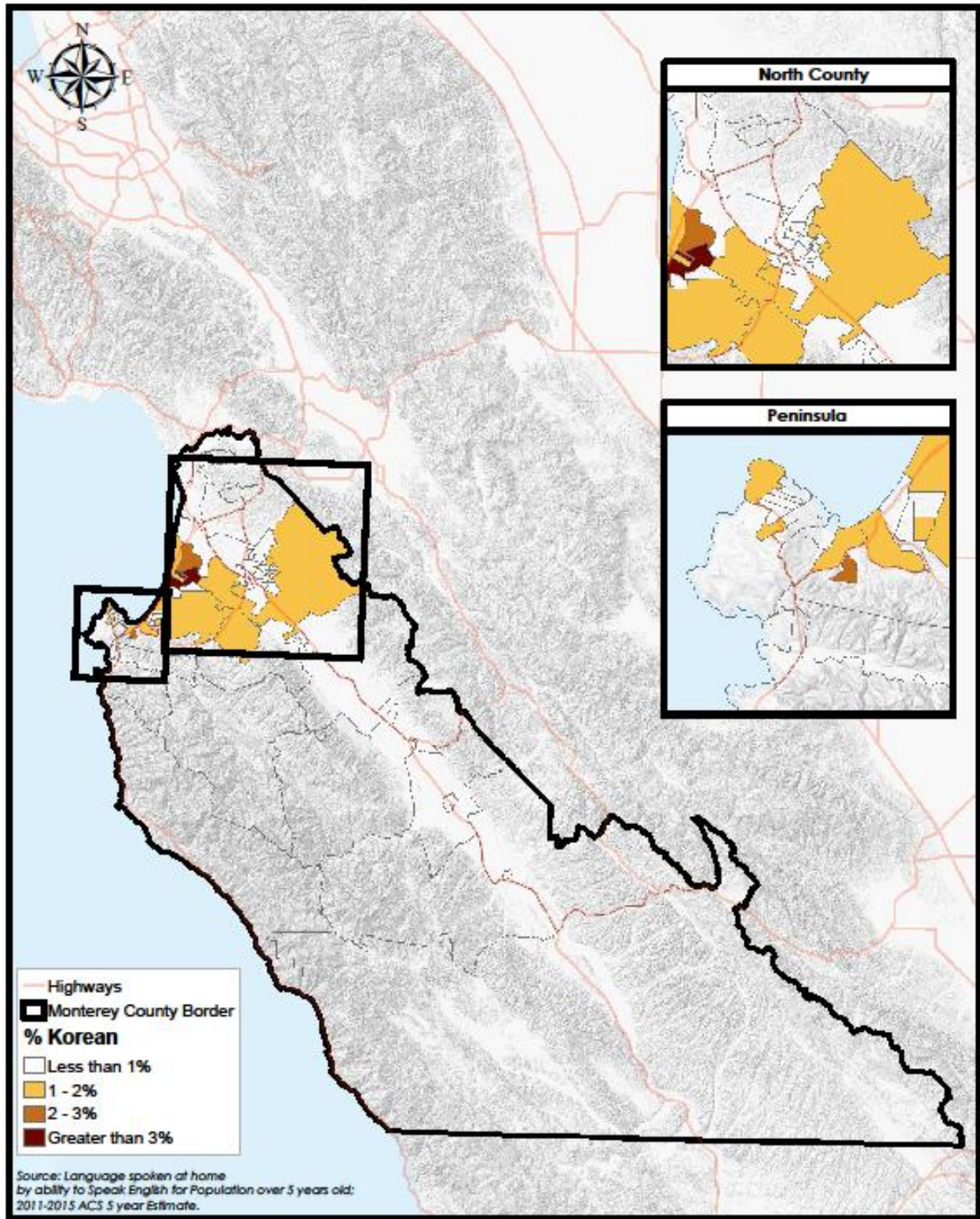




Figure 6: LEP Population that speak Korean by Census Tract



## **CALIFORNIA DEPARTMENT OF EDUCATION DATA**

FTA guidelines recommend that alternate and local sources of data are analyzed when conducting a four-factor analysis. MST reviewed data from the California Department of Education (CDE) to identify the number of English-learner students<sup>5</sup> enrolled in Monterey County's 24 school districts<sup>6</sup>. Of Monterey County's total school population, 31,165 students are English learners (**Table 5**).

**Table 5: Total Monterey County 2015-2016 English Learner Enrollment**

<b>Total Monterey County Area School Population</b>	<b>76,768</b>
Total area English learner population	31,165 (40.6% of total school population)
<b>Number of languages reported spoken by the area's English learner population</b>	<b>54</b>

MST also reviewed 2015-2016 CDE enrollment data which broke down the total number of English learner students by their primary language<sup>7</sup> (**Table 6**). Although Mixteco and Arabic are identified among the top six English learner languages, Arabic did not meet the FTA Safe Harbor threshold of five percent or 1,000 persons within MST's service area.

It should be noted that Mixteco is a group of as many as 50 Oto-Manguean languages spoken by people in the Mexican states of Oaxaca, Puebla, and Guerrero, as well as other areas in California and the United States<sup>8</sup>. A small population of Triqui speakers resides within the MST service area, particularly in Southern Monterey County, although accurate numbers are not available. Because the majority of local Triqui speakers prefer verbal interpretation to written translation, Triqui will be considered as a language group within Monterey County's Spanish-speaking LEP population. Efforts to engage and provide language assistance to this population will be discussed later in this document.

**Table 6: English Learner Students by Language**

<b>Language</b>	<b>Kinder – Grade 12</b>	<b>Ungraded</b>	<b>Total English Learners</b>	<b>Percent of Total English Learners</b>
Spanish	29,417	36	29,453	94.51%
Mixteco	308	0	308	.99%
Arabic	205	0	205	.66%
Tagalog	200	0	200	.64%
Vietnamese	80	0	80	.26%
Korean	54	0	54	.17%
All other languages	865	0	865	2.77%
<b>Total</b>	<b>31,129</b>	<b>36</b>	<b>31,165</b>	<b>100%</b>

<sup>5</sup> The California Department of Education defines English-learner students as those who do not speak, read, write, or understand English well as a result of English not being their home language.

<sup>6</sup> Source: CDE 2015-2016 Monterey County Language Group Data – Countywide.

<sup>7</sup> Source: CDE 2015-2016 English Learner Students by Language by Grade – Monterey County.

<sup>8</sup> Source: <http://www.omniglot.com/writing/mixtec.htm>

## **SUMMARY**

MST began the Factor One assessment by reviewing the most recent U.S. Census American Community Survey data. The results of this assessment confirmed that Spanish, Tagalog, Vietnamese, and Korean meet FTA's Safe Harbor threshold of five percent or 1,000 persons of the total population of persons eligible to be served or likely to be affected or encountered within MST's service area.

To provide a geographic picture of where concentrations of LEP individuals live within MST's service area, LEP populations were identified by census-tract and represented in a series of GIS maps. LEP population concentrations were mapped as a percentage of Monterey County's total population, and each of the four LEP language groups meeting FTA's Safe Harbor threshold were mapped individually by census tract as a percentage of Monterey County's total population.

Finally, data from the California Department of Education identified Monterey County's school population of English learners, which, with the exception of Arabic and Mixteco, aligned with ACS data. Since Arabic met neither the five percent nor the 1,000 person threshold, it will not be included as one of MST's Safe Harbor language groups. Mixteco represents a large group of indigenous languages of Mexico, one of which is Triqui, a language group that is present in Monterey County although not identified individually within census data. Triqui, therefore, will be addressed specifically within MST's Language Assistance Plan as part of the Spanish LEP language group later in this document.

Given the substantially higher population of LEP Spanish speakers within MST's service area and the relatively low population of Tagalog, Vietnamese, and Korean LEP speakers, MST has created two categories to classify its LEP language groups for the purpose of developing this Language Assistance Plan: Primary and Secondary (**Table 7**). This LEP classification will be used to determine the level of language assistance MST will implement as a result of this Language Assistance Plan.

**Table 7: MST LEP Language Groups**

Category	Language
PRIMARY	Spanish
SECONDARY	Tagalog, Vietnamese, Korean

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## **FACTOR 2: FREQUENCY OF CONTACT BY LEP PERSONS WITH MST SERVICES**

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*"Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed." (DOT LEP Guidance Section V (2))*

MST used three sources to determine how frequently LEP individuals use MST services and how often MST staff comes in contact with or assists LEP individuals:

1. MST employee survey
2. Language interpretation and translation data
3. MST onboard rider survey



## EMPLOYEE SURVEY

Because MST's customer service representatives, coach operators, operations supervisors, and mobility staff most frequently interact directly with the public, they were surveyed on the frequency with which they have come in contact with or assisted LEP customers (**Table 8**). Survey response rates for the four groups of employees were as follows:

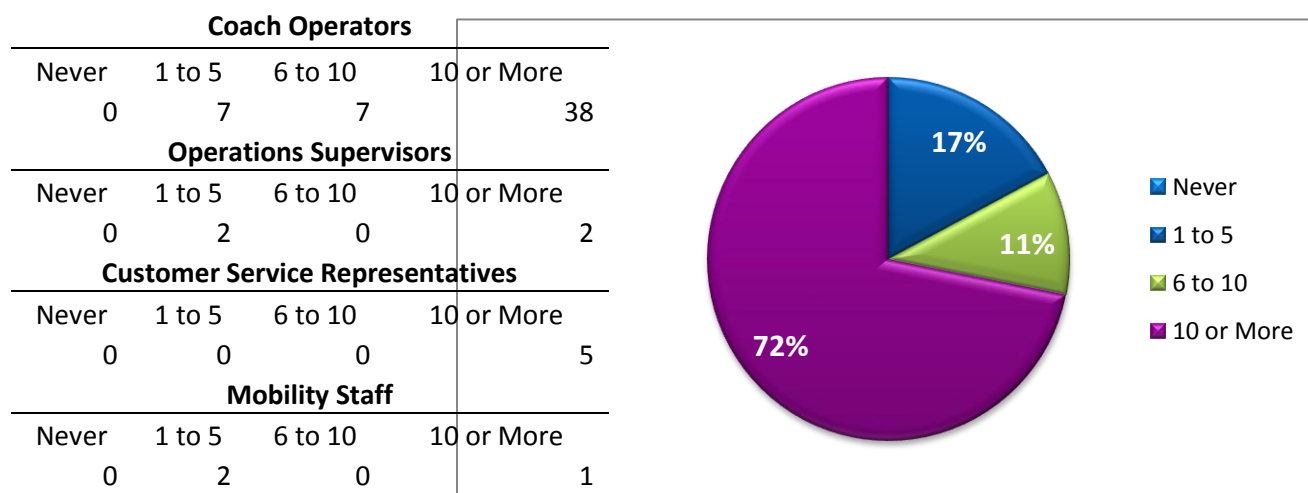
**Table 8: Employee Survey Response Rate**

Group	Staffing Level	Respondents	Response Rate
Customer Service Representatives	5	5	100%
Coach Operators	138	52	37%
Operations Supervisors	9	4	44%
Mobility Staff	6	3	50%
<b>Total</b>	<b>152</b>	<b>64</b>	<b>42%</b>

### Question 1: How many times in the past year have you encountered a customer who could not speak English?

Approximately two-thirds of respondents have encountered ten or more non-English speaking customers over the past year (**Figure 7**). All employees reported encountering a non-English speaking customer at least 1-5 times in the past year.

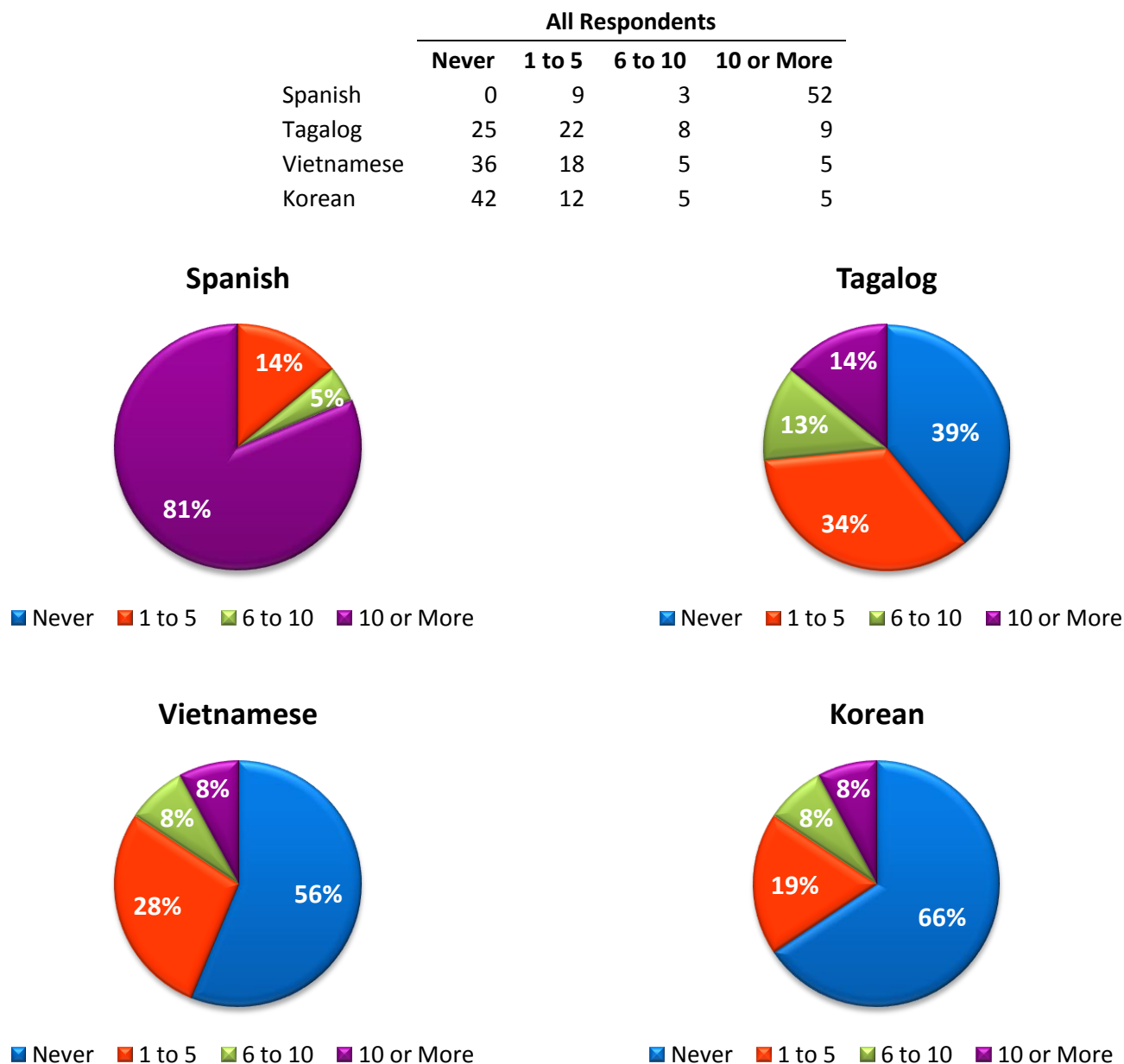
**Figure 7: Employee Interaction with Non-English Speakers in Previous Year**



### Question 2: How many times in the past year have you encountered a customer who spoke the following languages?

About eight in ten respondents have encountered a customer who spoke Spanish more than ten times in the past year (**Figure 8**). This high rate of interaction with Spanish-speakers correlates with ACS and other census LEP population data. Employees reported encountering customers speaking Tagalog, Vietnamese, or Korean at much lower frequencies than those who speak Spanish.

**Figure 8: Employee interaction with MST Limited English Populations in Previous Year**



**Question 3: How many times in the past year have you provided/obtained language assistance for a customer who spoke the following languages?**

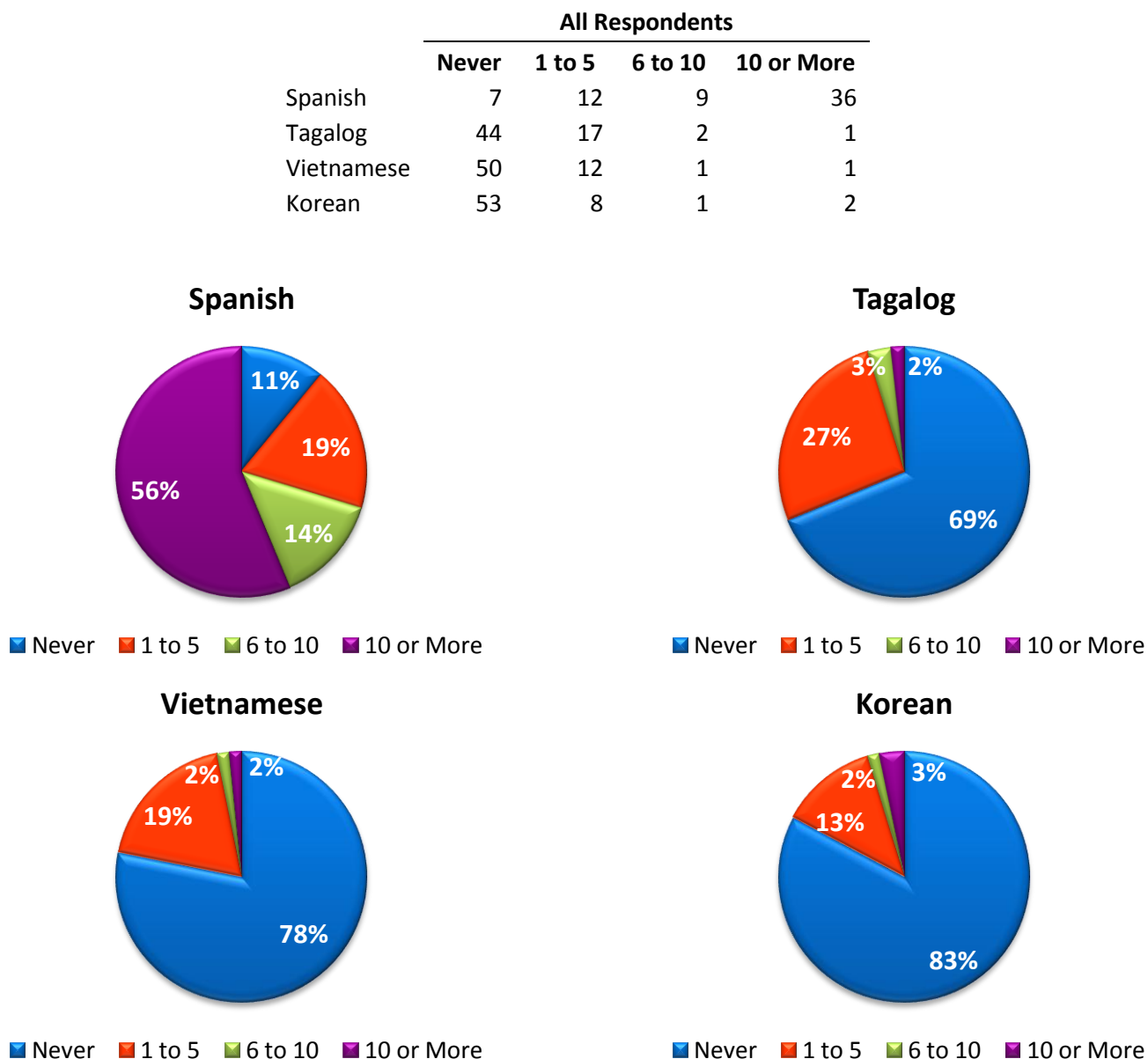
MST contracts with Language Line Solutions<sup>9</sup> to provide telephone or in-person interpretation and translation assistance in over 240 languages. MST customer service representatives, operations supervisors, and mobility management staff are trained to access this service directly, and coach

<sup>9</sup> Language Line Solutions, based in Monterey, CA, provides phone, video, and onsite interpreting, translation and localization, and interpreter training services, using highly trained and professional linguists.  
<https://www.language.com/>

operators are instructed in how to interact with LEP customers. Additionally, all of MST’s customer service representatives speak Spanish.

Over half of all survey respondents have provided or obtained language assistance for a Spanish-speaking customer. Only about 5 percent of employees have provided or obtained language assistance for customers speaking Tagalog, Vietnamese, or Korean more than six times in the past year (**Figure 9**).

**Figure 9: Language Assistance provided to MST Limited English Populations in Previous Year**

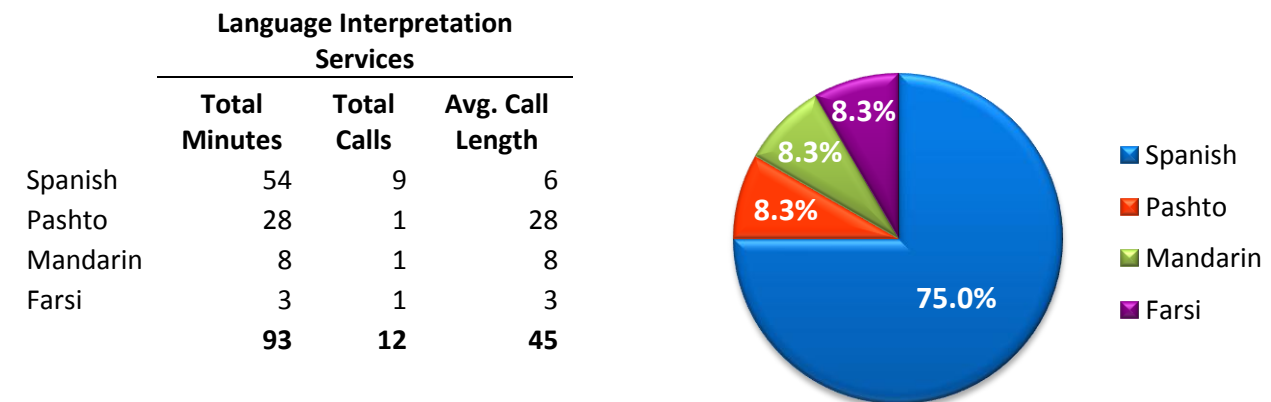


## **LANGUAGE INTERPRETATION DATA**

MST evaluated its language interpretation/translation service data to determine the number of LEP individuals for whom language assistance was provided over an 18-month period (**Figure 10**). From

August 1, 2015, through January 31, 2017, 12 customers accessed language interpretation services over the telephone. Of these, nine spoke Spanish, one spoke Pashto, one spoke Mandarin, and one spoke Farsi. Language assistance was not requested by LEP customers speaking Tagalog, Vietnamese, or Korean.

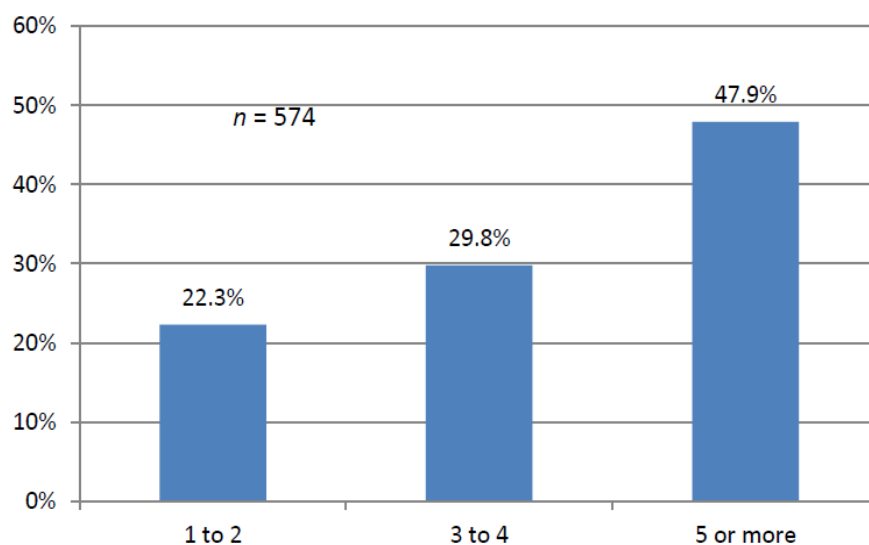
**Figure 10: Interpretation Services Provided by Language 8/1/2016-1/31/2017**



## **TRANSIT RIDER SURVEY**

In 2016, MST hired consultants to conduct a transit rider survey designed to quantify usage, measure satisfaction levels, track travel behavior, and identify service perceptions. The objectives of the onboard survey were to gain insight into MST customers' opinions spanning across many regular MST service lines, and to compile a demographic profile of the typical MST rider<sup>10</sup>. The resulting profile rider is an English-speaking male, age 18-24, employed, with an annual household income of less than \$10,000. Nearly half of all survey respondents reported riding the bus five or more times per week (**Figure 11**).

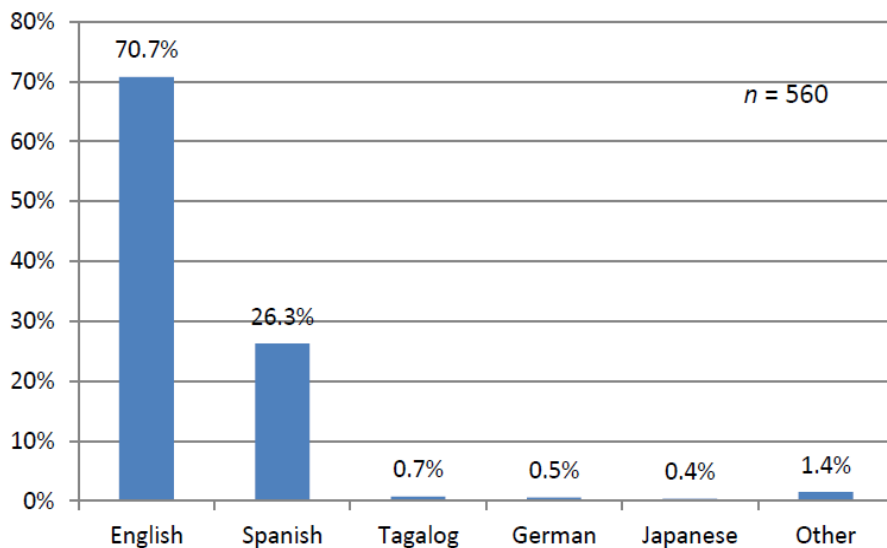
**Figure 11: Survey Response: Ridership per Week, Per Individual**



<sup>10</sup> A total of 600 valid surveys were collected, exceeding the sample target of 375.

Survey respondents overwhelmingly reported that English is the primary language spoken at home (70.7 percent). While 26.3 percent reported speaking Spanish at home, all other languages represented only 3 percent of survey respondents (**Figure 12**). The survey was provided in English and Spanish only; therefore, reliable survey data for LEP riders speaking Tagalog, Vietnamese, and Korean cannot be guaranteed. Given that these three language groups have been identified as meeting FTA’s Safe Harbor threshold, it is recommended in Chapter 4 that future Onboard Rider Surveys be provided in each of these languages.

**Figure 12: Survey Response: Primary Language Spoken at Home**



## **SUMMARY**

While MST used external census data to determine the number or proportion of LEP persons eligible or likely to be served or encountered by MST in the provision of transit services, both external and internal resources were used to determine how frequently LEP individuals use MST services and how often MST staff comes in contact with or assists persons with limited English proficiency. All three data sources confirmed that MST staff most often come in contact with and assist Spanish-speaking LEP individuals.

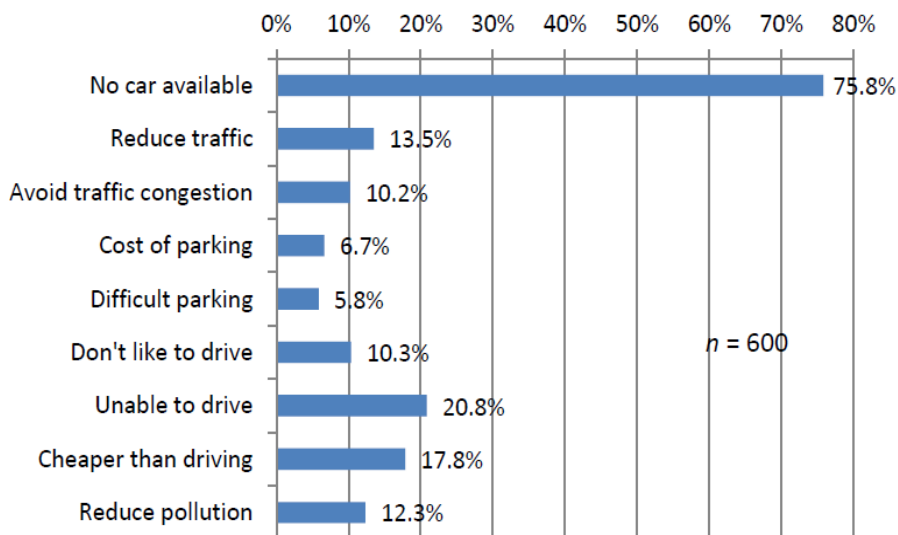
Although data from the Onboard Rider Survey confirmed that English is the primary language spoken at home, all other data reviewed by MST confirm that its primary LEP language group is Spanish. Tagalog was the only one of MST’s LEP language groups specifically identified in Figure 12 as a primary language spoken at home; therefore, its classification as MST’s secondary LEP language group is supported by all three data sources.

## **FACTOR 3: IMPORTANCE OF PROGRAMS, ACTIVITIES, AND SERVICES TO LEP PERSONS**

*“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed...A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual.” (DOT LEP Guidance Section V (3))*

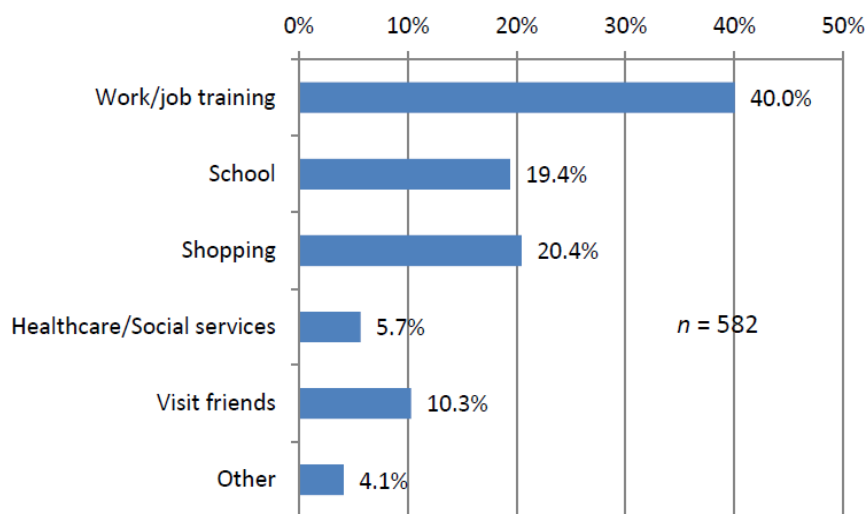
To analyze the importance of MST's services to LEP riders, MST again reviewed its 2016 Onboard Rider Survey to complete the following Factor Three analysis. As shown by Figure 11 in the Factor Two analysis, nearly half of all survey respondents reported riding the bus five or more times per week. MST riders are not generally choice riders, but are overwhelmingly transit-dependent, citing a lack of personal vehicle as their primary reason for riding the bus (**Figure 13**).

**Figure 13: Survey Response: Which of the following would you cite as reasons you use MST?**

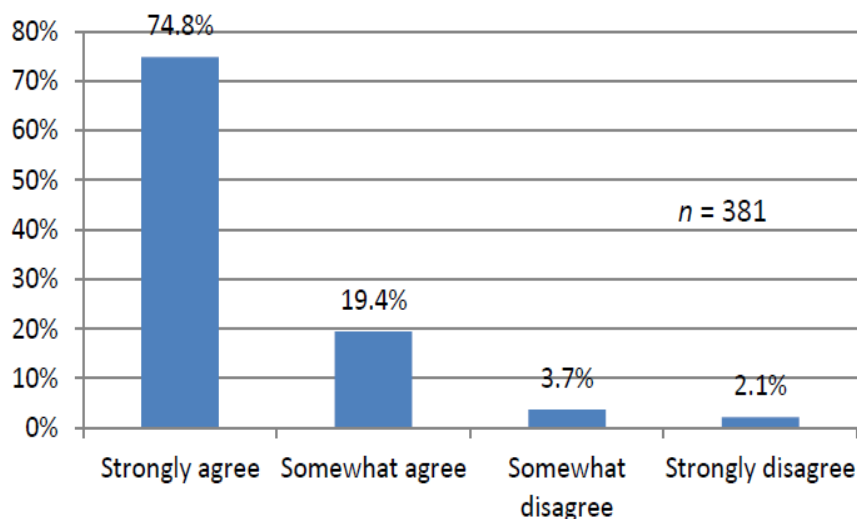


The typical MST rider relies on public transportation to get to work and/or job training, school, shopping, or to access healthcare services. For this rider, the ability to access public transportation is a vital necessity. Fewer than 15 percent of riders rely on MST for recreational or other purposes (**Figure 14**). Additionally, over 78 percent of survey respondents stated that the services MST provides are a benefit to the community, and nearly 75 percent replied that public transportation saves them or their family money (**Figure 15**).

**Figure 14: Survey Response: Reason for Using MST Service**



**Figure 15: Survey Response: Does public transit saves you and your family money?**



### **SUMMARY**

At this point in the Four Factor Analysis, factors one, two, and three have confirmed that:

- The most prevalent non-English language spoken in the MST service area is Spanish, accounting for 26.2 percent of MST's total population;
- Tagalog, Vietnamese, and Korean LEP speakers together represent less than 1.6 percent of MST's total service area population, although all three individually meet the 1,000 person FTA Safe Harbor threshold;
- All four of MST's LEP language groups are represented in the top six English-learner students in Monterey County schools;
- All MST employee survey respondents have encountered a non-English speaking customer at least 1-5 times in the past year;
- Over half of all survey respondents have provided or obtained language assistance for a Spanish-speaking customer in the past year;
- Language assistance was not requested by LEP customers speaking Tagalog, Vietnamese, or Korean in the past year;
- Over 78 percent of MST riders believe transit service is a benefit to the community; and
- Nearly 75 percent of MST riders state that transit service saves them money.

It can be concluded that MST's primary LEP language group is Spanish. While the number of Tagalog, Vietnamese, and Korean LEP individuals meets the FTA Safe Harbor threshold within Monterey County, these LEP populations nevertheless represent a small percentage of MST's total service area population. To this end, MST has created two categories to classify its LEP language groups for the purpose of developing this Language Assistance Plan: Primary (Spanish), and Secondary (Tagalog, Vietnamese, and Korean).

The final step of the required Four Factor analysis will discuss the resources available to develop a language implementation plan to ensure meaningful access for LEP individuals.

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## FACTOR 4: RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS

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*“A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons.” (DOT LEP Guidance Section V (4))*

Factor Four is designed to weigh the demand for language assistance against current and projected financial and personnel resources. According to the Department of Transportation, “Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ‘reasonable steps’ may cease to be reasonable where the costs imposed substantially exceed the benefits.” USDOT has advised recipients to carefully explore the most cost-effective means of delivering “competent and accurate” language services to address resource concerns.

### **CURRENT LANGUAGE ASSISTANCE MEASURES AND COSTS**

MST currently provides a wide range of information and services in Spanish.

- All MST Customer Service Representatives are bilingual in English and Spanish.
- At least one Spanish interpreter is present at all public meetings.
- Public Hearings are noticed in English and Spanish.
- Public Hearing materials are provided in English and Spanish.
- Telephone interpretation and translation is available through Language Line Solutions in over 240 languages.
- MST’s website utilizes Google Translate, providing translation in nearly 100 languages.
- MST’s vital documents are available in Spanish on the MST website and by request.
- Nearly all of MST’s printed materials, including Rider’s Guide and brochures are available in English and Spanish.
- Informational transit-related signage on buses is in English and Spanish.

Current annual costs associated with providing language assistance and translation for Spanish-speakers is estimated to be between \$20,000 and \$28,000. Given the percentage of Spanish-speaking LEP individuals in MST’s service area, and their reliance on MST’s transit service, it is fitting that MST continues to provide enhanced written translation and verbal interpretation services to this population.

### **LANGUAGE ASSISTANCE MEASURES JUNE 2017-JUNE 2020**

Currently, most of the costs associated with providing Spanish-language translation and interpretation services are provided by MST’s bilingual customer service representatives. A base monthly fee is paid to Language Line Solutions, with additional charges applied for services that exceed the contractual base rate.

The cost of designing and printing MST’s Rider’s Guide and other support materials are not currently a line item in MST’s annual budget. With the addition of three LEP Safe Harbor languages, MST will track these costs beginning with its July 2018 fiscal year budget so that expenses directly related to implementing Title VI language assistance are accurately tracked.



Using MST's LEP language classification (**Table 7**), Chapter 4 of this document outlines MST's Language Implementation Plan which is intended to support MST staff in complying with Title VI regulations.

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## 4. LANGUAGE IMPLEMENTATION PLAN

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Department of Transportation LEP guidance notes that effective language implementation plans typically include the following five elements: 1) identifying LEP individuals who need language assistance; 2) providing language assistance measures; 3) training staff; 4) providing notice to LEP persons; and 5) monitoring and updating the plan.

### **ELEMENT 1: IDENTIFYING LEP INDIVIDUALS WHO NEED LANGUAGE ASSISTANCE**

As discussed in the Four Factor Analysis, MST reviewed a number of sources to identify its LEP populations. Four LEP language groups met the Safe Harbor threshold of five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered within MST's service area.

Given the substantially higher population of LEP Spanish speakers within MST's service area and the relatively low population of Tagalog, Vietnamese, and Korean LEP speakers, MST has created two categories to classify its LEP language groups: Primary and Secondary. This LEP classification will be used to determine the level of language assistance MST will implement for each Safe Harbor language:

Category	Language
PRIMARY	Spanish
SECONDARY	Tagalog, Vietnamese, Korean

### **ELEMENT 2: PROVIDING LANGUAGE ASSISTANCE MEASURES**

This is the first Title VI Program Update cycle during which a language other than Spanish has met the FTA Safe Harbor threshold. To meet the additional language assistance requirements necessary to support these additional languages, MST has developed new language assistance measures that will be implemented as outlined below.

As discussed on page 19 of this Language Assistance Plan, Mixteco represents a large group of indigenous languages of Mexico, one of which is Triqui, a language group that is present in Monterey County although not identified individually within census data. In the past, MST has provided professional interpreters at public hearings and other public meetings held in areas that have been known to have a high concentration of populations who speak this language. Local Triqui speakers and interpreters have confirmed that most local Triqui populations prefer verbal interpretation to written translation. MST will continue to provide assistance to this LEP language group as determined by the location of public meetings and the populations who would likely be affected by fare increases, service changes, reductions, or losses, as well as other major transportation projects that may require public hearings. Triqui speakers who request language assistance will be provided appropriate assistance free of charge, in keeping with MST's other four LEP populations.

### **Vital Documents**

MST is required to provide written translation of its vital documents into all of its Safe Harbor languages. According to FTA Circular 4702.1B Chapter III-9, "vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important

consequences; written notices of rights; notices of denials, losses, or decreased in benefits or services; and notices advising LEP individuals of free language assistance services.”

MST has created three tiers to classify its written translation efforts: 1) Tier One – to include vital documents; 2) Tier Two – to include supporting documents; and 3) Tier Three – to include proposed supporting documents that will be implemented as needed and/or as financial resources allow.

**Table 9: Tier One Vital Documents**

TIER ONE VITAL DOCUMENTS	
Document	Language Group
Civil Rights Complaint Forms/Processes & Determination Letters	All
Reasonable Modification Request Form & Determination Letters	All
Paratransit Applications	All
Title VI Notice of Rights	All
Notice of Public Hearings – Fares/Service Changes/Major Projects <sup>11</sup>	All
Notice of Language Assistance	All

MST will translate its civil rights (ADA, Title VI) complaint and reasonable modification forms and processes into all of its Safe Harbor languages. The forms will be available on the MST website in PDF format or can be filled out directly online using Google Translate. Determination letters will be translated into the Safe Harbor language that corresponds with the submitted complaint form. MST will also translate its MST RIDES/paratransit applications into all of its Safe Harbor languages. Language assistance will be provided through Language Line Solutions or other professional translators, as needed or requested, for in-person meetings during the application process.

Copies of MST’s English-language Title VI and ADA complaint forms and processes, reasonable modification request form and process, and MST RIDES paratransit application in English can be found in **Attachment E of MST’s Title VI Program**.

MST’s Title VI Notice of Rights will be translated into all Safe Harbor languages and will be posted at all customer service windows, on MST buses, and at all public meeting locations. The notice will also be posted on the MST website and will include MST’s Notice of Language Assistance. A copy of MST’s Notice of Rights can be found in **Attachment C of MST’s Title VI Program**.


MST currently posts its public hearing notices for fare increases, service changes, reductions, or losses, and other major projects in English and Spanish. Beginning June 1, 2017, MST will add its Notice of Language Assistance to all public hearing notices and will translate the notices in all of its Safe Harbor languages based on the affected area or population. All requests for language assistance will be free of charge to individuals speaking one of MST’s Safe Harbor languages, although MST will make every effort to affordably accommodate LEP persons who speak other languages.

MST has created a Notice of Language Assistance to alert the public of this service (**Figure 16**).

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<sup>11</sup> MST has defined its threshold for a major service change within its Public Hearing Policy (Attachment C of its Public Participation Plan).

**Figure 16: Notice of Language Assistance - Option 1 and 2**




If information is needed in another language, contact 888-678-2871

Si necesita información en otro idioma, llame a 888-678-2871

Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 888-678-2871

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, vui lòng gọi số 888-678-2871

다른 언어로 된 정보가 필요하실 경우, 888-678-2871 번으로 전화해 주십시오



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원

**Table 10: Tier Two Supporting Documents**

TIER 2 SUPPORTING DOCUMENTS	
Document	Language Group
Fare Structure	Primary
Taxi Voucher Program	Primary
Onboard Fare/Service Change Information <sup>12</sup>	Primary & Secondary
Onboard Notice of Security Cameras	Primary
Paratransit/Travel Training Information	Primary
Onboard Safety & Security Information	Primary, with use of Symbols/Pictographs when possible.
Public Hearing Materials/Presentations	Primary. Secondary as determined by location or as requested.
Construction/Other Courtesy Notices	Primary. Secondary as determined by location.

MST will continue to provide its supporting documents in both English and Spanish. As resources allow, onboard safety and security information will be updated to integrate symbols and pictographs. MST will also monitor other written information that could be improved by the use of symbols and pictographs.

Public Hearing materials/presentations and construction or other courtesy notices will be provided in English and Spanish. These materials will be provided in Tagalog, Vietnamese, and Korean as determined by affected locations or as requested. MST will provide written and/or verbal translation of all supporting documents in Tagalog, Vietnamese, or Korean upon request or as financial resources allow. In certain circumstances, MST may opt to provide verbal translation or a written summary, such as bullet points or highlights, of certain documents in lieu of a full translation.

**Table 11: Tier Three Proposed Documents**

TIER 3 PROPOSED DOCUMENTS	
Document	Language Group
Civil Rights Brochure	Primary & Secondary
Onboard Safe Riding/How to Ride Pamphlet	Primary & Secondary
General Promotional Materials (Brochures, pamphlets, etc.)	Primary. Secondary as resources allow.

<sup>12</sup> MST has defined its threshold for a major service change within its Public Hearing Policy (Appendix C of its Public Participation Plan).

As resources allow, MST will develop a civil rights brochure to include both Title VI and ADA Notice of Rights, including information on language assistance resources, procedures and contact information for filing a complaint, and reasonable modification information in all Safe Harbor language groups. These brochures will be available onboard MST buses and at all customer service locations. MST will also consider developing an Onboard Safe Riding/How to Ride pamphlet in all Safe Harbor language groups as resources allow. Both the civil rights brochure and the safe riding/how to ride pamphlet would supplement information currently within its Rider's Guide.

MST currently prints a variety of promotional brochures that highlight local tourist attractions such as the historic area of Old Monterey, the rugged coastline of Big Sur, and Monterey County's wineries via MST's Grapevine Express. Since these brochures are not vital to fully accessing MST's transit services, they will be printed or translated as resources allow. Written translation of the current brochures will incur a translation fee. It should be noted that MST Rider's Guide is currently printed in English and Spanish. Most pages of the Rider's Guide are currently available on the MST website and can be translated into nearly 100 languages with Google Transit.

### **ELEMENT 3: TRAINING STAFF**

MST currently informs all newly-hired employees of Title VI regulations and their responsibility to assist LEP customers in obtaining language assistance. Tailored training modules have been created for customer service representatives, operations supervisors, coach operators, and mobility management staff, with each module designed to highlight the specific obligations and level of interaction each job group may face.

Coach operators and operations supervisors receive regular Title VI refresher training throughout the year. Customer service representatives periodically receive updated training on accessing language assistance through Language Line Solutions. All of these employees are provided support materials such as language identification cards and instructions on accessing language assistance directly.

With the June 1, 2017 implementation of MST's Title VI Program update and Language Assistance Plan, information on MST's new Safe Harbor language groups and new language assistance measures will be provided to MST employees.

### **ELEMENT 4: PROVIDING NOTICE TO LEP PERSONS**

MST will use a variety of methods to ensure LEP persons are aware of existing and new language assistance measures by:

- Including MST's Notice of Language Assistance on all vital documents;
- Including MST's Notice of Language Assistance in its Rider's Guide;
- Including MST's Notice of Language Assistance on its website;
- Posting MST's Title VI Notice of Rights, including its Notice of Language Assistance, on all MST buses, at customer service locations, and at all public meeting locations;
- Including MST's Notice of Language Assistance on all board agendas; and
- Including MST's Notice of Language Assistance on all public-facing materials, as resources allow.

## **ELEMENT 5: MONITORING AND UPDATING THE PLAN**

MST will monitor its implementation of this Title VI Language Assistance Plan as follows:

- MST staff will continue to track the number of language assistance calls placed to its language interpretation service on an annual basis.
- MST will survey its employees annually regarding their interaction with LEP individuals.
- Whenever public hearings are noticed, MST will consider the impact the proposed fare increase; service change, reduction, or loss; or major project will have on MST's Safe Harbor language populations and will provide notice in appropriate languages.
- MST's Notice of Language Assistance will be included in all notices of public meetings, including board agendas.
- Whenever public hearings or other public meetings are held, MST will review existing data on the Safe Harbor language populations within the immediate geographic area and seek to provide translation or interpretation services as appropriate.
- MST will seek to create and maintain contact with nonprofit, social, or other groups who support LEP populations.
- MST will begin tracking its language-related expenses and will seek to implement new language resources as the need and financial resources allow.
- On a triennial basis, MST will review and update census and other LEP data and update its Language Assistance Plan accordingly.

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**Attachment J:**

Census Data – American Community Survey

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**B16001: LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK  
ENGLISH FOR THE POPULATION 5 YEARS AND OVER - Universe:  
Population 5 years and over**

**2011-2015 American Community Survey 5-Year Estimates**

**Monterey County, California**

	<b>Estimate</b>	<b>Margin of Error</b>
<b>Total:</b>	395,093	+/-109
Speak only English	183,231	+/-2,356
Spanish or Spanish Creole:	185,326	+/-2,159
Speak English less than "very well"	103,580	+/-2,662
French (incl. Patois, Cajun):	1,041	+/-277
Speak English "very well"	951	+/-265
Speak English less than "very well"	90	+/-50
French Creole:	47	+/-40
Speak English "very well"	47	+/-40
Speak English less than "very well"	0	+/-28
Italian:	1,003	+/-295
Speak English "very well"	697	+/-215
Speak English less than "very well"	306	+/-127
Portuguese or Portuguese Creole:	803	+/-254
Speak English "very well"	583	+/-188
Speak English less than "very well"	220	+/-114
German:	1,344	+/-295
Speak English "very well"	1,174	+/-286
Speak English less than "very well"	170	+/-97
Yiddish:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Other West Germanic languages:	154	+/-89
Speak English "very well"	128	+/-81
Speak English less than "very well"	26	+/-27
Scandinavian languages:	259	+/-143
Speak English "very well"	243	+/-133
Speak English less than "very well"	16	+/-24
Greek:	132	+/-59
Speak English "very well"	124	+/-59
Speak English less than "very well"	8	+/-13
Russian:	637	+/-193
Speak English "very well"	432	+/-158
Speak English less than "very well"	205	+/-108
Polish:	122	+/-68
Speak English "very well"	118	+/-67
Speak English less than "very well"	4	+/-6
Serbo-Croatian:	70	+/-66

Speak English "very well"	52	+/-60
Speak English less than "very well"	18	+/-18
Other Slavic languages:	240	+/-101
Speak English "very well"	130	+/-72
Speak English less than "very well"	110	+/-73
Armenian:	149	+/-168
Speak English "very well"	113	+/-120
Speak English less than "very well"	36	+/-53
Persian:	410	+/-179
Speak English "very well"	261	+/-130
Speak English less than "very well"	149	+/-103
Gujarati:	242	+/-136
Speak English "very well"	135	+/-104
Speak English less than "very well"	107	+/-93
Hindi:	586	+/-203
Speak English "very well"	441	+/-179
Speak English less than "very well"	145	+/-83
Urdu:	144	+/-106
Speak English "very well"	109	+/-82
Speak English less than "very well"	35	+/-31
Other Indic languages:	715	+/-306
Speak English "very well"	485	+/-226
Speak English less than "very well"	230	+/-144
Other Indo-European languages:	336	+/-130
Speak English "very well"	214	+/-84
Speak English less than "very well"	122	+/-87
Chinese:	1,786	+/-401
Speak English "very well"	935	+/-244
Speak English less than "very well"	851	+/-235
Japanese:	1,462	+/-297
Speak English "very well"	835	+/-230
Speak English less than "very well"	627	+/-148
Korean:	1,923	+/-386
Speak English "very well"	747	+/-208
Speak English less than "very well"	1,176	+/-261
Mon-Khmer, Cambodian:	183	+/-115
Speak English "very well"	26	+/-20
Speak English less than "very well"	157	+/-107
Hmong:	111	+/-107
Speak English "very well"	17	+/-19
Speak English less than "very well"	94	+/-106
Thai:	309	+/-138
Speak English "very well"	198	+/-93
Speak English less than "very well"	111	+/-97
Laotian:	40	+/-47
Speak English "very well"	40	+/-47

Speak English less than "very well"	0	+/-28
Vietnamese:	1,932	+/-507
Speak English "very well"	629	+/-256
Speak English less than "very well"	1,303	+/-349
Other Asian languages:	606	+/-227
Speak English "very well"	481	+/-194
Speak English less than "very well"	125	+/-67
Tagalog:	5,513	+/-624
Speak English "very well"	3,312	+/-440
Speak English less than "very well"	2,201	+/-395
Other Pacific Island languages:	1,254	+/-248
Speak English "very well"	824	+/-215
Speak English less than "very well"	430	+/-140
Navajo:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Other Native North American languages:	69	+/-48
Speak English "very well"	69	+/-48
Speak English less than "very well"	0	+/-28
Hungarian:	0	+/-28
Speak English "very well"	0	+/-28
Speak English less than "very well"	0	+/-28
Arabic:	2,034	+/-556
Speak English "very well"	1,349	+/-310
Speak English less than "very well"	685	+/-319
Hebrew:	125	+/-139
Speak English "very well"	117	+/-138
Speak English less than "very well"	8	+/-14
African languages:	127	+/-53
Speak English "very well"	105	+/-54
Speak English less than "very well"	22	+/-33
Other and unspecified languages:	628	+/-356
Speak English "very well"	56	+/-39
Speak English less than "very well"	572	+/-353
<b>Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates</b>		

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CPO5: Comparative Demographic Estimates 2011-2015 American Community Survey 5-Year Estimates		Monterey County, CA
Subject	2011-2015	
	Estimates	
SEX AND AGE		
Total population	428,441	
Male	51.2%	
Female	48.8%	
Under 5 years	7.8%	
5 to 9 years	7.5%	
10 to 14 years	7.1%	
15 to 19 years	7.1%	
20 to 24 years	7.8%	
25 to 34 years	14.9%	
35 to 44 years	13.1%	
45 to 54 years	12.3%	
55 to 59 years	5.7%	
60 to 64 years	5.1%	
65 to 74 years	6.4%	
75 to 84 years	3.4%	
85 years and over	1.8%	
Median age (years)	33.5	
18 years and over	73.5%	
21 years and over	68.7%	
62 years and over	14.5%	
65 years and over	11.6%	
18 years and over	315,052	
Male	51.2%	
Female	48.8%	
65 years and over	49,679	
Male	44.7%	
Female	55.3%	
RACE		
Total population	428,441	
One race	96.2%	
Two or more races	3.8%	
One race	96.2%	
White	73.3%	
Black or African American	2.8%	

American Indian and Alaska Native	0.8%
Cherokee tribal grouping	0.1%
Chippewa tribal grouping	0.0%
Navajo tribal grouping	0.0%
Sioux tribal grouping	0.0%
Asian	6.1%
Asian Indian	0.5%
Chinese	0.5%
Filipino	2.8%
Japanese	0.7%
Korean	0.6%
Vietnamese	0.5%
Other Asian	0.4%
Native Hawaiian and Other Pacific Islander	0.5%
Native Hawaiian	0.1%
Guamanian or Chamorro	0.1%
Samoan	0.1%
Other Pacific Islander	0.1%
Some other race	12.8%
Two or more races	3.8%
White and Black or African American	0.5%
White and American Indian and Alaska Native	0.7%
White and Asian	1.0%
Black or African American and American Indian and Alaska Native	0.1%
Race alone or in combination with one or more other races	
Total population	428,441
White	76.4%
Black or African American	3.7%
American Indian and Alaska Native	1.8%
Asian	7.7%
Native Hawaiian and Other Pacific Islander	0.9%
Some other race	13.7%
HISPANIC OR LATINO AND RACE	
Total population	428,441
Hispanic or Latino (of any race)	56.90%
Mexican	53.1%
Puerto Rican	0.5%
Cuban	0.1%
Other Hispanic or Latino	3.2%
Not Hispanic or Latino	43.1%
White alone	31.50%
Black or African American alone	2.60%
American Indian and Alaska Native alone	0.30%
Asian alone	5.90%



Native Hawaiian and Other Pacific Islander alone	0.50%
Some other race alone	0.10%
Two or more races	2.30%
Two races including Some other race	0.1%
Two races excluding Some other race, and Three or more races	2.2%
Total housing units	139,794

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**Attachment K:**

Title VI Training Materials

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Date: 6/30/2016

To: MST Coach Operators

From: Deanna Smith, Compliance Analyst – Title VI Coordinator

**Subject: Language Line Services and Title VI Requirements**

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**MST's Title VI Requirement:**

42 U.S.C Section 2000d states, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

MST is required to provide language assistance to all customers who access our transit system, **no matter what language they speak**. MST offers language assistance in over 200 languages, 24 hours a day and 7 days a week through a contract with **Language Line Services**.

There will be occasions when you, as Coach Operators, will come in contact with a person who speaks a language other than English. The following are simple instructions to ensure you comply with requirements without jeopardizing your schedule.

**How to Assist Non-English Speaking Passengers:**

1. Look at the individual and listen;
2. Speak clearly to the individual in English telling them to "wait one moment," and "call this number";
3. Use reassuring gestures such as "one moment" and "phone to ear";



4. Provide the individual with Customer Service phone number: 1-888-678-2871; or
5. In extreme cases (accident, physical distress, when Customer Service is not available) call an Operations Supervisor for assistance.

Operations Supervisors have been trained to connect individuals directly with Language Line Services. All coach operators will begin receiving training on Title VI during Coach Operator Orientations and VTT sessions.

For more information, please contact Deanna Smith at 831-393-8156\* or [dsmith@mst.org](mailto:dsmith@mst.org).

\*New contact information beginning July 11:

19 Upper Ragsdale Drive, Suite 200, #209  
831-264-5878  
[dsmith@mst.org](mailto:dsmith@mst.org)

Deanna Smith  
Compliance Analyst / Title VI Coordinator

# Title VI

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”

(42 U.S.C. Section 2000d)

# MST's Title VI Responsibility

- Video here



# Limited English Proficiency (LEP)

- Person = any individual MST may come in contact with
- National origin = language spoken
- Discrimination = limiting access due to language
- LEP individuals speak English “less than very well”
- Title VI compliance is not an added benefit, it's the law

# Title VI Requirements

1. Language Assistance Plan
2. Title VI Notice to Beneficiaries
3. Title VI Complaint Form
4. Title VI Complaint Process

# Language Assistance Plan

1. MST must provide language assistance
2. MST must notify the public of language assistance
3. MST must train employees to provide language assistance

*If information is needed in another language, contact 1-888-678-2871  
Si necesita información en otro idioma, llame al 1-888-678-2871*



# Notice to Beneficiaries

## **Title VI Notice of Rights**

MST operates its programs and services without regard to race, color, or national origin in accordance with Title VI regulations (49 CFR Part 21).

Any person who believes he or she has been discriminated against under Title VI may file a complaint with MST directly at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940. For a complaint form, call 888-678-2871 (TTY/TDD 831-393-8911), email [customerservice@mst.org](mailto:customerservice@mst.org), or visit [www.mst.org](http://www.mst.org).

A complaint may be filed directly with the Federal Transit Administration, Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Complaints must be filed no later than 180 days after the date of the alleged discrimination, unless the time is extended by the FTA.

If information is needed in another language, contact 888-678-2871  
Si necesita información en otro idioma, llame a 888-678-2871



# Complaint Form

- Website
- Customer Service Representatives
  1. 888-678-2871
  2. (TTY/TDD 831-393-8911)
  3. [customerservice@mst.org](mailto:customerservice@mst.org)

# Complaint Process

- 180 Days of alleged incident
- Contacted within 10 days of receipt  
*(5-day requirement for information)*
- Investigation within 15 days of receipt  
*(If Title VI violation is determined)*
- Complete investigation within 60 days of receipt
- Closing letter to complainant  
*(5-day requirement for appeal)*

# Where Will You Encounter an LEP Customer?

- Customer service window
- On the telephone
- Bus Stop Shop or other facility
- At a transit station
- On an MST bus
- At the scene of an accident

# Transit Station

- Video here



# What Is Your Responsibility?

- Listen to the LEP individual
- Look directly at them and speak clearly
- Use reassuring gestures and body language
- Try to identify their language
- Call Language Line Directly

1-866-874-3972      Client ID: 601041

- Provide them with CSR phone number

1-888-678-2871

# Summary

- Video here

# Remember...

- LEP customers might need emergency assistance
- LEP customers might have safety information
- LEP customers have the right to use our transit system

**IT IS THE LAW**

# Language Line Review

- Support materials
- Accessing Language Line Services
- Speaking to LEP individuals and translators

**Attachment L:**

Proposed Facility Meeting Public Notice and Presentation Materials

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# The Salinas Californian

Order Confirmation for Ad #: 0001441643

PO number: Spanish Public Scoping Mtg

**Customer:** MONTEREY SALINAS TRANSIT

**Address:** 1 RYAN RANCH RD

MONTEREY CA 93940 USA

**Acct. #:** SNA-601400

**Phone:** 8313938114

MONTEREY SALINAS TRANSIT

**Ordered By:** Deanna Smith

**OrderStart Date:** 07/29/2016

**Order End Date:** 07/29/2016

<u>Tear Sheets</u>	<u>Affidavits</u>	<u>Blind Box</u>	<u>Promo Type</u>	<u>Materials</u>	<u>Special Pricing</u>	<u>Size</u>
0	0					2 X 4.03

<u>Net Amount</u>	<u>Tax Amount</u>	<u>Total Amount</u>	<u>Payment Method</u>	<u>Payment Amount</u>	<u>Amount Due</u>
	\$0.00		Invoice	\$0.00	

**Ad Order Notes:** emailed order conf t Deanna 7/18am

**Sales Rep:** cdclark

**Order Taker:** cdclark

**Order Created** 07/18/2016

Product	# Ins	Start Date	End Date
SNA-The Salinas Californian	1	07/29/2016	07/29/2016
SNA-TheCalifornian.com	1	07/29/2016	07/29/2016

\* ALL TRANSACTIONS CONSIDERED PAID IN FULL UPON CLEARANCE OF FINANCIAL INSTITUTION

## Text of Ad:

# MST

MONTEREY-SALINAS TRANSIT

## JUNTA DE OBSERVACION DEL PUBLICO

Monterey-Salinas Transit (MST) tendrá dos juntas de observación para desenvolver metas para como servir con su futura instalación el área del sur del condado de Monterey.

El público está invitado para asistir a las dos juntas y dar su opinión. La junta de observación se dará a cavo en las siguientes localidades:

**Jueves, 11 de agosto de 2016**

**6:00 p.m.**

**King City Recreation Center**

**401 Division Street, King City, CA 93930**

**Sábado, 13 de agosto de 2016**

**11:00 a.m.**

**King City Recreation Center**

**401 Division Street, King City, CA 93930**

Personas o negocios interesados que deseen dar sus comentarios pero que no pueden asistir a la junta de observación del público pueden mandar sus comentarios por escrito a:

**Monterey-Salinas Transit**

**Attn: Carl Sedoryk, General Manager / CEO**

**19 Upper Ragsdale Drive, Suite 200**

**Monterey, CA 93940.**

**Fax to 831-899-3954 o email: [clerk@mst.org](mailto:clerk@mst.org)**

July 29, 2016 (1441643)

# The Salinas Californian

Order Confirmation for Ad #: 0001441614

PO number: Spanish Public Scoping Mtg

**Customer:** MONTEREY SALINAS TRANSIT  
**Address:** 1 RYAN RANCH RD  
MONTEREY CA 93940 USA  
**Acct. #:** SNA-601400  
**Phone:** 8313938114

MONTEREY SALINAS TRANSIT

**Ordered By:** Deanna Smith

**Order Start Date:** 07/30/2016

**Order End Date:** 07/30/2016

<b>Tear Sheets</b>	<b>Affidavits</b>	<b>Blind Box</b>	<b>Promo Type</b>	<b>Materials</b>	<b>Special Pricing</b>	<b>Size</b>
0	0					2 X 4.03

<b>Net Amount</b>	<b>Tax Amount</b>	<b>Total Amount</b>	<b>Payment Method</b>	<b>Payment Amount</b>	<b>Amount Due</b>
	\$0.00		Invoice	\$0.00	

**Ad Order Notes:** emailed order conf t Deanna 7/18am

**Sales Rep:** cdclark

**Order Taker:** cdclark

**Order Created** 07/18/2016

Product	# Ins	Start Date	End Date
SNA-EI Sol	1	07/30/2016	07/30/2016
SNA-TheCalifornian.com	1	07/30/2016	07/30/2016

\* ALL TRANSACTIONS CONSIDERED PAID IN FULL UPON CLEARANCE OF FINANCIAL INSTITUTION

## Text of Ad:

# MST

MONTEREY-SALINAS TRANSIT

## JUNTA DE OBSERVACION DEL PUBLICO

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6:00 p.m.  
King City Recreation Center  
401 Division Street, King City, CA 93930

Sábado, 13 de agosto de 2016  
11:00 a.m.  
King City Recreation Center  
401 Division Street, King City, CA 93930

Personas o negocios interesados que deseen dar sus comentarios pero que no pueden asistir a la junta de observación del público pueden mandar sus comentarios por escrito a:

Monterey-Salinas Transit  
Attn: Carl Sedoryk, General Manager / CEO  
19 Upper Ragsdale Drive, Suite 200  
Monterey, CA 93940.

Fax to 831-899-3954 o email: [clerk@mst.org](mailto:clerk@mst.org)

July 30, 2016 (1441614)



# PROOF OF PUBLICATION

STATE OF CALIFORNIA  
County of Monterey

This space is for the county clerk's filing  
stamp

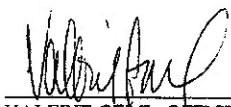
I am a citizen of the United States and a Resident of the County aforesaid: I am Over the age of eighteen years and not a Party to or interested in the above-Entitled matter. I am the principal clerk of the printer of The King City Rustler, Greenfield News, Soledad Bee, and Gonzales Tribune newspapers of general Circulation by The Superior Court of the County of Monterey, State of California: that the notice of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspapers and not in any supplement thereof on the following dates, to wit:

7/27/2016

I certify (or declare) under penalty of perjury that the forgoing is true and correct


Executed on: 7/27/2016

At King City, California



VALERIE GÉMIL, CLERK ASSISTANT

No:

<div style="text-align: center;">  <p><b>MONTEREY-SALINAS TRANSIT</b></p> </div>	
PUBLIC SCOPING MEETING	JUNTA DE OBSERVACION DEL PUBLICO
<p>Monterey-Salinas Transit (MST) will hold two public scoping meetings to develop site selection goals for a future bus maintenance and operations facility to serve south Monterey County.</p> <p>The public is invited to attend either or both meetings and provide input. The scoping meetings will be held at the following locations:</p> <p><b>Thursday, August 11, 2016</b> 8:00 a.m. King City Recreation Center 401 Division Street, King City, CA 93930</p> <p><b>Saturday, August 13, 2016</b> 11:00 a.m. King City Recreation Center 401 Division Street, King City, CA 93930</p> <p>Interested businesses or persons wishing to comment but who are unable to attend the public scoping meetings may submit written comments to:</p> <p>Monterey-Salinas Transit Attn: Carl Sedoryk, General Manager / CEO 19 Upper Ragdale Drive, Suite 200 Monterey, CA 93940 Fax to 831-899-3854 or email: clerk@mst.org</p> <p><b>Published:</b> The King City Rustler - July 26, 2016 Salinas Californian - July 28, 2016 Monterey Herald - July 28, 2016 El Sol - July 30, 2016</p>	<p>Monterey-Salinas Transit (MST) tendrá dos juntas de observación para desenvolver metas para como servir con su futura instalación el área del sur del condado de Monterey.</p> <p>El público está invitado para asistir a las dos juntas y dar su opinión. La junta de observación se dará a cabo en las siguientes localidades:</p> <p><b>Jueves, 11 de agosto de 2016</b> 8:00 p.m. King City Recreation Center 401 Division Street, King City, CA 93930</p> <p><b>Sábado, 13 de agosto de 2016</b> 11:00 a.m. King City Recreation Center 401 Division Street, King City, CA 93930</p> <p>Personas o negocios interesados que deseen dar sus comentarios pero que no pueden asistir a la junta de observación del público pueden mandar sus comentarios por escrito a:</p> <p>Monterey-Salinas Transit Attn: Carl Sedoryk, General Manager / CEO 19 Upper Ragdale Drive, Suite 200 Monterey, CA 93940 Fax to 831-899-3854 o email: clerk@mst.org</p> <p><b>Publicado:</b> The King City Rustler - Julio 26, 2016 Salinas Californian - Julio 28, 2016 Monterey Herald - Julio 28, 2016 El Sol - Julio 30, 2016</p>
#7 Publish: 7/27/16	



Published by The Monterey Herald  
P.O. Box 271 • Monterey, California 93942  
(831) 726.4382

MONTEREY SALINAS TRANSIT  
Account No. 3578968  
ATTN: ACCOUNTS PAYABLE  
1 RYAN RANCH ROAD  
MONTEREY, CA 93940

Legal No. 0005777227  
Junta De Observacion Del Publico  
Total Cost: **152.00**  
Ordered by:

## PROOF OF PUBLICATION

STATE OF CALIFORNIA  
County of Monterey

I am a citizen of the United States and a resident of the County aforesaid.  
I am over the age of eighteen years, and not a party to or interested in  
the above-entitled matter. I am the principal clerk of the printer of The  
Monterey Herald, a newspaper of general circulation, printed and pub-  
lished daily and Sunday in the City of Monterey, County of Monterey,  
and which newspaper has been adjudged a newspaper of general circula-  
tion by the Superior Court of the County of Monterey, State of California;  
that the notice, of which the annexed is a printed copy (set in type not  
smaller than 6 point), has been published in each regular and entire issue  
of said newspaper and not in any supplement thereof on the following  
dates, to wit:

07/29/16

I certify (or declare) under penalty of perjury that the foregoing is true  
and correct.

Executed on 07/29/2016 at Monterey, California.

Signature

This space is reserved for the County Clerk's Filing Stamp

### **MST**

#### **JUNTA DE OBSERVACION DEL PUBLICO**

Monterey-Salinas  
Transit (MST) tendrá  
dos juntas de  
observación para  
desenvolver metas  
para como servir con  
su futura instalación  
el área del sur del  
condado de  
Monterey.

El público está  
invitado para asistir  
a las dos juntas y dar  
su opinión. La junta  
de observación se  
dará a cavo en las  
siguientes  
localidades:

**Jueves, 11 de agosto de  
2016**

**6:00 p.m.**

**King City Recreation  
Center  
401 Division Street,  
King City, CA 93930**

**Sábado, 13 de  
agosto de 2016**

**11:00 a.m.**

**King City Recreation  
Center  
401 Division Street,  
King City, CA 93930**

Personas o negocios  
interesados que  
deseen dar sus  
comentarios pero  
que no pueden  
asistir a la junta de  
observación del  
público pueden  
mandar sus  
comentarios por  
escrito a:

**Monterey-Salinas  
Transit**

**Attn: Carl Sedoryk,  
General Manager /  
CEO**

**19 Upper Ragsdale  
Drive, Suite 200  
Monterey, CA 93940.  
Fax to 831-899-3954  
o email:  
clerk@msl.org**

**Publicado: July 29,  
2016**



Published by The Monterey Herald  
P.O. Box 271 • Monterey, California 93942  
(831) 726.4382

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07/29/16

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Executed on 07/29/2016 at Monterey, California.

Signature

This space is reserved for the County Clerk's Filing Stamp

### **MST** JUNTA DE OBSERVACION DEL PUBLICO

Monterey-Salinas Transit (MST) tendrá dos juntas de observación para desenvolver metas para como servir con su futura instalación el área del sur del condado de Monterey.

El público está invitado para asistir a las dos juntas y dar su opinión. La junta de observación se dará a cavo en las siguientes localidades:

Jueves, 11 de agosto de 2016

6:00 p.m.

King City Recreation  
Center  
401 Division Street,  
King City, CA 93930

Sábado, 13 de  
agosto de 2016  
11:00 a.m.

King City Recreation  
Center  
401 Division Street,  
King City, CA 93930

Personas o negocios interesados que deseen dar sus comentarios pero que no pueden asistir a la junta de observación del público pueden mandar sus comentarios por escrito a:

Monterey-Salinas  
Transit  
Attn: Carl Sedoryk,  
General Manager /  
CEO  
19 Upper Ragsdale  
Drive, Suite 200  
Monterey, CA 93940.  
Fax to 831-899-3954  
o email:  
clerk@mst.org

Publicado: July 29,  
2016

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# Public Scoping Meeting Junta de Observación del Publico

King City Recreation Center  
401 Division Street, King City, CA 93930

Thursday, August 11, 2016, 6pm

Saturday, August 13, 2016, 11am

Jueves, 11 de Agosto, 2016, 6pm

Sábado, 13 de Agosto, 2016, 11am

# Purpose of Meeting

The purpose of the public scoping meeting is to collect public input on site selection goals for a bus maintenance facility in southern Monterey County.

Federal Transit Administration Circular 4701.2B states:

“The recipient (of federal funds) shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.”

# El Proposito de esta Junta

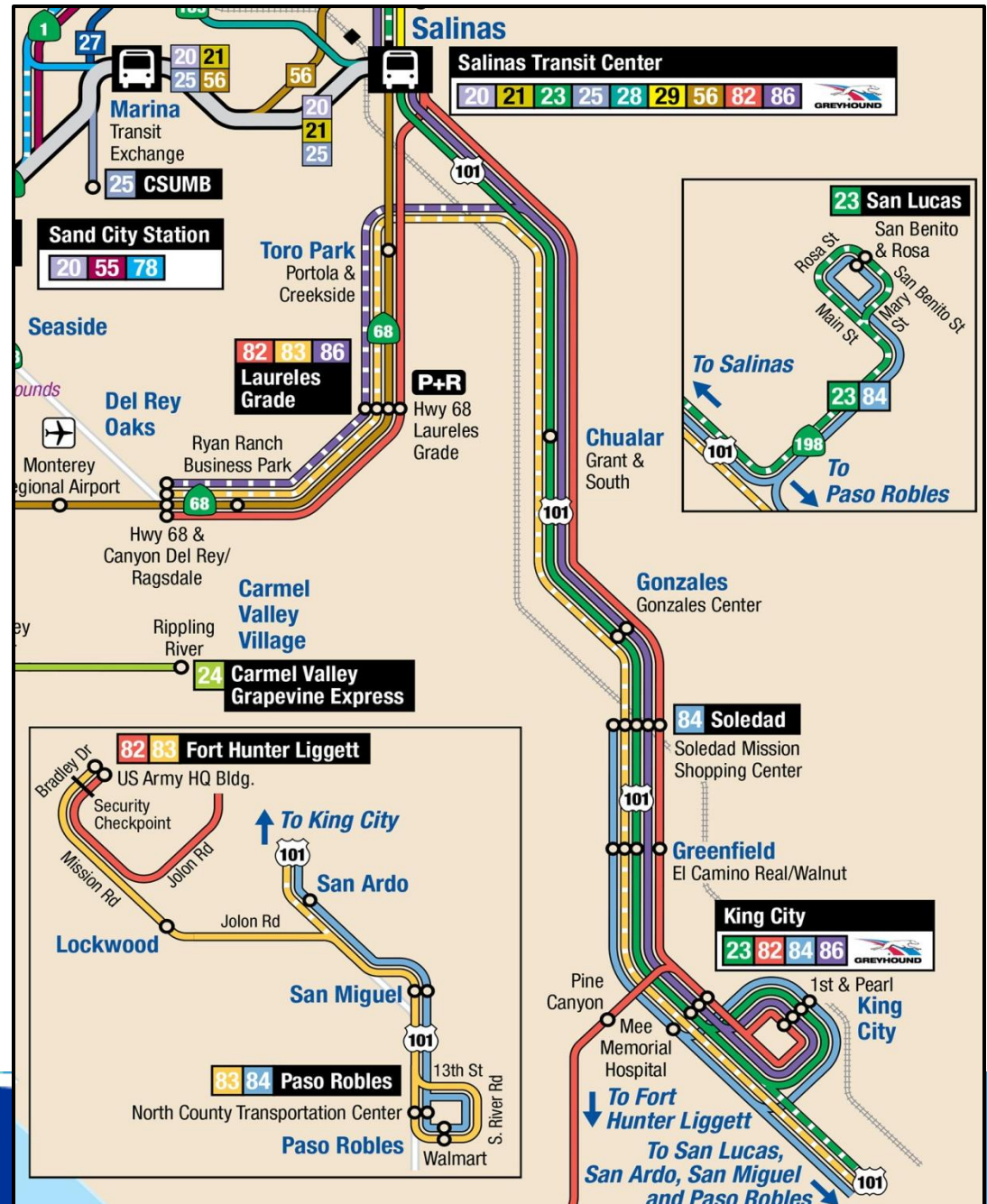
El propósito de esta junta de observación es para pedir la opinión del público para seleccionar las metas de la nueva instalación de mantenimiento en el sur del Condado de Monterey .

Circular de Administración Federal de Transito 4701.2B dice:

“El Destinatario (de los fondos federales) debe de completar un análisis equitativo del Título VI durante la fase de planeación respecto a donde será instalado el proyecto para asegurarse que será escogido sin importar a la raza, color, u origen. Destinatarios deben de contactar a personas que potencialmente pudieran ser afectadas por la existencia de esta instalación. Análisis equitativo del Título VI debe comparar los impactos por igual en distintas alternativas de ubicación, y el análisis debe de ocurrir antes de seleccionar el sitio recomendado.”

# Map of South County Lines

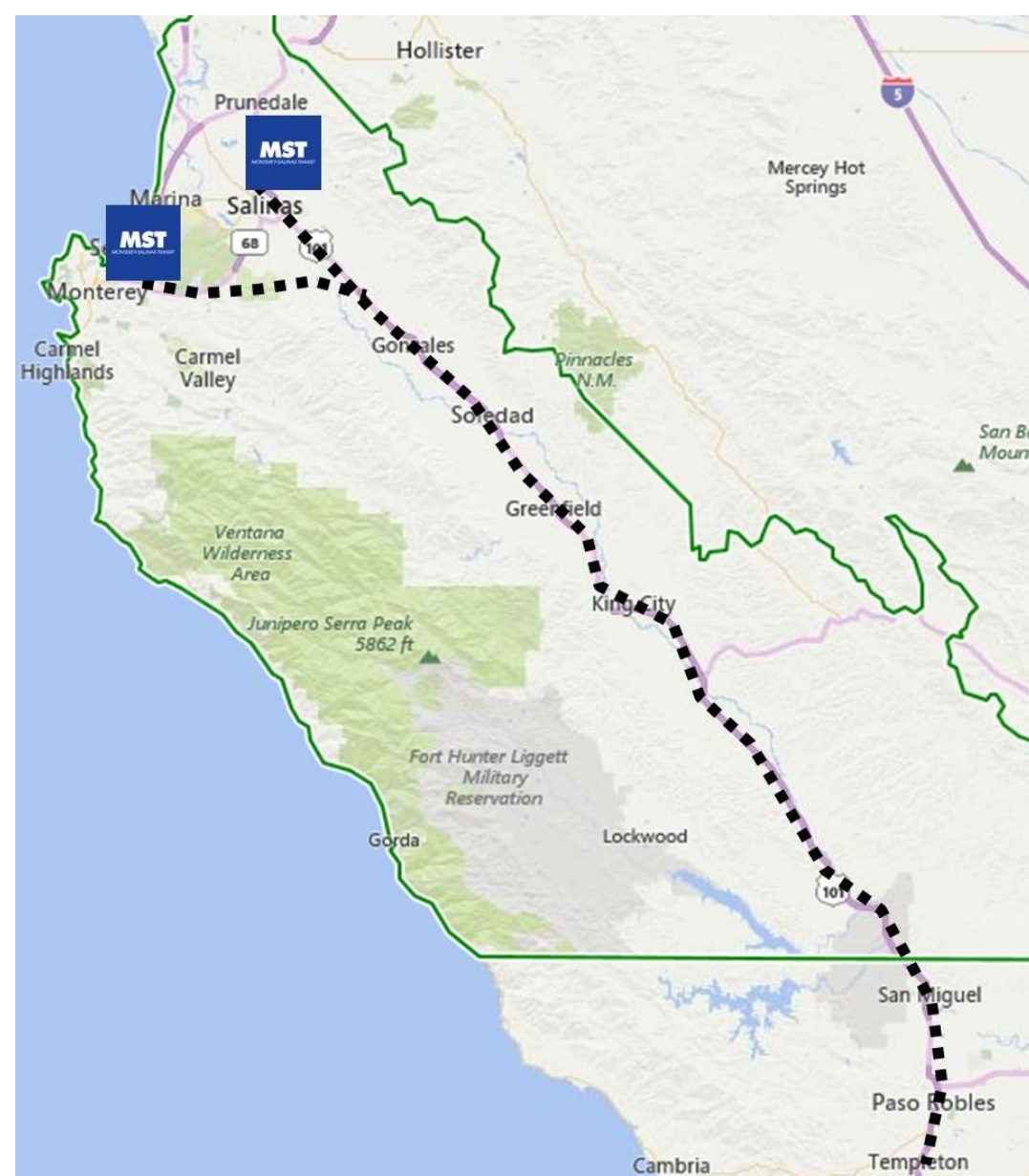
## Mapa de La Lineas del Condado Sur



**MST**

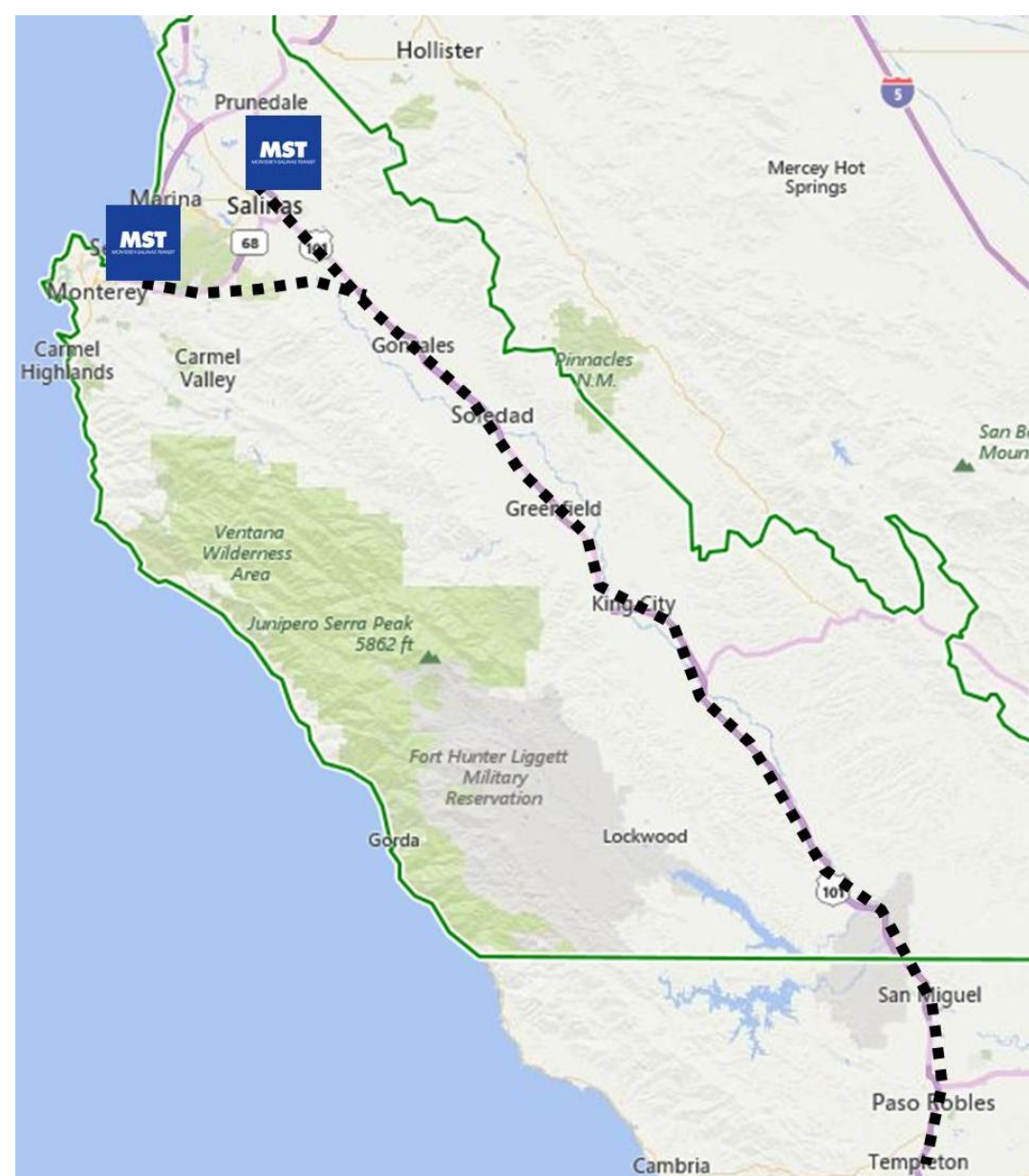
MONTEREY-SALINAS TRANSIT





Buses used to serve south Monterey County are serviced and stored at a bus yard as far as 60 miles away. This type of operation is inefficient and causes unnecessary wear and tear on the transit buses.

Los autobuses usados para dar servicio al sur del condado de Monterey son almacenados a 60 millas de retirado. Este tipo de operaciones es ineficiente y causa desgaste innecesario el los autobuses.



MST needs to construct a bus maintenance and storage facility in southern Monterey County to accommodate future transit needs in the rural communities.

MST necesita construir una instalación de mantenimiento en el área del sur del condado de Monterey para almacenar los autobuses y dar cabida a futuros servicios de tránsito para la comunidad rural.

# Draft Goals

## Goals of a New Facility:

1. Accommodate Bus Operations
2. Reduce Deadhead Costs
3. Keep Development Costs Low
4. Ensure Minority Residents and Businesses are not Disproportionately Affected

# Objetivos del Proyecto

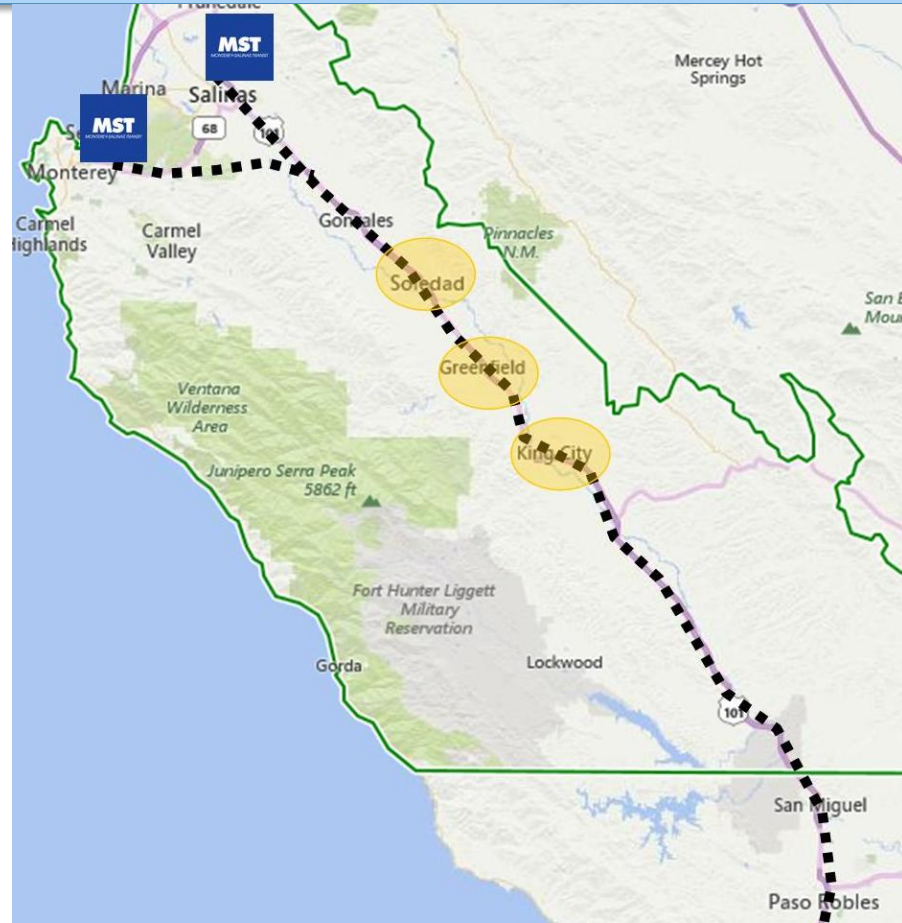
Objetivos de la Nueva Instalación:

1. Mejorar El Servicio de Autobús
2. Reducir el Costo del Viaje
3. Mantener el Desarrollo a Bajo Costo
4. Asegurar que los Residentes de Minorías y Negocios no Sean Afectados Desproporcionadamente

# Locations Under Consideration

## Lugares Bajo Consideracion

- Soledad
- Greenfield
- King City





# Timeline

Fall 2016	MST board adopts site selection goals
Fall 2016	Project funding notification
Early 2017	Environmental analysis begins
Early 2018	Environmental and fixed facility analyses completed
2018	Construction begins
2019	South county facility opens for service

# Cronología de Tiempo

Otoño 2016	Directores de MST aprueban las metas del proyecto
Otoño 2016	Notificación de fondos del proyecto
Principio 2017	Comienza el análisis del medio ambiente
Principio 2018	Termina análisis la instalación y medio ambiente
2018	Comienza la construcción
2019	La instalación del condado sur comienza su servicio

# Questions & Comments

## Preguntas y Comentarios



# Contact / Datos

1. 888-678-2871
2. (TTY/TDD 831-393-8911)
3. [clerk@mst.org](mailto:clerk@mst.org)
4. 19 Upper Ragsdale Suite 200, Monterey, CA 93940

If information is needed in another language, contact 888-678-2871

Si necesita información en otro idioma, llame al 888-678-2871



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**Attachment M:**

Board Report and Minutes Approving Site Selection Goals

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To: MST Board of Directors

From: Lisa Rheinheimer, Director of Planning and Development

Subject: Site Selection Goals for South County Bus Facility

**RECOMMENDATION:**

Approve draft site selection goals for the proposed South County bus maintenance and operations facility to fulfill FTA Title VI requirements.

**FISCAL IMPACT:**

None.

**POLICY IMPLICATIONS:**

Your Board is required to approve the draft site selection goals for the proposed South County bus maintenance and operations facility.

**DISCUSSION:**

In May of 2002, MST introduced bus service to Salinas Valley communities as far south as King City. What began as approximately 5 roundtrips per day on Line 23 between Salinas and King City has grown significantly over the last 14 years, to nearly hourly service today. During this same period, MST expanded its bus service even further south of King City, augmenting Line 23 trips with the following routes:

- Line 82 Fort Hunter Liggett – Salinas Express
- Line 84 Soledad – Paso Robles
- Line 85 Fort Hunter Liggett – Templeton
- Line 86 King City – San Jose Express

In addition to these fixed-route bus lines, MST now operates local general public dial-a-ride service (South County OnCall) in each of the four cities in southern Monterey County – Gonzales, Soledad, Greenfield and King City. With this expansion of service, along with the anticipated population, housing and employment growth forecast for this part of the county, staff has been contemplating the need for an additional bus maintenance and operations facility in the area.

Many of the buses that serve these southern Monterey County routes are based at MST's bus facilities in Monterey and Salinas. Both labor and fuel cost savings could be realized by servicing, maintaining, inspecting, and storing many of these vehicles at

a facility located in southern Monterey County. Based on current service levels, staff has estimated combined labor, fuel and maintenance expense savings of approximately \$170,000 per year by deploying buses out of a garage in southern Monterey County. MST would also benefit from reduced capital replacement costs given that fewer miles would be put on the buses if they did not have to travel empty from Monterey and Salinas to their starting points in southern Monterey County.

Under your Board's direction, MST staff has kept your Board informed of its efforts over the past year to identify vacant properties in southern Monterey County as potential sites for a bus operations and maintenance facility. As a recipient of federal transit funding, MST is required to comply with Title VI guidelines during all stages of planning, purchasing, designing and building transit facilities that are funded with federal dollars. Title 49 CFR Section 21.9(b) (3) states:

“In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin...”

FTA Title VI Circular 4702.1B further requires that, “The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.”

To comply with FTA Title VI equity analysis regulations, MST has developed the following draft site selection goals with which to evaluate potential vacant properties in southern Monterey County:

Draft Site Selection Goals	
1.	Accommodate Bus Operations
2.	Reduce Deadhead Costs
3.	Keep Development Costs Low
4.	Ensure Minority Residents and Businesses are not Disproportionately Affected

MST will also review potential locations in Soledad, Greenfield, and King City as a part of an alternatives analysis required under the California Environmental Quality Act (CEQA).


The King City property which your board authorized for purchase for \$470,500 with State of California Proposition 1B Bond funds will be a part of the CEQA alternatives analysis as well as the FTA Title VI equity analysis.

As required for the FTA Title VI equity analysis, staff held two public scoping meetings on August 11 and August 13 at the King City Recreation Center to inform the public of the proposed south county facility and the site selection goals, and to seek input on the project and its potential location. The public presentation materials and public notices are attached. Minutes of these meetings are included under agenda item # 5-6.

At this time, per FTA guidelines, MST staff is recommending the adoption by your Board of the draft site selection goals. Upon adoption of these goals, staff will continue to identify and secure funding for the remainder of this project.

Attachment 1: PowerPoint presentation for public scoping meeting

Attachment 2: Proof of Public Notice advertising scoping meetings

Prepared by:  Approved by: 

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**MST BOARD OF DIRECTORS**

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

**MINUTES**  
**September 19, 2016**

**1. CALL TO ORDER**

1-1. Roll Call.

1-2. Pledge of Allegiance.

Chair Barrera called the meeting to order at 10:02 a.m. Roll call was taken and the Pledge of Allegiance followed.

<b>Present:</b>	Fernando Armenta	County of Monterey
	Tony Barrera	City of Salinas
	Robert Bonincontri	City of Gonzales
	Kristin Clark	City of Del Rey Oaks
	Libby Downey	City of Monterey
	Carolyn Hardy	City of Carmel-by-the-Sea
	Mike LeBarre	City of King
	Ken Cuneo	City of Pacific Grove (alt)
	Frank O'Connell	City of Marina
	David Pacheco	City of Seaside
	David Pendergrass	City of Sand City
<b>Absent:</b>	Leah Santibañez	City of Greenfield
	Patricia Stephens	City of Soledad
<b>Staff:</b>	Carl Sedoryk	General Manager/CEO
	Hunter Harvath	Asst. GM/Finance & Administration
	Michael Hernandez	Asst. GM/COO
	Kelly Halcon	Director of HR & Risk Management
	Lisa Rheinheimer	Director of Planning and Development
	Andrea Williams	General Accounting & Budget Manager
	Mark Eccles	Director of Information Technology
	Tom Hicks	Mobility Services Manager
	Robert Weber	Director of Transportation Services
	Alvin Johnson	Contract Transportation Supervisor
	Michelle Overmeyer	Grants Analyst

Zoë Shoats	Marketing Manager
Dave Laredo	De Lay & Laredo
Jeanette Alegar-Rocha	Deputy Secretary
Eva Perez	Office Administrator

<b>Public:</b>	Ken Walker	ATU
	Pete Torrecillas	MST
	Tony Valladares	MST
	Erick Friedrich	AMBAG
	Jim Fink	MST Rider

*Apology is made for any misspelling of a name.*

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

Jim Fink recognized Director Armenta's service on the MST Board and commended Carl Sedoryk's job as GM/CEO. Mr. Fink requested 7:30 a.m. Sunday service on Line 3 to allow him to make connections with other routes to attend worship services at St. Ansgars Church in Salinas.

## **3. CLOSED SESSION**

Public Comment – none.

Chairperson Barrera moved to Closed Session to discuss agenda items 3-1 and 3-2. Closed session agenda items 3-3 and 3-4 will be discussed later in the agenda.

Chairperson Barrera returned to Closed Session after agenda item 10-3 to discuss items 3-3 and 3-4.

- 3-1. Conference with Labor Negotiators Gov. Code § 54957.6. Monterey-Salinas Transit Employees Union (MSTEA), and MST. (D. Laredo, K. Halcon)
- 3-2. Conference with Real Property Negotiators, Gov. Code § 54956.8: (Parcel # APN 002-481-022-000; 002-481-024-000; 031-112-019-000; 031-112-020-000; 031-101-020-000; 031-101-021-000; 031-101-063-000; 031-101-060-000; 031-101-064-000) Lease terms and signing authority. Negotiating parties (C. Sedoryk, M. Hernandez)
- 3-3. Conference with Labor Negotiators Gov. Code § 54957.6. Amalgamated Transit Union (ATU), and MST. (D. Laredo, K. Halcon)
- 3-4. Public Employee Performance Evaluation, Gov. Code § 54957: General Manager/CEO. (K. Halcon)

## **4. RETURN TO OPEN SESSION**

- 4-1. Report on Closed Session and possible action.

Mr. Laredo reported that MST staff provided information on agenda items 3-1 and 3-2, but no reportable action was taken.

Upon returning from Closed Session to discuss agenda items 3-3 and 3-4, Mr. Laredo reported that on both items, the Board provided direction to staff, but no reportable action was taken. Chairperson Barrera continued with agenda item 11.

## **5. CONSENT AGENDA**

- 5-1. Adopt Resolution 2017-04 recognizing Leticia Trevino, Coach Operator, as Employee of the Month for August 2016.
- 5-2. Adopt Resolution 2017-05 recognizing Sherman Upshaw, Senior Utility Service Person as Employee of the Month for September 2016.
- 5-3. Minutes of the MST Board Meeting of July 11, 2016.
- 5-4. Minutes of the Ad Hoc Nominating Committee July 8, 2016.
- 5-5. Minutes of the Measure Q Oversight Committee, August 16, 2016.
- 5-6. Minutes of the South County Public Scoping Meetings, August 11 and 13, 2016.
- 5-7. Financial Report – June and July 2016.
- 5-8. Disposal of Property left aboard buses.
- 5-9. Claim Rejections – Zapata and Rangel.
- 5-10. Approve FY 2016 Performance Incentive Pool for MSTEA and Confidential Unit.
- 5-11. Renew Legal Services Contract.
- 5-12. Appoint new members to the Mobility Advisory Committee.
- 5-13. Strategic Plan Update and Workshop.
- 5-14. Appoint member to the Measure Q Oversight Committee.
- 5-15. Authorize a contract with Public Sector Personnel Consultants to complete Classification and Compensation Study.

- 5-16. Approve Memorandum of Understanding between MST and the Association of Monterey Bay Area Governments.
- 5-17. Adopt Resolution 2017-06 recognizing Ann Armbruster for 30 Years of Safe Driving.
- 5-18. Approve payment of FY 2017 APTA Dues.

Councilmember Clark commented on consent agenda 5-11. She praised and thanked Mr. Laredo's office for services provided to MST staff and the Board.

Public Comment – none.

**Director Cuneo made a motion to approve the Consent Agenda and was seconded by Director LeBarre. The motion passed unanimously.**

## **6. RECOGNITION AND SPECIAL PRESENTATIONS**

- 6-1. Employee of the Month, August – Leticia Trevino.

Ms. Trevino was not in attendance for the presentation.

- 6-2. Employee of the Month, September – Sherman Upshaw.

Mike Hernandez recognized Sherman Upshaw, Sr. Facilities Technician, as the September Employee of the Month for his outstanding contribution to MST and the entire community. Mr. Upshaw has been a previous Employee of the Month and Employee of the Year. Mr. Sedoryk thanked Mr. Upshaw's exceptional hard work in support MST.

- 6-3. 30 Years Safe Driving – Ann Armbruster.

Mike Hernandez recognized Ann Armbruster, Senior Coach Operator, for her 30 accumulated years of Safe Driving and quality customer service. Mr. Sedoryk thanked Ms. Armbruster for helping MST maintain the reputation of consistently being one of the safest transit operations in the country.

- 6-4. 20 Years of Service – Agustin Ruelas.

Mike Hernandez recognized Agustin Ruelas, Senior Mechanic, for his 20 years of Service at MST. Mr. Hernandez mentioned that Mr. Ruelas was a former Employee of the Month on three separate occasions. Mr. Sedoryk thanked Mr. Ruelas for setting the standard for the rest of MST Maintenance Staff and his contribution in MST's achievement of 99.9 percent trips completed.

- 6-5. 25 Years of Service – William "Bob" Parks.

Mr. Parks was not in attendance for the presentation.

Carl Sedoryk introduced Jeanette Alegar-Rocha as the new Executive to the MST General Manager/CEO and Clerk to the Board.

Public Comment – none.

## **7. PUBLIC HEARINGS**

None.

## **8. ACTION ITEMS**

8-1. Approve Electric Bus Purchase.

Public Comment – none.

**Director Pendergrass made a motion to authorize MST to purchase up to two electric buses from BYD Motors, Inc., including special equipment, in an amount up to \$1,160,000 and was seconded by Director Clark. The motion passed unanimously.**

8-2. Authorize Acceptance of RIDES Mini Buses.

Public Comment – none.

**Director Downey made a motion to authorize the acceptance of six medium-sized buses purchased by Caltrans for the MST RIDES program and was seconded by Director LeBarre. The motion passed unanimously.**

8-3. Award Construction Contract to BlueScope Construction.

Public Comment – none.

**Director LeBarre made a motion to authorize MST to award a contract to BlueScope Construction for the remodel and expansion of MST's maintenance and operations facility located at Ryan Ranch Road in the amount of \$21,892,617 which includes a contingency of \$1,621,625. The motion was seconded by Director Clark and passed unanimously.**

8-4. Approve draft site selection goals for the proposed South County bus maintenance and operations facility.

Public Comment – none.

**Director LeBarre made a motion to approve the draft site selection goals. The motion was seconded by Director Clark and passed unanimously.**

- 8-5. Authorize the purchase of OnStreet Real-time Arrival Information Signs from Trapeze Group.

Public Comment – none.

**Director Hardy made a motion to authorize \$230,000 for the purchase of solar power capable Transit Master™ OnStreet Real-time bus arrival/departure signs from Trapeze Group. The motion was seconded by Director Clark and passed unanimously.**

## **9. REPORTS & INFORMATION ITEMS**

- 9-1. General Manager/CEO Report – June and July 2016
- 9-2. Washington, D.C. Lobby Report – July and August 2016
- 9-3. State Legislative Advocacy Update – July and August 2016
- 9-4. Staff Trip Reports.
- 9-5. Correspondence.

## **10. BOARD REPORTS, COMMENTS, AND REFERRALS**

- 10-1. Reports on meetings attended by board members at MST expense (AB 1234).

Director LeBarre provided a trip summary of his attendance at the 2016 APTA Annual conference.

Chairperson Barrera referred to the hand-out at each dias from 2016 APTA Annual conference and stated that the conference MST is recognized as a transit leader in the nation.

- 10-2. Board member comments and announcements.
- 10-3. Board member referrals for future agendas.

Public Comment – none.

Jim Fink, from the public, stated that MST is fortunate to have Carl Sedoryk as General Manager/CEO.

Chairperson Barrera moved back to closed session to discuss agenda items 3-3 and 3.4.

## **11. ATTACHMENTS**

11-1. The detailed monthly Performance Statistics and Disbursement Journal for June and July 2016 can be viewed online within the GM Report at <http://mst.org/about-mst/board-of-directors/board-meetings/>

## 12. ADJOURN

There being no further business, Chairperson Barrera meeting adjourned 11:43 a.m.

Prepared by:   
Jeanette Alegar-Rocha, Deputy Secretary

Reviewed by:   
Carl Sedoryk, GM Manager/CEO

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**Attachment N:**

FTA UZA Exemption

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U.S. Department  
of Transportation  
**Federal Transit  
Administration**

1200 New Jersey Ave., S.E.  
Washington, D.C. 20590

February 22, 2013

Carl Sedoryk  
General Manager/CEO  
Monterey-Salinas Transit  
One Ryan Ranch Road  
Monterey, CA 93940-5703

Dear Mr. Sedoryk:

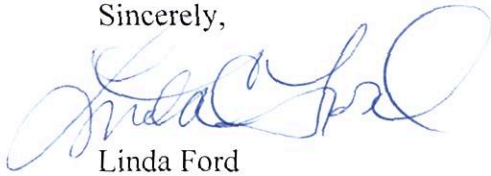
Thank you for your letter requesting the Federal Transit Administration (FTA) reconsider Monterey-Salinas Transit's (MST) classification as a fixed-route transit provider in an urbanized area (UZA) of 200,000 or more.

FTA's Title VI Circular 4702.1B ("Title VI Circular") requires transit providers that operate 50 or more fixed route vehicles in peak service and that are located in an urbanized area (UZA) of 200,000 or more in population to comply with comprehensive reporting requirements, including collection and reporting of data, evaluation of service and fare changes, and monitoring transit service. Currently, the FTA Civil Rights Office has classified MST as a recipient that operates 50 or more fixed route vehicles in peak service and is located in a UZA of 200,000 or more in population. This classification would require MST to comply with the more comprehensive reporting requirements. In your letter, you describe MST as serving a 280-square-mile area of Monterey County, with some service in southern Santa Cruz County, northern San Luis Obispo County, and Santa Clara County in California. While your agency provides some service to a large UZA, you assert that MST is located in two small UZAs, Seaside-Monterey UZA and the Salinas UZA with populations of 114,237 and 184,809, respectively.

Upon review of the information you provided, FTA agrees that MST is located in a small UZA, and, therefore, does not have to comply with the more comprehensive reporting requirements as outlined in FTA's Title VI Circular. This determination is based on the understanding that MST provides some service to the San Jose UZA, but MST is not located in San Jose, nor does it allocate any service to the San Jose UZA for apportionment purposes. MST is still responsible for setting system-wide standards and policies as outlined in Chapter IV of the Title VI Circular, as well as the general requirements found in Chapter III of the Circular.

FTA does caution MST to give strong consideration to conducting equity analyses whenever it contemplates service and/or fare changes given that MST is in a transit-intensive and growing city.

Sincerely,



Linda Ford  
Acting Director  
FTA Office of Civil Rights

Cc: Leslie Rogers, Regional Administrator, FTA Region IX  
Derrin Jourdan, Regional Civil Rights Officer, FTA Region IX  
Michelle Overmeyer, Monterey Salinas Transit