



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS AGENDA
REGULAR MEETING
SEPTEMBER 27, 2019 – 9:00 AM
SANTA CRUZ CITY CHAMBERS
809 CENTER STREET, SANTA CRUZ, CA**

MISSION STATEMENT: “To provide a public transportation service that enhances personal mobility and creates a sustainable transportation option in Santa Cruz County through a cost-effective, reliable, accessible, safe, clean and courteous transit service.”

The Board Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at METRO’s Administrative offices at 110 Vernon Street, Santa Cruz, California.

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The Board of Directors may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

BOARD ROSTER

Director Ed Bottorff	City of Capitola
Director Trina Coffman-Gomez	City of Watsonville
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Cynthia Mathews	City of Santa Cruz
Director Bruce McPherson	County of Santa Cruz
Director Donna Meyers	City of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Dan Rothwell	County of Santa Cruz
Director Mike Rotkin	County of Santa Cruz
Ex-Officio Director Stephen Preston	UC Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College

Alex Clifford
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

TITLE 6 - INTERPRETATION SERVICES / TÍTULO 6 - SERVICIOS DE TRADUCCIÓN

Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080. Interpretación en español y traducciones en español del paquete de la agenda están

disponibles sobre una base como-necesaria. Por favor, hacer arreglos por adelantado con Coordinador de Servicios Administrativos al numero 831-426-6080.

AMERICANS WITH DISABILITIES ACT

The Board of Directors meets in an accessible facility. Any person who requires an accommodation or an auxiliary aid or service to participate in the meeting, or to access the agenda and the agenda packet (including a Spanish language copy of the agenda packet), should contact the Executive Assistant, at 831-426-6080 as soon as possible in advance of the Board of Directors meeting. Hearing impaired individuals should call 711 for assistance in contacting Santa Cruz METRO regarding special requirements to participate in the Board meeting. For information regarding this agenda or interpretation services, please call Santa Cruz METRO at 831-426-6080.

SECTION I: OPEN SESSION

NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER

1 CALL TO ORDER

2 ROLL CALL

3 ANNOUNCEMENTS

3-1. Mindy Esqueda to introduce her Spanish language interpretation services, which will be available during "Oral Communications" and for any other agenda item for which these services are needed.

3-2. Today's meeting is being broadcast by Community Television of Santa Cruz County.

4 REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION

Julie Sherman, General Counsel

5 RECESS TO CLOSED SESSION

SECTION II: CLOSED SESSION

6 CONFERENCE WITH LABOR NEGOTIATORS (GOVERNMENT CODE SECTION 54957.6)

Agency Negotiators: Alex Clifford, CEO/General Manager
Pat Glenn, Labor Counsel

Employee Organizations: SEIU, Local 521

SECTION III: RECONVENE TO OPEN SESSION

7 REPORT OF CLOSED SESSION ITEMS

Julie Sherman, General Counsel

APPROVE: CONSIDERATION OF RATIFICATION OF A LABOR AGREEMENT WITH SERVICE EMPLOYEES INTERNATIONAL UNION LOCAL 521 (SEIU)

Dawn Crummié, HR Director

8 BOARD OF DIRECTORS COMMENTS

9 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS

This time is set aside for Directors and members of the general public to address any item not on the Agenda which is within the subject matter jurisdiction of the Board. No action or discussion shall be taken on any item presented except that any Director may respond to statements made or questions asked, or may ask questions for clarification. All matters of an administrative nature will be referred to staff. All matters relating to Santa Cruz METRO will be noted in the minutes and may be scheduled for discussion at a future meeting or referred to staff for clarification and report. Any Director may place matters brought up under Communications to the Board of Directors on a future agenda. In accordance with District Resolution 613-2-1, speakers appearing at a Board meeting shall be limited to three minutes in his or her presentation. Any person addressing the Board may submit written statements, petitions or other documents to complement his or her presentation. When addressing the Board, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

9.1 August 23, 2019 Letter from Veronica Elsea re Security at August 23 Board Meeting

9.3 Letter from Mary and Owen Received September 3, 2019

10 WRITTEN COMMUNICATIONS FROM MAC

11 LABOR ORGANIZATION COMMUNICATIONS

12 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA

All items appearing on the Consent Agenda are recommended actions which are considered to be routine and will be acted upon as one motion. All items removed will be considered later in the agenda. The Board Chair will allow public input prior to the approval of the Consent Agenda items.

13-01 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF AUGUST 2019

Angela Aitken, CFO

13-02 ACCEPT AND FILE: MINUTES OF THE AUGUST 23, 2019 REGULAR AND SPECIAL BOARD OF DIRECTORS MEETINGS

Alex Clifford, CEO/General Manager

**13-03 ACCEPT AND FILE:
THE FISCAL YEAR END MONTHLY BUDGET STATUS REPORT FOR JUNE 30,
2019**

THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF JULY 31, 2019

Angela Aitken, CFO

13-04 ACCEPT AND FILE: QUARTERLY PROCUREMENT REPORT FOR 2ND QUARTER OF FY20

Angela Aitken, CFO

13-05 APPROVE: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION

Angela Aitken, CFO

13-06 APPROVE: CONSIDERATION OF RESOLUTION APPROVING THE FY20 REVISED CAPITAL BUDGET

Angela Aitken, CFO

13-07 CONSIDERATION OF ADOPTING METRO'S AMENDED TITLE VI PROGRAM REGULATION

Julie Sherman, General Counsel

13-08 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A 1ST CONTRACT AMENDMENT WITH MANSFIELD OIL COMPANY TO INCREASE THE CONTRACT FUNDS AND AUTHORITY BY \$300,000 FOR FURNISHING AND DELIVERING CARB ULTRA-LOW SULFUR DIESEL FUEL

Eddie Benson, Fleet Maintenance Manager

REGULAR AGENDA

14 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

15 YEARS: Candis Almanza, Sandra Howard, Melody Martin and Lupe Sanchez
Ed Bottorff, Board Chair

15 INTRODUCTION OF NEW MECHANIC (Gabriel Moreno) AND FIXED ROUTE OPERATORS (Bernabe Carranco, Pio Quinto Carrillo, Michell Collins, David DeMara, Cindi Farrell, Jaime Jimenez-Neri, Theresa Lustik, Pablo Martinez, Maribel Negrete, Darna Stewart, Daniela Leal, Miguel Avalos)

Ciro Aguirre, COO

16 PUBLIC HEARING ON FIXED ROUTE FREE FARE PROGRAM FOR LEGALLY BLIND CUSTOMERS – TO COMMENCE AT 9:30 AM OR AS SOON THEREAFTER AS POSSIBLE

Alex Clifford, CEO/General Manager

17 CONSIDERATION OF ADOPTION OF FREE FARE POLICY FOR LEGALLY BLIND INDIVIDUALS

Alex Clifford, CEO/General Manager

18 CEO ORAL REPORT

Alex Clifford, CEO/General Manager

19 ORAL UPDATE ON FY19 TRIENNIAL REVIEW

Alex Clifford, CEO/General Manager

20 ORAL PACIFIC STATION UPDATE

Barrow Emerson, Planning and Development Director

21 ACCEPT AND FILE METRO PLANNING AND MARKETING ANNUAL STATUS REPORT

Barrow Emerson, Planning and Development Director

- 22 ORAL UPDATE ON THE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN REQUIREMENT BY THE FTA**
Rufus Francis, Safety, Security and Risk Management Director
- 23 CONSIDER APPROVAL OF SMART LOCAL 23 FIXED ROUTE WAGE SCALES AND RELATED CONTRACT LANGUAGE**
Angela Aitken, CFO
- 24 CONSIDER APPROVAL OF SMART LOCAL 23 PARACRUZ WAGE SCALES AND RELATED CONTRACT LANGUAGE**
Angela Aitken, CFO
- 25 ANNOUNCEMENT OF NEXT MEETING: FRIDAY, OCTOBER 25, 2019 AT 9:00 AM, AT METRO ADMIN OFFICES, 110 VERNON STREET, SANTA CRUZ, CA**
Ed Bottorff, Board Chair
- 26 ADJOURNMENT**
Ed Bottorff, Board Chair

Pursuant to Section 54954.2(a)(1) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day. The agenda packet and materials related to an item on this Agenda submitted to the Board of Directors after distribution of the agenda packet are available for public inspection in the Santa Cruz METRO Administrative Office (110 Vernon Street, Santa Cruz) during normal business hours. Such documents are also available on the Santa Cruz METRO website at www.scmtd.com subject to staff's ability to post the document before the meeting.

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Communications to the Board

BOARD OF DIRECTORS
Santa Cruz METRO
Attn: Executive Assistant
110 Vernon Street
Santa Cruz, CA 95060-2130

Veronica Elsea
[REDACTED]
Santa Cruz, CA 95060-3519

August 23, 2019

re: Security at August 23rd board meeting

Dear board members,

First, I would like to thank you for your service, both to Santa Cruz Metro and to the community which it serves. As a member of that community, I very much appreciate the opportunity to attend public board meetings to either present comments or to hear the board's discussion of matters pertinent to the running of our transit system.

I am writing you because I found this misplaced response to a perceived threat to have been potentially quite harmful to innocent community members. Frankly, it scared the living daylights out of me.

I am asking you to please consider my own experience, arriving at Vernon Street.

My friend and I, both blind, wanted to attend the board meeting. We both felt uncomfortable figuring out the parking lot from the bus stop so my husband offered to give us a ride and drop us off, as we had done in the past.

Upon arriving, my husband said, the parking lot is full of police and there are barricades up. Our vehicle was stopped by the security guard and we were asked our purpose. We said that we wanted to attend the Metro board meeting. He responded that we could only go in if our names were on the list. I said that this was a public meeting, and he said we could walk in from the street. He then asked if we had a handicapped placard, to which we replied that we did not. I pointed out that we would need someone to tell us where to go in the parking lot and we asked if someone could assist us. He said "no." After a couple of minutes, he went away to speak to someone and then returned, saying, sorry, no. My husband could not just leave his car in the street to assist us. We then asked if there was a supervisor available. As time passed, my husband began trying to explain what we'd need to do to get through the parking lot, a slightly unclear set of instructions. Before the security person returned, someone, who I think was from Metro came out and gave permission for my husband to drive in and drop us off. But the length of time spent sitting there, wondering what was going on, what would happen and feeling uneasy was not how I wanted to arrive at a board meeting. As we were so delayed in getting in, I didn't quite manage to convince my dog that everything was okay and as a result, didn't navigate during the meeting as well as I'd have liked.

I found this to be an extremely uncomfortable and scary-feeling experience which almost turned me away from a public meeting. As I get older, the current proliferation of very quiet vehicles has made me a bit more cautious of just wandering around in parking lots. So under the guise of

Communications to the Board

my safety, this action actually felt like potentially jeopardizing my safety, a far more likely event than an perceived threat of violence.

It was stated that people from out of town were rumored to be attending and they wouldn't be known here. Truthfully, our county has a population of around 274 thousand people, most of whom are not known to Metro. Anyone truly determined to cause trouble could have walked in. I can understand having some increased security to catch trouble that may happen. However, this intimidating practice of making it difficult and scary for members of the public to innocently attend a meeting is communicating a horrible message. "We don't want you." "We don't trust you."

In my 39 years of living and traveling in Santa Cruz County, I have found Metro bus operators and staff to be nothing but professional, courteous, helpful and pleasant.

I ask the board to please reconsider the tone communicated by such actions. Because this was not the first meeting I've attended, this event will ultimately not convince me that board meetings are dangerous. But if you want people attending your meetings and riding your busses, please don't do this again. I really don't appreciate this kind of treatment as a loyal customer and concerned, supportive citizen.

Thank you very much for considering and rethinking this matter.

Sincerely,
Veronica Elsea

RECEIVED
AUG 26 2019

SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

9.2

Communications to the Board

To Alex Clifford - ceo. of metro bus ^{s. cruz county}

I've talked to you briefly when you were at Scotts Valley metro - you seemed like a nice person then & now you told the drivers they might expect a pay raise so it seems obvious you should honor your word. By the way, have you ever taken off 2 days to ride the buses and observe firsthand what our drivers go through daily? They assist people on getting on & off, allowing students (mainly ^{grade} schoolers) courtesy rides - there is no end of what a GREAT job they all do! So my suggestion is ride south to north, from UCSC to emelone bus routes to see all this, then you will really appreciate their graciousness & humor at serving the diverse population... in all fairness they deserve a raise & overtime because we do have the BEST bus drivers of ALL! Please be a good human & be kind to your drivers. They ALL work hard! Thank you for reading my letter.

Sincerely

Mary A Ocean

[REDACTED]
Boulder Creek, CA 95006

(passengers on #35)

okay - just give them OVERTIME! Because you are ^{also} smart



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DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: ACCEPT AND FILE PRELIMINARY APPROVED CHECK JOURNAL
DETAIL FOR THE MONTH OF AUGUST 2019**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the preliminary approved Check Journal Detail for the month of August 2019

II. SUMMARY

- This staff report provides the Board with a preliminary approved Check Journal Detail for the month of August 2019.
- The Finance Department is submitting the check journals for Board acceptance and filing.

III. DISCUSSION/BACKGROUND

This preliminary approved Check Journal Detail provides the Board with a listing of the vendors and amounts paid out on a monthly cash flow basis (Operating and Capital expenses).

All invoices submitted for the month of August 2019 that have been processed, checks issued and signed by the Chief Financial Officer.

IV. FINANCIAL CONSIDERATIONS/IMPACT

None. The check journals are a presentation of invoices paid in August 2019 for purposes of Board review, agency disclosure, accountability and transparency.

V. ALTERNATIVES CONSIDERED

N/A

VI. ATTACHMENTS

Attachment A: Check Journal Detail for the Month of August 2019

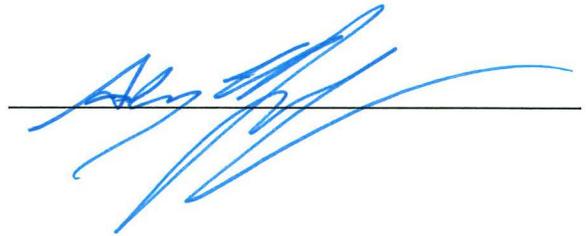
Prepared by: Holly Alcorn, Accounting Specialist

VII. APPROVALS:

Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



Attachment A

DATE 09/03/19 09:18

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 1

DATE: 08/01/19 THRU 08/31/19

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
65117	08/01/19	-1,405.50	PURSELL CONSTRUCTION INC.		92879	FLOODLIGHTS BUS WASH	-1,405.50	**VOID
65286	08/01/19	-415.15	PURSELL CONSTRUCTION INC.		93338	WALL PACK	-415.15	**VOID
66025	08/01/19	-298.63	SCMTD PETTY CASH - FINANCE		94839	PETTY CASH	-298.63	**VOID
66099	08/01/19	1,820.65	PURSELL CONSTRUCTION INC.		95127	FLOODLIGHTS BUS WASH	1,405.50	
66100	08/01/19	298.63	SCMTD PETTY CASH - OPS		95128	LED WALL PACK	415.15	
66101	08/05/19	9,181.27	ACCOUNTEMPS A ROBERT HALF CO		95129	REPLENISHMENT	298.63	
					95059	W/E 7/5 TEMP	1,315.78	
					95060	W/E 7/12 TEMP	1,727.21	
					95061	W/E 7/26 TEMP	1,718.99	
					95062	W/E 7/12 TEMP	1,750.04	
					95063	W/E 7/5 TEMP	683.87	
					95091	W/E 7/26 TEMP	1,985.38	
66102	08/05/19	1,161.88	ALWAYS UNDER PRESSURE		95079	BIO NUT POWDER	1,161.88	
66103	08/05/19	2,269.16	AT&T		94986	6/13-7/12 PT-PT2 VER	1,823.76	
					94987	6/19-7/18 DAVENPORT	164.69	
					95004	6/19-7/18 701 OCEAN	280.71	
66104	08/05/19	5,074.25	ATHENS INSURANCE SERVICE, INC.		95085	AUG 19 TPA	5,074.25	
66105	08/05/19	13,852.76	BETTER SOURCE LIQUIDATORS LLC		95121	75% DEP HR CUBICLES	13,852.76	
66106	08/05/19	2,553.50	BOWMAN & WILLIAMS INC		95092	JUNE19 EV CHARGING	2,553.50	
66107	08/05/19	170.43	CITY OF SCOTT'S VALLEY		95078	5/16-7/15 SEWER	170.43	
66108	08/05/19	688.50	CLAREMONT EAP		95027	AUGUST 19 EAP	688.50	
66109	08/05/19	6,477.69	CLASSIC GRAPHICS		95113	REPAINT VEH# 4204	6,477.69	
66110	08/05/19	1,363.44	COAST PAPER & SUPPLY INC.		95047	MAINTENANCE SUPPLIES	1,363.44	
66111	08/05/19	5,940.00	D&B POWER ASSOCIATES, INC		95068	PREVENTATIVE MAINT	5,940.00	
66112	08/05/19	110.23	DAVID A RAY	7	95073	CAR CARDS PAPER	110.23	
66113	08/05/19	1,107.50	DOCTORS ON DUTY MEDICAL CLINIC		95010	DOT EXAM/DRUG TEST	120.00	
					95011	DOT EXAM/DRUG TEST	120.00	
					95012	DOT EXAM/DRUG TEST	152.50	
					95013	DOT EXAM/DRUG TEST	32.50	
					95014	DOT EXAM/DRUG TEST	152.50	
					95015	DOT EXAM/DRUG TEST	152.50	
					95016	DOT EXAM/DRUG TEST	75.00	
					95017	DOT EXAM/DRUG TEST	32.50	
					95019	DOT EXAM/DRUG TEST	32.50	
					95020	DOT EXAM/DRUG TEST	32.50	
					95021	DOT EXAM/DRUG TEST	32.50	
					95022	DOT EXAM/DRUG TEST	32.50	
					95023	DOT EXAM/DRUG TEST	32.50	
					95024	DOT EXAM/DRUG TEST	32.50	
					95025	DOT EXAM/DRUG TEST	75.00	
66114	08/05/19	2,271.20	EXPRESS SERVICES INC.		95005	W/E 7/21 TEMP	908.48	
					95006	W/E 7/21 TEMP	1,362.72	
66115	08/05/19	8,351.94	FLYERS ENERGY LLC		95052	FUEL 7/15	8,351.94	
66116	08/05/19	1,100.00	FOREVER FIREWOOD INC		95034	RPR MOLD ON ROOF WTC	1,100.00	
66117	08/05/19	138.83	GENFARE A DIV OF SPX CORP		95054	REBUILD TRIM PRINTER	138.83	
66118	08/05/19	48.55	GOUVEIA, ROBERT	0	95069	AUG19 SUPPL MED PYMT	48.55	

Attachment A

DATE 09/03/19 09:18

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 2

DATE: 08/01/19 THRU 08/31/19

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
66119	08/05/19	839.09	GRAINGER		95009	RESPIRATORS	43.98	
					95048	MAINTENANCE SUPPLIES	600.89	
66120	08/05/19	4,225.63	HUNT & SONS, INC.		95077	MAINTENANCE SUPPLIES	194.22	
					95049	INVENTORY	2,413.25	
					95050	INVENTORY	1,812.38	
66121	08/05/19	483.66	JOBBER'S EQUIPMENT WAREHOUSE		95038	INVENTORY	483.66	
66122	08/05/19	538.95	JOHNSON CONTROLS INC		95001	8/1-10/31 MEMBERSHIP	538.95	
66123	08/05/19	5,173.14	KEISH ENVIRONMENTAL PC CORP		95124	6/1-6/30 INSPECTION	1,012.00	
					95125	3/1-4/30 INSPECTION	1,382.92	
					95126	5/1-5/31 INSPECTION	2,778.22	
66124	08/05/19	1,496.00	LAW OFFICES OF MARIE F. SANG	7	95110	11000452; 11001281	289.00	
					95111	16001136, 2697, 6778	1,207.00	
66125	08/05/19	157.62	MAILFINANCE INC		95064	7/27-8/27 METER 110V	157.62	
66126	08/05/19	2,590.00	MDC SYSTEMS CORP		95082	SEMI ANNUAL CALIBRAT	2,590.00	
66127	08/05/19	106.50	MISSION UNIFORM		95033	UNIFORMS	34.50	
					95083	UNIFORMS	36.00	
					95084	UNIFORMS	36.00	
66128	08/05/19	6,942.06	MOORE & ASSOCIATES, INC.		95036	SURVEY-UCSC ROUTES	6,942.06	
66129	08/05/19	1,810.12	N/S CORPORATION		95029	INVENTORY	1,810.12	
66130	08/05/19	11,576.65	OJO TECHNOLOGY, INC.		95035	SEC CAMERA UPGRADE	11,576.65	
66131	08/05/19	1,775.25	PALACE ART & OFFICE SUPPLY		94988	OFFICE SUPPLIES	95.59	
					95037	OFFICE SUPPLIES	100.64	
					95065	OFFICE SUPPLIES	230.51	
					95066	OFFICE SUPPLIES	728.76	
					95067	OFFICE SUPPLIES	1,280.19	
66132	08/05/19	48.55	PEREZ, CHERYL		95074	CREDIT MEMO	-660.44	
66133	08/05/19	95.50	PIED PIPER EXTERMINATORS, INC.		95070	AUG19 SUPPL MED PYMT	48.55	
					95075	PEST SVC AUG19 920 P	55.50	
66134	08/05/19	865.90	PROBUILD COMPANY LLC		95076	PEST SVC AUG19 KIOSK	40.00	
					94977	MAINTENANCE SUPPLIES	210.91	
					94978	MAINTENANCE SUPPLIES	14.74	
					94979	MAINTENANCE SUPPLIES	16.20	
					94980	MAINTENANCE SUPPLIES	48.06	
					94981	MAINTENANCE SUPPLIES	34.37	
					94982	MAINTENANCE SUPPLIES	11.58	
					94983	MAINTENANCE SUPPLIES	144.79	
					94984	MAINTENANCE SUPPLIES	9.82	
					94985	MAINTENANCE SUPPLIES	88.30	
					95032	MAINTENANCE SUPPLIES	70.30	
					95080	MAINTENANCE SUPPLIES	5.29	
					95081	MAINTENANCE SUPPLIES	49.87	
					95114	MAINTENANCE SUPPLIES	8.84	
					95115	MAINTENANCE SUPPLIES	29.49	
					95116	MAINTENANCE SUPPLIES	14.74	
					95117	MAINTENANCE SUPPLIES	2.94	
					95122	MAINTENANCE SUPPLIES	46.72	

Attachment A

DATE 09/03/19 09:18

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 3

DATE: 08/01/19 THRU 08/31/19

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
66135	08/05/19	267.66	RICOH USA, INC. TX		95123	MAINTENANCE SUPPLIES	58.94	
66136	08/05/19	97.09	ROSSI, DENISE	0	95000	8/3-9/2 SVC AGREEMEN	267.66	
66137	08/05/19	542.20	SAFE-CARD ID SERVICES, INC		95071	AUG19 SUPPL MED PYMT	97.09	
66138	08/05/19	18.26	SANTA CRUZ AUTO PARTS, INC.		95002	FILM-ID PRINTER	542.20	
66139	08/05/19	11,208.23	SANTA CRUZ MUNICIPAL UTILITIES		95057	HEADLIGHT KIT	18.26	
					95039	6/8-7/9 138 GOLF IRR	23.51	
					95040	6/8-7/9 138 GOLF WAT	1,406.11	
					95041	6/8-7/9 0 PACIFIC	1,050.60	
					95042	6/8-7/9 110 VERNON	549.36	
					95043	6/8-7/9 920 PACIFIC	146.20	
					95044	6/8-7/9 920 PACIFIC	146.20	
					95045	6/8-7/9 1200B RIVER	4,291.64	
					95046	6/8-7/9 1200A RIVER	3,460.55	
66140	08/05/19	201.00	SANTA CRUZ RECORDS MNGMT INC		95030	SHRED-DISTRICT	280.26	
					95031	SHRED- WTC	161.00	
66141	08/05/19	1,605.12	SLINGSHOT CONNECTIONS LLP		95008	W/E 7/14 TEMP	40.00	
					95090	W/E 7/21 TEMP	535.04	
66142	08/05/19	4,608.86	THE AFTERMARKET PARTS CO LLC		95055	INVENTORY	1,070.08	
					95056	INVENTORY	76.54	
66143	08/05/19	574.34	TY CUSTOM DESIGN	0	95003	BUS OPERATOR PATCHES	4,532.32	
66144	08/05/19	167.30	UNITED PARCEL SERVICE		95051	FREIGHT	574.34	
66145	08/05/19	672.00	UPS STORE #1128		95086	FINGERPRINTING	167.30	
					95087	FINGERPRINTING	32.00	
					95088	FINGERPRINTING	32.00	
					95089	FINGERPRINTING	64.00	
					95094	FINGERPRINTS	32.00	
					95095	FINGERPRINTS	32.00	
					95096	FINGERPRINTS	32.00	
					95097	FINGERPRINTS	32.00	
					95098	FINGERPRINTS	32.00	
					95099	FINGERPRINTS	32.00	
					95100	FINGERPRINTS	32.00	
					95101	FINGERPRINTS	32.00	
					95102	FINGERPRINTS	32.00	
					95103	FINGERPRINTS	32.00	
					95104	FINGERPRINTS	32.00	
					95105	FINGERPRINTS	32.00	
					95106	FINGERPRINTS	32.00	
					95107	FINGERPRINTS	32.00	
					95108	FINGERPRINTS	32.00	
					95109	FINGERPRINTS	32.00	
66146	08/05/19	13.30	VALLEY POWER SYSTEMS, INC.		95053	INVENTORY	13.30	
66147	08/05/19	2,572.18	VEHICLE MAINTENANCE PROG INC		95112	INVENTORY	2,572.18	
66148	08/05/19	912.24	VERIZON WIRELESS	0	95093	6/13-7/12 BUS WIFI	912.24	
66149	08/05/19	9,680.58	VISION SERVICE PLAN		95026	AUGUST 19 VISION INS	9,680.58	VOIDED
					95026	AUGUST 19 VISION INS	-9,680.58	**VOID

13-01A.3

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66150	08/05/19	917.16 001165	VU, THANH DR. MD	7	94989	DMV RENEWAL	75.00		
					94990	DMV RENEWAL	75.00		
					94991	DMV RENEWAL	75.00		
					94992	DMV RENEWAL	75.00		
					94993	DMV RENEWAL	75.00		
					94994	DMV RENEWAL	75.00		
					94995	DMV RENEWAL	75.00		
					94996	DMV RENEWAL	75.00		
					94997	DMV RENEWAL	75.00		
					94998	DMV RENEWAL	75.00		
					94999	DMV RENEWAL	75.00		
					95058	DMV RENEWAL	92.16		
66151	08/05/19	44.00 003290	WORKFORCEQA LLC		95007	DRUG TESTING	44.00		
66152	08/05/19	1,056.35 915	WORKIN.COM, INC.		95118	BUS OPR JOB POSTING	312.25		
					95119	HR DEP DIR JOB POST	387.00		
					95120	FIN ANALYST JOB POST	357.10		
66153	08/05/19	48.55 M088	YAGI, RANDY	0	95072	AUG19 SUPPL MED PYMT	48.55		
66154	08/12/19	998.22 003105	AT&T MOBILITY		95173	6/24-7/23 BUS WIFI	998.22		
66155	08/12/19	798.00 002035	BOWMAN & WILLIAMS INC		95186	JUN 19 GENERATOR PRO	798.00		
66156	08/12/19	183.21 E916	BRUBECK, DELEE		95146	WORKING LUNCHESES	183.21		
66157	08/12/19	26,150.02 588	CALTIP		95191	JUL 19 CODE=5100	26,150.02		
66158	08/12/19	204.84 001159	CATTO'S GRAPHICS, INC.		95192	SIGNS	204.84		
66159	08/12/19	6,477.69 909	CLASSIC GRAPHICS		95167	REPAINT BUS #4210	6,477.69		
66160	08/12/19	52,862.78 001124	CLEAN ENERGY		95130	JULY 19 MAINTENANCE	14,842.00		
					95131	TEMP TRANSMITTER	320.63		
					95132	SYS SMARTONLINE TOWE	3,215.81		
					95151	LNG 7/11/19	5,328.57		
					95152	LNG 7/15/19	7,339.38		
					95153	LNG 7/17/19	6,974.39		
66161	08/12/19	3,640.00 003034	COASTAL LANDSCAPING INC. DBA		95179	JUN 19 MAINTENANCE	14,842.00		
					95183	AUG 19 LANDSCAPING	2,890.00		
					95184	TREE REMOVAL SMC	450.00		
66162	08/12/19	4,684.18 508	COMPLETE COACH WORKS INC		95185	IRRIGATION INSP	300.00		
66163	08/12/19	2,196.80 002949	DEANE INDUSTRIAL MACHINING		95194	RPR VEH #2813	4,109.18		
66164	08/12/19	4,817.34 003274	EAST BAY TIRE CO.		95195	RPR VEH #9820	575.00		
					95156	INJECTOR & CORE	981.80		
					95157	EXHAUST MANIFOLD	1,215.00		
					95160	TIRES	524.05		
					95161	TIRES	399.65		
					95162	TIRES	390.12		
					95163	RPR VEH #103	203.91		
					95164	TIRES	2,096.21		
					95165	TIRES	1,048.10		
66165	08/12/19	2,889.08 002952	FLYERS ENERGY LLC		95166	NON REV DISMOUNT	155.30		
66166	08/12/19	170.42 E1039	FRANCIS, RUFUS		95197	7/16-7/31 FUEL REIMBURSEMENT	2,889.08		
					95190		170.42		

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66167	08/12/19	9,400.16	GARDA CL WEST, INC.		95147	AUG 19 SERVICES	306.90	
66168	08/12/19	175.04	GENFARE A DIV OF SPX CORP		95189	AUG 19 VAULT SERVICE	9,093.26	
66169	08/12/19	464.42	GILLIG LLC		95159	INVENTORY ORDER	175.04	
					95135	INVENTORY ORDER	434.78	
					95136	RPR VEH #4203	29.64	
66170	08/12/19	211.02	HOSE SHOP, THE INC		95168	INVENTORY ORDER	211.02	
66171	08/12/19	234.21	KELLEY'S SERVICE INC.		95169	INVENTORY ORDER	234.21	
66172	08/12/19	62.42	LOGIUDICE, JASON		95145	TRAVEL REIMBURSEMENT	62.42	
66173	08/12/19	1,801.26	LUMINATOR HOLDING LP		95155	INVENTORY ORDER	1,801.26	
66174	08/12/19	425.00	MAKAI SOLUTIONS		95142	RPR BAY #8	425.00	
66175	08/12/19	240.00	MAXIMUM OIL SERVICE LLC		95134	WASTE OIL PICKUP	240.00	
66176	08/12/19	200.00	NEOFUNDS BY NEOPOST DBA		95171	*****-****-1598	200.00	
66177	08/12/19	109.98	NEXTEL COMMUNICATIONS/SPRINT		95188	6/26-7/25 OPS	109.98	
66178	08/12/19	126.97	ORTEGA'S CENTRAL COAST BUDGET		95133	BLINDS SECURITY WTC	126.97	
66179	08/12/19	12,959.60	PACIFIC GAS & ELECTRIC		95172	6/26-7/25 1122 RIVER	34.35	
					95180	6/25-7/24 GOLF	5,139.13	
					95181	6/25-7/24 1122 RIVER	1,781.71	
					95182	6/25-7/24 VERNON	6,004.41	
					95141	OFFICE SUPPLIES	56.52	
66180	08/12/19	56.52	PALACE ART & OFFICE SUPPLY		95141	JUL 19 PEST BETTYS	60.00	
66181	08/12/19	60.00	PIED PIPER EXTERMINATORS, INC.		95143	JUL 19 PEST BETTYS	60.00	
66182	08/12/19	462.58	SAFE-CARD ID SERVICES, INC		95144	SAFE ID CARDS	462.58	
66183	08/12/19	3,100.92	SCHAFFER, JOEL		95187	SMART MEDIATION	3,100.92	
66184	08/12/19	438.51	SCOTTS VALLEY WATER DISTRICT		95178	JUL 19 WATER	438.51	
66185	08/12/19	451.50	SPORTWORKS NORTHWEST, INC.		95154	INVENTORY ORDER	451.50	
66186	08/12/19	20,312.84	SYNCRONATICS CORPORATION		95199	JUNE 19 CAD/AVL	20,312.84	
66187	08/12/19	178.04	TESSCO TECHNOLOGIES, INC.		95140	INVENTORY ORDER	178.04	
66188	08/12/19	970.33	THE AFTERMARKET PARTS CO LLC		95174	INVENTORY ORDER	175.78	
					95175	CREDIT	-74.37	
					95176	INVENTORY ORDER	631.30	
					95177	RPR VEH #9804	209.76	
					95198	BUNGEE CLIPS GILLIG	27.86	
					95148	RPR FORKLIFT #704	117.00	
					95149	RPR FORKLIFT #700	133.59	
					95150	RPR FORKLIFT #701	127.00	
					95158	FREIGHT	38.49	
					95196	FREIGHT	34.45	
66191	08/12/19	1,135.89	UNITED SITE SERVICES OF CA INC		95170	METROBASE FENCE RENT	1,135.89	
66192	08/12/19	4,304.62	VALLEY POWER SYSTEMS, INC.		95137	SCANNER CABLE	452.64	
					95138	CREDIT	-55.29	
					95139	INVENTORY ORDER	81.26	
					95193	RPR VEH #9820	3,826.01	
66193	08/19/19	1,993.60	ACCOUNTEMPS A ROBERT HALF CO		95297	TEMP W/E 8/9/19	1,993.60	
66194	08/19/19	34.34	AMERICAN MESSAGING SVCS, LLC		95294	AUG 19 PAGER RENT	34.34	
66195	08/19/19	573.38	AT&T		95273	JUL 19 PT2PT WTC	573.38	
66196	08/19/19	379.34	BARCO PRODUCTS COMPANY		95289	SIGNS	379.34	
66197	08/19/19	73.56	BATTERIES PLUS #314		95253	12V BATTERY	73.56	

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66198	08/19/19	2,804.43	002802	BATTERY SYSTEMS CORP		95238	BATTERIES	2,804.43	
66199	08/19/19	2,500.00	616	BROWN ARMSTRONG ACCOUNTANCY		95283	FY19 AUDIT	2,500.00	
66200	08/19/19	576.93	088	BRULIN & COMPANY INC.		95220	INVENTORY ORDER	576.93	
66201	08/19/19	78.00	E1045	CARRILLO, PIO QUINTO		95309	DRIVER LICENSE APPLI	78.00	
66202	08/19/19	3,000.00	003320	CENTER FOR TRANSPORTATION AND CLEAN ENERGY		95278	FY20 MEMBERSHIP	3,000.00	
66203	08/19/19	488.76	001124	CLEAN ENERGY		95269	XTEND BONNET BAL	488.76	
66204	08/19/19	95.28	E957	CLIFFORD, ALEX		95285	TRAVEL REIMBURSEMENT	95.28	
66205	08/19/19	78.00	E1042	COLLINS, MICHELL A		95306	DRIVER LICENSE APPLI	78.00	
66206	08/19/19	3,000.00	003204	CREEKSIDE COURT REPORTING LLC		95270	INV 1169-1182	3,000.00	
66207	08/19/19	3,808.13	003116	CUMMINS PACIFIC LLP		95217	COACH DOWN #2318	1,240.40	
						95218	INVENTORY ORDER	491.13	
						95257	PARTS FOR VEH 1209	356.86	
						95258	COACH DOWN VEH 2318	18.94	
						95262	INVENTORY ORDER	1,700.80	
66208	08/19/19	78.00	E1046	DEMARS, DAVID		95310	DRIVER LICENSE APPLI	78.00	
66209	08/19/19	487.43	003274	EAST BAY TIRE CO.		95259	REVENUE TIRES	487.43	
66210	08/19/19	2,271.20	432	EXPRESS SERVICES INC.		95290	TEMP W/E 8/4/19	2,271.20	
66211	08/19/19	871.94	039	FEDEX OFFICE		95200	POSTERS	871.94	
66212	08/19/19	1,866.72	117	GILLIG LLC		95212	INVENTORY ORDER	-600.88	
						95213	INVENTORY ORDER	1,111.12	
						95214	INVENTORY ORDER	658.43	
						95215	COACH DOWN #4203	-29.64	
						95243	COACH DOWN #4203	57.99	
						95244	KEYS FOR '19 GILLIGS	588.64	
						95245	INVENTORY ORDER	81.06	
66213	08/19/19	14,745.69	001745	HARTFORD LIFE AND ACCIDENT INS		95280	AUG 19 AD&D	4,257.54	
						95281	AUG 19 LTD	10,488.15	
66214	08/19/19	162.08	166	HOSE SHOP, THE INC		95254	TRGR GUN DUAL LANCE	162.08	
66215	08/19/19	2,705.49	002979	HUNT & SONS, INC.		95292	INVENTORY ORDER	2,705.49	
66216	08/19/19	4,535.36	003223	JASPER WELLS LLC		95251	TRANSMISSION	4,535.36	
66217	08/19/19	78.00	E1050	JIMENEZ-NERI, JAIME		95314	DRIVER LICENSE APPLI	78.00	
66218	08/19/19	487.50	003402	KAUFMAN DOLOWICH VOLJUCK		95284	CL# QE-0073	487.50	
66219	08/19/19	1,092.65	1117	KELLEY'S SERVICE INC.		95233	INVENTORY ORDER	217.80	
						95234	INVENTORY ORDER	8.70	
						95246	INVENTORY ORDER	-8.84	
						95247	INVENTORY ORDER	874.99	
66220	08/19/19	23,627.38	003366	KEY GOVERNMENT FINANCE INC		95277	AUG 19 LEASE	23,627.38	
66221	08/19/19	357.00	852	LAW OFFICES OF MARIE F. SANG	7	95204	CL 2001103388	357.00	
66222	08/19/19	78.00	E1044	LAZARO, MIGUEL AVALOS		95308	DRIVER LICENSE APPLI	78.00	
66223	08/19/19	78.00	E1041	LEAL, DANIELA		95305	DRIVER LICENSE APPLI	78.00	
66224	08/19/19	64.35	511	LUMINATOR HOLDING LP		95256	COACH DOWN VEH 9820	64.35	
66225	08/19/19	78.00	E1049	LUSTIK, THERESA		95313	DRIVER LICENSE APPLI	78.00	
66226	08/19/19	630.00	003293	MAKAI SOLUTIONS		95225	SERVICE CALL BAY #7	630.00	
66227	08/19/19	78.00	E1048	MARTINEZ, PABLO		95312	DRIVER LICENSE APPLI	78.00	
66228	08/19/19	2,155.21	003273	MGP XI REIT LLC		95293	SEPT 19 RENT	2,155.21	
66229	08/19/19	1,777.18	001052	MID VALLEY SUPPLY INC.		95242	INVENTORY ORDER	1,777.18	

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66230	08/19/19	235.32 041	MISSION UNIFORM			95219	LAUNDRY SERVICE	36.00	
						95235	CREDIT- DBL CHRG	-45.03	
						95236	SUPPLIES RIVER STN	50.00	
						95237	UNIFORM SUPPLIES	194.35	
66231	08/19/19	1,640.74 002951	MOORE & ASSOCIATES, INC.			95227	RIDE CHECK & SURVEY	1,640.74	
66232	08/19/19	78.00 E1047	NEGRETE, MARIBEL			95311	DRIVER LICENSE APPLI	78.00	
66233	08/19/19	102.45 004	NORTH BAY FORD LINC-MERCURY			95260	INVENTORY ORDER	61.68	
						95261	INVENTORY ORDER	40.77	
66234	08/19/19	8,579.06 009	PACIFIC GAS & ELECTRIC			95274	6/28-7/29 PACIFIC	3,427.06	
						95276	6/28-7/29 1200 RIVER	5,152.00	
66235	08/19/19	915.70 043	PALACE ART & OFFICE SUPPLY			95202	OFFICE SUPPLIES	7.02	
						95255	SUPPLIES HR & ADMIN	718.60	
						95272	OFFICE SUPPLIES	190.08	
66236	08/19/19	235.00 481	PIED PIPER EXTERMINATORS, INC.			95221	AUG 19 PEST GOLF	67.50	
						95223	AUG 19 PEST PARK	62.50	
						95224	CREEK RODENT CNTRL	105.00	
66237	08/19/19	200.00 187	POLAR RADIATOR SERVICE INC			95252	VEH 1209 TANK REPAIR	200.00	
66238	08/19/19	43,921.20 002939	PREFERRED BENEFIT			95279	AUG 19 VISION	8,482.50	
						95282	AUG 19 DENTAL	35,438.70	
66239	08/19/19	639.17 001153	REPUBLIC ELEVATOR COMPANY INC			95222	AUG 19 MAINTENANCE	639.17	
66240	08/19/19	110.17 003024	RICOH USA, INC CA			95203	AUG 19 LEASE OPS	110.17	
66241	08/19/19	1,242.00 003451	ROI SAFETY SERVICES			95288	LOTO-FORKLIFT TRAIN	1,242.00	
66242	08/19/19	5,097.50 003154	ROMAINE ELECTRIC CORP			95216	INVENTORY ORDER	1,212.57	
						95248	INVENTORY ORDER	650.04	
						95249	INVENTORY ORDER	355.06	
66243	08/19/19	3,206.80 001379	SAFETY-KLEEN INC			95250	INVENTORY ORDER	2,879.83	
66244	08/19/19	144.23 135	SANTA CRUZ AUTO PARTS, INC.			95226	WASHER PARTS	3,206.80	
						95263	INVENTORY ORDER	24.30	
						95264	INVENTORY ORDER	15.45	
						95265	HEADLIGHT KIT	18.26	
						95266	PLASTIC CLEANER	6.36	
						95267	INVENTORY ORDER	37.74	
						95268	INVENTORY ORDER	42.12	
66245	08/19/19	386.75 122	SCMTD PETTY CASH - OPS			95201	REPLENISHMENT	386.75	
66246	08/19/19	1,800.00 001277	SUB GLOBALNET, INC.			95205	AUG 19 SERVICES	1,800.00	
66247	08/19/19	1,070.08 003292	SLINGSHOT CONNECTIONS LLP			95295	TEMP W/E 7/28/19	1,070.08	
66248	08/19/19	78.00 E1043	STEWART, DARNA			95307	DRIVER LICENSE APPLI	78.00	
66249	08/19/19	17,148.20 003285	THE AFTERMARKET PARTS CO LLC			95206	BUSES 1209 AND 2802	3,414.02	
						95207	RPR VEH 2318	999.95	
						95208	VEH 2318	2,160.46	
						95209	RPR VEH 2318	2,273.81	
						95210	VEH 2316	1,295.41	
						95211	INVENTORY ORDER	417.68	
						95229	INVENTORY ORDER	3,425.29	
						95230	INVENTORY ORDER	17.68	
						95231	INVENTORY ORDER	35.86	

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66250	08/19/19	8,367.99	057	U.S. BANK		95232	VEH 1209	50.33	
66251	08/19/19	44.38	007	UNITED PARCEL SERVICE		95287	RPR VEH #9824	2,184.93	
66252	08/19/19	1,421.15	002829	VALLEY POWER SYSTEMS, INC.		95291	RPR VEH #2318	872.78	
66253	08/19/19	208.64	434	VERIZON WIRELESS	0	95296	*****-5056	8,367.99	
66254	08/19/19	525.00	001165	VU, THANH DR. MD	7	95286	FREIGHT	44.38	
						95228	INVENTORY ORDER	1,421.15	
						95275	7/2-8/1 PT2PT FLEET	208.64	
						95298	DMV EXAM	75.00	
						95299	DMV EXAM	75.00	
						95300	DMV EXAM	75.00	
						95301	DMV EXAM	75.00	
						95302	DMV EXAM	75.00	
						95303	DMV EXAM	75.00	
						95304	DMV EXAM	75.00	
66255	08/26/19	257.29	003151	ABC BUS INC		95363	INVENTORY ORDER	175.35	
						95364	INVENTORY ORDER	81.94	
66256	08/26/19	1,107.81	003362	APOLLO VIDEO TECHNOLOGY LLC		95428	CAMERAS ON BUSES 2	1,107.81	
66257	08/26/19	3,662.34	001230	CAPITOL CLUTCH & BRAKE, INC.		95398	INVENTORY ORDER	3,662.34	
66258	08/26/19	985.98	001159	CATTO'S GRAPHICS, INC.		95375	LABELS	985.98	
66259	08/26/19	116.06	001346	CITY OF SANTA CRUZ-FINANCE		95369	FY19 KITE HILL	116.06	
66260	08/26/19	900.00	002109	CITY OF SANTA CRUZ/PARKING		95440	RIVER FRONT PARKING	900.00	
66261	08/26/19	217.32	003373	CITY OF SANTA CRUZ FINANCE RRF		95426	LANDFILL	217.32	
66262	08/26/19	27,169.06	001124	CLEAN ENERGY		95340	7/5 LNG	2,384.01	
						95341	7/29 LNG	7,447.61	
						95342	7/19 LNG	4,726.97	
						95343	7/23 LNG	7,700.63	
						95344	7/25 LNG	4,909.84	
66263	08/26/19	4,109.18	508	COMPLETE COACH WORKS INC		95427	RPR VEH 2811	4,109.18	
66264	08/26/19	17,752.03	003116	CUMMINS PACIFIC LLP		95393	RPR VEH 1002	15,777.35	
						95397	INVENTORY ORDER	1,974.68	
66265	08/26/19	727.50	002505	DEPARTMENT OF TOXIC SUBSTANCE		95425	EPA ID# VERIFICATION	727.50	
66266	08/26/19	591.00	002567	DEPARTMENT OF JUSTICE		95368	JUL19 FINGERPRINTING	591.00	
66267	08/26/19	3,255.00	916	DOCTORS ON DUTY MEDICAL CLINIC		95385	DOT DRUG PANEL	3,255.00	
66268	08/26/19	12,038.26	003274	EAST BAY TIRE CO.		95346	TIRES	815.65	
						95347	TIRES	180.00	
						95348	TIRES	4,192.41	
						95349	TIRES	1,165.47	
						95350	TIRES	993.48	
						95351	TIRES	2,620.26	
						95352	TIRES	993.48	
						95353	TIRES	1,077.51	
66269	08/26/19	4,245.55	003209	ELECTRONIC DATA MAGNETICS INC.		95408	SMART CARDS	4,245.55	
66270	08/26/19	140.64	E985	EMERSON, WILLIAM BARROW		95439	REIMBURSEMENT	140.64	
66271	08/26/19	2,271.20	432	EXPRESS SERVICES INC.		95431	TEMP W/E 8/11/19	2,271.20	
66272	08/26/19	93.77	001172	FERGUSON ENTERPRISES INC. #795		95389	TOOLS	93.77	
66273	08/26/19	47,969.04	002295	FIRST ALARM SECURITY & PATROL		95437	JUL 19 SECURITY	47,969.04	

Attachment A

DATE 09/03/19 09:18

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 9

DATE: 08/01/19 THRU 08/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
66274	08/26/19	1,606.27	002962	FIS		95430	JUL 19 MERCHANT FEES	1,606.27	
66275	08/26/19	9,536.16	002952	FLYERS ENERGY LLC		95345	7/16-7/31 FUEL PC	9,536.16	
66276	08/26/19	1,402.79	117	GILLIG LLC		95362	INVENTORY ORDER	1,402.79	
66277	08/26/19	924.47	282	GRAINGER		95317	SAFETY VESTS	83.95	
						95326	LABELS	17.01	
						95327	CONTAINER LABELS	46.10	
						95328	RPR BUS WASHER	59.31	
						95330	INVENTORY ORDER	16.14	
						95331	RPR VEH 4204	17.63	
						95332	INVENTORY ORDER	48.70	
						95333	SAFETY SUPPLIES	65.05	
						95376	DRAIN TOOL	90.11	
						95377	PAINT/SUPPLIES	69.02	
						95432	INVENTORY ORDER	411.45	
66278	08/26/19	1,196.38	001097	GREENWASTE RECOVERY, INC.		95378	JULY 19 WASTE BOWK	58.36	
						95379	JULY 19 WASTE FREE	58.36	
						95380	JULY 19 WASTE SVT	289.66	
						95381	JULY 19 WASTE GV	58.36	
						95382	JULY 19 WASTE BL	58.36	
						95383	JULY 19 WASTE BIG B	58.36	
						95384	JULY 19 WASTE PC	358.89	
						95386	JULY 19 WASTE AIRP	58.36	
						95387	JULY 19 WAST HWY 9	175.08	
						95388	JULY 19 WASTE SVT	22.59	
66279	08/26/19	61,128.35	003109	HANSON BRIDGETT LLP		95409	JULY 19 RETAINER	24,000.00	
						95410	M #32117.006011	160.00	
						95411	M #32117.006012	13,050.30	
						95412	M #032117.006013	19,493.30	
						95413	M #032117.006016	2,382.45	
						95414	M #032117.006017	160.00	
						95415	M #032117.008001	1,882.30	
66280	08/26/19	75.01	166	HOSE SHOP, THE INC		95321	HOSE ASSEMBLY	75.01	
66281	08/26/19	984.00	003327	IO, RODNEY H		95329	RPR VEH 1701 PC	984.00	
66282	08/26/19	796.39	003442	JOHNSON CONTROLS INC		95373	8/1-10/31 OPS	796.39	
66283	08/26/19	1,292.00	003284	KEISH ENVIRONMENTAL PC CORP		95316	JULY 19 OUTFALL MIT	1,292.00	
66284	08/26/19	120.24	1117	KELLEY'S SERVICE INC.		95334	INVENTORY ORDER	12.18	
						95355	INVENTORY ORDER	15.29	
						95356	INVENTORY ORDER	92.77	
66285	08/26/19	3.17	002976	LONGNECKER, LLOYD	7	95433	COBRA REIMBURSEMENT	3.17	
66286	08/26/19	19,469.45	003017	MANSFIELD OIL CO OF GAINSVILLE		95337	7/31 DIESEL	19,469.45	
66287	08/26/19	2,639.00	E1026	MAYWEATHER, ANSON		95438	TUITION REIMBURSEMENT	2,639.00	
66288	08/26/19	352.35	041	MISSION UNIFORM		95320	UNIFORMS	34.50	
						95357	UNIFORMS	194.35	
						95358	CUSTODIAL SUPPLIES	50.00	
						95417	CUSTODIAL SUPPLIES	10.50	
						95418	CUSTODIAL SUPPLIES	10.50	

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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DATE: 08/01/19 THRU 08/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
66289	08/26/19	32.78 003326		NIDAL HALABI & NADA ALGHARIB		95419	CUSTODIAL SUPPLIES	10.50	
66290	08/26/19	5,294.36 004		NORTH BAY FORD LINC-MERCURY		95420	CUSTODIAL SUPPLIES	10.50	
66291	08/26/19	2,588.09 009		PACIFIC GAS & ELECTRIC		95421	CUSTODIAL SUPPLIES	10.50	
66292	08/26/19	357.00 043		PALACE ART & OFFICE SUPPLY		95422	CUSTODIAL SUPPLIES	10.50	
66293	08/26/19	52.25 107A		PROBUILD COMPANY LLC		95423	CUSTODIAL SUPPLIES	10.50	
66294	08/26/19	510.00 003420		RICHARD HOWARD		95325	PLAQUE	32.78	
66295	08/26/19	347.81 003024		RICOH USA, INC CA		95326	RPR VEH #1120 PC	5,294.36	
66296	08/26/19	98.16 135		SANTA CRUZ AUTO PARTS, INC.		95366	7/5-8/4 TWM SVT	73.03	
66297	08/26/19	375.56 079		SANTA CRUZ MUNICIPAL UTILITIES		95434	7/5-8/4 SVT PNR WTC	2,515.06	
66298	08/26/19	2,500.00 002267		SHAW / YODER / ANTWIH, INC.		95318	OFFICE SUPPLIES	88.12	
66299	08/26/19	4,674.00 003292		SLINGSHOT CONNECTIONS LLP		95396	OFFICE SUPPLIES	310.70	
66300	08/26/19	24.38 115		SNAP-ON INDUSTRIAL		95436	CREDIT	-58.16	
66301	08/26/19	15,604.25 001075		SOQUEL III ASSOCIATES	7	95319	PLUMBING SUPPLIES	20.66	
66302	08/26/19	515.49 001008		SWAGelok NORTHERN CALIFORNIA		95322	PAINTING SUPPLIES	9.28	
66303	08/26/19	183.48 001040		TERRYBERRY CO., LLC		95323	TOOLING	2.59	
66304	08/26/19	4,835.37 003285		THE AFTERMARKET PARTS CO LLC		95390	PAINT SUPPLIES	19.72	
66305	08/26/19	1,703.21 003242		THE JANEK CORPORATION		95435	CARPET CLEANING	510.00	
66306	08/26/19	183.56 003082		ULINE INC		95365	5/1-7/31 IMAGES C/S	208.51	
66307	08/26/19	1,429.16 002829		VALLEY POWER SYSTEMS, INC.		95424	8/12-9/11 LEASE OPS	139.30	
66308	08/26/19	602.65 001353		VISION COMMUNICATIONS		95324	INVENTORY ORDER	42.58	
66309	08/26/19	275.00 003316		WATER TECH SPECIALTIES INC		95354	INVENTORY ORDER	7.86	
66310	08/26/19	6,525.99 001506		WESTERN STATES OIL CO.		95359	INVENTORY ORDER	47.72	
						95370	JUL 19 IRRIG VERNON	182.43	
						95371	JUL 19 IRRIG OPS	193.13	
						95367	AUG 19 LEGISLATE SVC	2,500.00	
						95402	TEMP W/E 7/28/19	988.00	
						95403	TEMP W/E 7/21	950.00	
						95404	TEMP W/E 8/11/19	988.00	
						95405	TEMP W/E 5/19/19	760.00	
						95406	TEMP W/E 8/4/19	988.00	
						95406	INVENTORY ORDER	24.38	
						95416	SEPT 19 RENT	15,604.25	
						95374	INVENTORY ORDER	515.49	
						95407	EMPLOYEE ANNIVERSARY	183.48	
						95339	INVENTORY ORDER	42.25	
						95372	INVENTORY ORDER	4,793.12	
						95361	RPR ELECTRONIC ITEMS	1,703.21	
						95335	OFFICE SUPPLIES	183.56	
						95394	CREDIT	-15.51	
						95395	INVENTORY ORDER	15.51	
						95399	INVENTORY ORDER	548.70	
						95400	INVENTORY ORDER	880.46	
						95429	RADIO INSTALL V#4204	602.65	
						95315	JUL 19 CHEM TEST	275.00	
						95360	INVENTORY ORDER	6,525.99	

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

DATE: 08/01/19 THRU 08/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
66311	08/26/19	159.63	147	ZEE MEDICAL SERVICE CO.		95391	FIRST AID SUPPLIES	82.74	
						95392	FIRST AID SUPPLIES	76.89	
TOTAL		743,710.23		ACCOUNTS PAYABLE		217	TOTAL CHECKS	743,710.23	

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DATE: September 27, 2019

TO: Board of Directors

FROM: Alex Clifford, CEO/General Manager

SUBJECT: ACCEPT AND FILE THE MINUTES OF THE AUGUST 23, 2019 METRO REGULAR BOARD OF DIRECTORS MEETING AND MINUTES OF THE AUGUST 23, 2019 METRO SPECIAL BOARD OF DIRECTORS MEETING

I. RECOMMENDED ACTION

That the Board of Directors Accept and File the Minutes of the August 23, 2019 Regular Board of Directors Meeting and the Minutes of the August 23, 2019 Special Board of Directors Meeting

II. SUMMARY

- Staff is providing minutes from the Santa Cruz Metropolitan Transit District (METRO) August 23, 2019 Regular and Special Board of Directors Meetings.
- Each meeting staff will provide minutes from the previous METRO Board and Committee meetings.

III. DISCUSSION/BACKGROUND

The Board requested that staff include, in the Board Packet, minutes from previous METRO Board and Committee meetings. Staff is enclosing the minutes from these meetings.

IV. FINANCIAL CONSIDERATIONS/IMPACT

None.

V. ALTERNATIVES CONSIDERED

None.

VI. ATTACHMENTS

Attachment A: Draft minutes for the Board of Directors Regular Meeting of August 23, 2019

Attachment B: Draft minutes for the Board of Directors Special Meeting of August 23, 2019

Prepared by: Gina Pye, Executive Assistant

VII. APPROVALS

Alex Clifford, CEO/General Manager

A handwritten signature in blue ink, appearing to read 'Alex Clifford', is written over a solid black horizontal line. The signature is stylized and cursive.

13-02.1

Attachment A



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS AGENDA MEETING MINUTES*
AUGUST 23, 2019 – 9:00 AM
METRO ADMIN OFFICES
110 VERNON STREET, SANTA CRUZ, CA**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, August 23, 2019 at the METRO Admin Offices, 110 Vernon Street, Santa Cruz, CA.

The Board Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at Santa Cruz METRO's Administrative offices at 110 Vernon Street, Santa Cruz, California. *Minutes are "summary" minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

This document has been created with accessibility in mind. With the exception of certain 3rd party and other attachments, it passes the Adobe Acrobat XI Accessibility Full Check. If you have any questions about the accessibility of this document, please email your inquiry to accessibility@scmttd.com

SECTION I: OPEN SESSION

CALL TO ORDER at 9:00 AM by Chair Bottorff.

ROLL CALL: The following Directors were **present**, representing a quorum:

Director Ed Bottorff	City of Capitola
Director Trina Coffman-Gomez	City of Watsonville
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Cynthia Mathews	City of Santa Cruz
Director Donna Meyers	City of Santa Cruz
Director Bruce McPherson	County of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Dan Rothwell	County of Santa Cruz
Director Mike Rotkin	County of Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College
Ex-Officio Director Stephen Preston	UCSC

Director Meyers and Ex-Officio Director Northcutt were absent.

STAFF PRESENT:

Alex Clifford
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

Attachment A

METRO EMPLOYEES AND MEMBERS OF THE PUBLIC WHO VOLUNTARILY INDICATED THEY WERE PRESENT (IN ALPHABETICAL ORDER) WERE:

Kate Livingston, SLVHS Parents

Susan Skotzke, Community Member

3 ANNOUNCEMENTS

Chair Bottorff introduced Mindy Esqueda and her Spanish Language interpretation services. Ms. Esqueda announced her services in Spanish for the assembly. Chair Bottorff also announced that the meeting is being televised by Community Television of Santa Cruz County with technician, Mr. Kingston Rivera.

4 BOARD OF DIRECTORS COMMENTS

Hearing none, Chair Bottorff moved to the next agenda item

5 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS

An unidentified woman expressed her concerns about climate chaos, suggesting sporadic service has contributed to the issue.

Caitlin, representing San Lorenzo Valley High School (SLVHS) parents, said sporadic service creates problems for both students and parents, particularly when there are reports of a dangerous male in the area.

Susan Skotzke, mother of two disabled children living in La Selva Beach, expressed concerns about the August 16, 2019 letter from METRO's CEO. Children with wheelchairs cannot readily use public transportation as had been suggested by public officials. Delays and random cancellations cause severe problems. ParaCruz is sometimes as much as an hour late, which causes a ripple effect through the family. She asked that METRO upgrade to an automated system and include an app so that the ride can be tracked.

Hearing no other comments, Chair Bottorff moved to the next agenda item.

6 WRITTEN COMMUNICATIONS FROM MAC

Having none, Chair Bottorff moved to the next agenda item.

7 LABOR ORGANIZATION COMMUNICATIONS

Chair Bottorff expressed his hope that the meeting would continue to be respectful and conducted in a professional manner, noting the extra security is a precaution for everyone because of a flyer issued by the union.

Olivia Martinez, SEIU representative, echoed Chair Bottorff's sentiments for a civil conversation. She explained that the referred to flyer was distributed because they were told METRO was going to impose on them and they wanted union support. She expressed concern regarding the presence of security. She advised the assembly that recent Union vote results were: 80% no on METRO's last, best and final offer and 90% no confidence in METRO leadership. The lack of board members' response(s) to union members' correspondence is concerning. The Union has not moved to strike because they are aware of the impact to families throughout the county. The attachment documentation was provided to state legislators. She made several statements critical of METRO leadership and negotiation positions. She asked that the board listen to the workforce.

Michael Rios, speaking on behalf of all SEIU members, reminded the assembly that negotiations have been ongoing since March 2019. He reiterated a number of statements made by the previous speaker. We have agreed to pay more for medical benefits and use the 5%

Attachment A

below median figures. We have submitted three different economic proposals to METRO; METRO management has refused each. Reserves are healthy. METRO has increased management pay. Denying employees a COLA does not boost morale, build a happy staff or retain employees. He hopes the board will take the time to encourage management to reach an equitable agreement.

John Daugherty, METRO employee, spoke of the unexpected ways not having a contract has affected him and his coworkers. He is not sure where the problems are; however, disallowing comp time accrual and borrowing of leave shows a lack of empathy for the METRO worker.

Joan Jeffries, SEA President, provided a list of all the redlined positions that would not get an increase for three years under METRO's last, best and final offer. She reminded the assembly that they have not received a COLA since 2015.

Bonnie Morr, labor rep for SMART and a 30+ year METRO employee, said no one benefits from labor unrest and the requirement for board and management is to figure out how to have labor harmony. She thanked Chair Bottorff for his apology and concern for public safety; however, she plans to file an ADA complaint regarding lack of accessible parking.

Brandon Freeman appreciates Chair Bottorff's comments and notes they have done what they can to keep it professional and he asked that the Board think about how they are making the employees feel and the impact to morale. The current METRO culture is keeping the employees down through discipline, suspension, etc.

Susan Skotzke reminded the CEO of METRO's mission statement. She is concerned about the lack of an increase since 2015 and feels the drivers need to be supported.

Nathan Meisenheimer, METRO Parts employee, reminded the assembly that although public perception may only be focusing on drivers, everyone at METRO should be supported. It takes a team effort to provide safe and clean transportation. He noted approximately 50% of the non-operator positions are being redlined, their job was revised with no pay increase. Other agencies pay more for fewer responsibilities and this is unfair.

Elmer Torres, METRO employee for 20+ years, raised his concerns regarding the proposed change to on-call pay for facilities workers. They currently receive \$150.00 per week. He asked the Board if they considered the management increases comparable to those proposed for the workers.

Having no further comments, Chair Bottorff moved to the next item.

8 ADDITIONAL DOCUMENTATION

The following items were distributed and are available at the table in the lobby:

- Agenda Item 9-08, Consider a Resolution Designating the CEO as the Authorized Agent to Submit a Project List and Execute Agreements to Receive California State of Good Repair Funds Staff Report and Attachments A and D have been revised. Redline versions are available.
- Agenda Item 15, Receive an Update on the SCCRTC Rail Corridor Alternative Analysis Study Scope of Work, Attachment A. Changes to pages 3, 11 and 12.
- Agenda Item 17, Resolution of the Directors of SCTMD Declaring the Compensation and Benefits of METRO Employees Uncertain as of July 1, 2019, redline version now available.
- News Clips were posted to the website and are available at the back of the room.

Attachment A

CONSENT AGENDA

- 9-01 RECOMMENDED ACTION ON TORT CLAIMS**
- 9-02 ACCEPT AND FILE PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTHS OF JUNE AND JULY 2019**
- 9-03 ACCEPT AND FILE THE MINUTES OF THE JUNE 28, 2019 REGULAR METRO BOARD OF DIRECTORS MEETING AND THE AUGUST 9, 2019 SPECIAL METRO BOARD OF DIRECTORS MEETING**
- 9-04 ACCEPT AND FILE THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR APRIL, MAY AND JUNE 2019**
- 9-05 ACCEPT AND FILE METRO SYSTEM RIDERSHIP REPORTS FOR THE FOURTH QUARTER OF FY19**
- 9-06 ACCEPT AND FILE QUARTERLY STATUS REPORT OF GRANT APPLICATIONS AND ACTIVE GRANTS FOR THE FOURTH QUARTER OF FY19**
- 9-07 ACCEPT AND FILE THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF MAY 31, 2019**
- 9-08 APPROVE: CONSIDER A RESOLUTION DESIGNATING THE CEO AS THE AUTHORIZED AGENT TO SUBMIT A PROJECT LIST AND EXECUTE AGREEMENTS TO RECEIVE CALIFORNIA STATE OF GOOD REPAIR FUNDS**
- 9-09 APPROVE: CONSIDER A RESOLUTION AUTHORIZING THE CEO TO SUBMIT APPLICATIONS AND EXECUTE AGREEMENTS FOR GRANTS FROM THE FEDERAL TRANSIT ADMINISTRATION AND FROM THE CALIFORNIA DEPARTMENT OF TRANSPORTATION**
- 9-10 APPROVE: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION**
- 9-11 CONSIDERATION OF APPROVAL OF AUDIT ENGAGEMENT LETTER WITH BROWN ARMSTRONG ACCOUNTANCY CORPORATION FOR FINANCIAL AUDIT AND TAX SERVICES FOR THE FISCAL YEAR ENDED JUNE 30, 2019**
- 9-12 APPROVE: RENEWAL OF PROPERTY INSURANCE COVERAGE FOR FY20 WITH ZURICH AMERICAN INSURANCE COMPANY**
- 9-13 APPROVE: CONSIDERATION OF RATIFICATION OF CONTRACT WITH ALLIANT INSURANCE SERVICES, INC. FOR EMPLOYEE VISION CARE INSURANCE NOT TO EXCEED \$701,500**

Attachment A

- 9-14 CONSIDERATION OF AWARD OF CONTRACT TO CENTRAL ELECTRIC COMPANY FOR PURCHASE AND INSTALLATION OF AN EMERGENCY POWER GENERATOR NOT TO EXCEED \$307,732**
- 9-15 APPROVAL OF THE FINAL SEIU POSITION DESCRIPTIONS**
- 9-16 CONSIDERATION OF AUTHORIZATION TO USE THE STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES CONTRACT FOR THE PURCHASE OF SIX STERTIL-KONI WIRELESS MOBILE COLUMN LIFTS AND ONE FACILITIES SUPPORT VEHICLE**
- 9-17 CONSIDERATION OF AWARD OF CONTRACT FOR ONE CNG BUS TO GILLIG, LLC IN AN AMOUNT NOT TO EXCEED \$664,797**
- 9-18 CONSIDERATION OF RATIFICATION OF USE OF STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES CONTRACT FOR THE PURCHASE OR ONE LOW ROOF CARGO VAN**

Public Comment:

Olivia Martinez asked the Chair to pull Agenda Item 9-15, Approval of the Final SEIU Position Descriptions, saying the salary study and agreement go hand-in-hand and several job descriptions were revised substantially with added job duties that may affect the compensation. After discussion back and forth between the union members, METRO management and various board members, Agenda Item 9-15 was pulled at the request of Director Rotkin to be discussed later in the meeting as Agenda Item 17B.

James Sandoval and Brandon Freeman requested the Chair pull Agenda Item 9-13, Consideration of Ratification of Contract with Alliant Insurance Services, Inc. for Employee Vision Care Insurance Not to Exceed \$701,500, as they stated the Union was not consulted prior to implementation.

Ms. Martinez said this is a contractual item, a mandatory subject of bargaining. She never received a letter from Dawn Crummié or Alex Clifford.

After discussion and comment between the Union, METRO management and board members, Director Leopold pulled Agenda Item 9-13, to be discussed later in today's meeting as Agenda Item 17A.

At Director Mathews' request, Barrow Emerson will add a column to future quarterly grants reports indicating the remaining balance(s) of each grant.

ACTION: MOTION TO ACCEPT THE CONSENT AGENDA AS PRESENTED, WITH THE EXCEPTIONS OF AGENDA ITEMS 9-13 AND 9-15, TO BE DISCUSSED AS TODAY'S AGENDA ITEMS 17A AND 17B, RESPECTIVELY.

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR COFFMAN-GOMEZ

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

Attachment A

REGULAR AGENDA

- 10 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS FOR**
10 YEARS: LISA MITCHELL, CLARENCE ARAGON, JULIO GARCIA VELASCO
20 YEARS: SALVADOR CALDERON, EDUARDO MONTESINO, RICHARD OROZCO,
JOSE HERRERA, CHRIS KANE
30 YEARS: SERGIO LONA-GONZALEZ AND A.J. DAUGHERTY
Vice Chair Rotkin read the bios of the employees and congratulated them in absentia.

Chair Bottorff provided the anniversary plaque to John Daugherty, Accessible Services Coordinator. John shared a few of his experiences over the years, remembering his Santa Cruz origin as one of Vice Chair Rotkin's students at UCSC. He remains pleased to serve the public and the disabled community.

11 ORAL CEO UPDATE

CEO Clifford welcomed and thanked the New Hires and Promotions below, adding many ParaCruz and Fixed Route Operators will be introduced at a future board meeting upon completion of their training,

New Hires:

ParaCruz Operator: Ronald Catley, Marisela Garcia, Victor Rodriguez, Bonny McCall

Fixed Route Operator: Miguel Avalos Lazzaro, Pio Quinto Carrillo, Michell Collins, David Demara, Cynthia Farrell, Jaime Jimenez, Daniela Leal, Theresa Lustik, Pablo Martinez, Maribel Negrete, Darna Stewart

FM Mechanic I: Gabriel Moreno

Financial Analyst: Caitlin Nelson

Promotions:

Lead Custodian: Luis A. Camacho, promoted from Custodial Service Worker I

Vehicle Service Worker II: Manuel Madrigal, promoted from Vehicle Service Worker I

FM Mechanic I: Jose Zamarripa, promoted from Vehicle Service Worker II

Fixed Route Operator: Bernabe Carranco, promoted from Vehicle Service Worker I

CEO Clifford then announced the departure of Erron Alvey, Purchasing and Special Projects Director, noting her last day was today. Ms. Alvey thanked the board for the opportunities and many board members spoke of their experience(s) working with her. Chair Bottorff noted her legacy would be the Judy K. Souza Operations Facility.

There was no public comment.

- 12 CONSIDERATION OF THE APPOINTMENT OF JAMES VON HENDY TO THE METRO ADVISORY COMMITTEE (MAC) FOR A TERM OF OFFICE ENDING DECEMBER 31, 2021 AND EXTEND THE NOMINATION PERIOD TO SOLICIT AND ACCEPT BOARD NOMINEES AND CITIZEN APPLICATIONS FOR TWO SEATS EXPIRING DECEMBER 31, 2019**

Veronica Elsea, MAC Chair, thanked the MAC Ad Hoc Committee for selecting Mr. Von Hendy. He has already shown his commitment by attending their most recent meeting. She asked that the Board consider permitting them to select the 2020 Chair at the November meeting, but delay setting the 2020 meeting calendar until the first meeting of the new year.

Attachment A

Director Coffman-Gomez was impressed with the number of candidates interested in the position. She has reached out to Cabrillo's Watsonville campus to solicit interest in future openings.

In response to Director Leopold's question, Director Bottorff noted that the MAC Ad Hoc Committee anticipates returning to the board in October with nominees for the two open seats expiring in December 2019.

There was no public comment.

ACTION: MOTION TO ACCEPT THE APPOINTMENT OF JAMES VON HENDY TO THE METRO ADVISORY COMMITTEE (MAC) FOR A TERM OF OFFICE ENDING DECEMBER 31, 2021 AND EXTEND THE NOMINATION PERIOD TO SOLICIT AND ACCEPT BOARD NOMINEES AND CITIZEN APPLICATIONS FOR TWO SEATS EXPIRING DECEMBER 31, 2019 AS PRESENTED

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR COFFMAN-GOMEZ

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

13 CONSIDERATION OF RATIFICATION OF CONTRACT WITH CENTRAL ELECTRIC COMPANY FOR CONSTRUCTION TO INSTALL ELECTRIC VEHICLE CHARGING INFRASTRUCTURE NOT TO EXCEED \$646,496

Erron Alvey, Purchasing & Special Projects Director, provided commentary to the staff report, adding a consultant, CTE, has been hired to address the various charging challenges; e.g., bus yard constraints, route planning, etc. CEO Clifford noted this ratification is being submitted to the Board in August due to having no board meeting in July.

Discussion among the board members and METRO staff ensued regarding Monterey Bay Community Power and power rate strategies.

There was no public comment.

ACTION: MOTION TO ACCEPT THE RATIFICATION OF CONTRACT WITH CENTRAL ELECTRIC COMPANY FOR CONSTRUCTION TO INSTALL ELECTRIC VEHICLE CHARGING INFRASTRUCTURE NOT TO EXCEED \$646,496 AS PRESENTED

MOTION: DIRECTOR LEOPOLD

SECOND: DIRECTOR PAGELER

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

14 AUTHORIZE A PUBLIC HEARING ON FIXED ROUTE FREE FARE PROGRAM FOR LEGALLY BLIND CUSTOMERS

Jayne Ackemann, Marketing, Communications & Customer Service Director, added commentary to the agenda item stressing the intent is to allow the legally blind community to ride the buses without issue.

There was no public comment.

ACTION: MOTION TO AUTHORIZE A PUBLIC HEARING ON FIXED ROUTE FREE FARE PROGRAM FOR LEGALLY BLIND CUSTOMERS PRESENTED

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR McPHERSON

Attachment A

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

15 RECEIVE AN UPDATE ON THE SCCRTC RAIL CORRIDOR ALTERNATIVE ANALYSIS STUDY SCOPE OF WORK

Barrow Emerson, Planning and Development Director, brought the assembly's attention to the replacement pages that were distributed to the board members and available at the back of the room. These contain small changes with an emphasis on triple bottom line analysis. He also thanked Ms. Alvey for her support and contribution in bringing the number of replacement buses down from 63 to 34.

There was no public comment.

16 ORAL PACIFIC STATION UPDATE

Barrow Emerson, Planning and Development Director, said METRO continues to pursue State and Federal grants to support the project. The environmental studies have yet to be completed.

Director Mathews added METRO and the City team are meeting next week to review and discuss the recently received Mark Thomas' Scope of Work. Progress is being made.

There was no public comment.

17 APPROVE RESOLUTION OF THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT DECLARING THE COMPENSATION AND BENEFITS OF METRO EMPLOYEES UNCERTAIN AS OF JULY 1, 2019

Julie Sherman, General Counsel, explained that the purpose of the subject resolution is to recognize the fact that the labor organization(s) MOU(s) expired June 30, 2019 and thus the respective unions' wages and benefits are uncertain as of July 1, 2019. This action permits the board to retroactively approve wage increases once the effective date is agreed to by all parties.

There was no public comment.

ACTION: MOTION TO APPROVE THE RESOLUTION OF THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT DECLARING THE COMPENSATION AND BENEFITS OF METRO EMPLOYEES UNCERTAIN AS OF JULY 1, 2019

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR LEOPOLD

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

17A CONSENT AGENDA ITEM 9-13, CONSIDERATION OF RATIFICATION OF CONTRACT WITH ALLIANT INSURANCE SERVICES, INC. FOR EMPLOYEE VISION CARE INSURANCE NOT TO EXCEED \$701,500, PULLED FROM CONSENT AT REQUEST OF DIRECTOR ROTKIN

Monik Delfin, HR Generalist, said they are asking the board to approve the ratification of the former VSP contract, which had expired July 31, 2019 with no renewal option(s). A new broker, Alliant Insurance Services, Inc., will provide the same coverage with the same network at a lower cost. If the ratification is not granted, the employees would not have the benefit.

Director Leopold expressed concern that the unions were not consulted about the provision of benefits, the draft specification and subsequent contract award; asking if this is a union-negotiable matter. General Counsel Sherman's understanding is that the insurance coverage remains exactly the same; it is just coming through a third party/broker, rather than directly through VSP.

Attachment A

Public Comment:

Ms. Martinez quoted Article 7.1 of the MOU, saying she and some of the members just heard about this, suggesting approval to discuss union concerns and allow them to be addressed in a meeting with METRO management. .

Ms. Jeffries provided historical background, referring to a procedure developed with the former HR Director, which obtained union feedback/input throughout the process; e.g., they were invited to be on the RFP evaluation team. Since her departure, this process has not been followed.

Mr. Freeman wants to ensure the members are covered and the benefits continued. He will take management's word that nothing has changed; but, he has issues with the process and a grievance will be submitted for breach of contract.

Chair Bottorff expressed concerns regarding how this change was approached, adding the board's intent is for the employees to keep any pre-existing benefit(s).

ACTION: MOTION TO RATIFY THE CONTRACT WITH ALLIANT INSURANCE SERVICES, INC. FOR EMPLOYEE VISION CARE INSURANCE NOT TO EXCEED \$701,500 AS PRESENTED WITH THE UNDERSTANDING THAT THERE IS NO REDUCTION IN PROVIDED SERVICES, THAT METRO HUMAN RESOURCES MEET WITH CONSTITUENT UNIONS TO ENSURE THERE ARE NO CHANGES/DECLINE OF BENEFITS, THAT A PROTOCOL IS DEVELOPED TO NOTIFY UNIONS OF BENEFIT CONTRACTS AND TO INFORM ALL EMPLOYEES WHEN CHANGES ARE MADE AND HOW THEY CAN ACCESS THEIR BENEFITS

MOTION: DIRECTOR LEOPOLD

SECOND: DIRECTOR GONZALEZ

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

17B CONSENT AGENDA ITEM 9-15, APPROVAL OF THE FINAL SEIU POSITION DESCRIPTIONS, PULLED FROM CONSENT AT REQUEST OF DIRECTOR LEOPOLD

Vice Chair Rotkin said that while he does not see any reason not to approve the item, he questioned if the study adequately reflects the duties and the associated compensation. The employees do not seem to be complaining about the job description/job responsibilities per se, rather that the comparisons are not appropriate and that they are not being adequately compensated.

Director Leopold asked if METRO is successfully recruiting for open positions and if we have enough staff to cover the jobs.

Public comment:

Ms. Martinez thanked the board for giving the members time to speak and said the membership is worried the new positions, with the added responsibilities, are going through without any compensation increase.

Mr. Misenheimer clarified the method in which the members were introduced to and participated in the process, noting the employees updated their job descriptions to match their current responsibilities. However, the study did not consider the additional duties; only the position titles were used for comparison. As a result, the employees are not being accurately compared and/or compensated to the peer agencies.

Attachment A

Joseph Mata, Upholsterer, relayed his experience with CPS. Although he spends the majority of his day doing body shop/technician work, he was told he could not be classified as two positions. When he saw his finalized job description, he found the body shop technician responsibilities had been added. When he compared his upholsterer position description to the peer agencies, he noted none of them contains body technician duties. This does not help METRO morale.

Ms. Alvey said that she had not intended to mention this issue today; however, the board should be aware that the CPS study results were a factor in her leaving METRO to take another position.

Director Lind said the employees only benefit if they are adopting accurate job descriptions and questioned whether a class and comp study is really an accurate way to evaluate compensation where comparisons do not exist.

Mr. Rios noted it does not feel good when you are given additional job duties, but not compensated for them.

In response to Director Coffman-Gomez' question, CEO Clifford reiterated that the class and comp study was an extensive process. The union signed off on every position prior to today.

Director Gonzales said he understands the employees are expressing concerns about how the study was done, the duties changed and their compensation is being based at the low end.

Chair Bottorff struggles with this. The idea behind a class and comp is to compare apples-to-apples. In smaller environments, positions often cover more than one job description.

Monik Delfin, HR Generalist, said it is important that HR move ahead with the new job titles to make it easier to recruit without adding more to the website documents; it is hard to recruit for similar-looking positions.

Director Leopold acknowledged Chair Bottorff's point, but it seems clear that the question of pay is a negotiation issue to be taken seriously. This does not seem to be about recruiting. We need to be working to come to an agreement for the benefit of the employees and the community. He remains hopeful that we can get back to the table.

ACTION: MOTION TO APPROVE THE FINAL SEIU POSITION DESCRIPTIONS AS PRESENTED

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR MATHEWS

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

18 REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION

Julie Sherman, General Counsel, announced the items to be discussed in today's closed session adding there would NOT be an announcement after.

19 ANNOUNCEMENT OF NEXT MEETING: FRIDAY, MARCH 22, 2019 AT 9:00 AM, AT METRO ADMIN OFFICES, 110 VERNON STREET, SANTA CRUZ, CA

Chair Bottorff announced the next meeting as above.

20 RECESS TO CLOSED SESSION

Board recessed to Closed Session at 11:30AM

Attachment A

SECTION II: CLOSED SESSION

21 CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION (Government Code Section 54956.9 (d)(1))

Case: WCAB No. ADJ10647200 and ADJ10646540
Claimant: Tarquino Chacon Chavarria
Agency: Santa Cruz Metropolitan Transit District
Marie Sang, Attorney

22 CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

Significant exposure to litigation pursuant to Government Code Section 54956.9 (d)(2) – One potential case

SECTION III: RECONVENE TO OPEN SESSION AT 11:40AM

Julie Sherman, General Counsel, reported that no reportable action was taken in either closed session.

Chair Bottorff adjourned the meeting at 11:41AM

Respectfully submitted,

Gina Pye
Executive Assistant

DRAFT

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Attachment A



On Monday August 19, 2019 80% of union members represented by SEIU 521 voted down the last best and final offer that Santa Cruz METRO is trying to impose. Workers represented by SEIU 521 work as mechanics, in accounting, fuel station and customer service staff; they are proud to help transportation services run smoothly so that Santa Cruz County residents can go to work and school. The issues focus on inequities with large salary increases and bonuses for top executives, but salary freezes for almost half of the operations workers. Meanwhile, METRO's budget is healthy with 15 million in reserves. SEIU 521 members helped



pass measures that helped the agency's budget. Members also took pay cuts two years ago and the cost of living has increased. Workers don't feel valued or respected by the agency they serve.

From December of 2015 to current SEIU has received only a 2% COLA while the CPI has increased 16%. Workers saved the district \$556K by not having a cost of living increase from 2015 to 2018.

At the June of 2017 METRO board meeting, CEO Alex Clifford reset his pay tables making his step 5 his new step 1, therefore allowing himself 4 more step increases which yielded an additional 33% pay increase over the length of his contract until 2022.

When CEO Alex Clifford started to work at Santa Cruz METRO in 2014, he was given a one-time housing allowance of \$20,000. According to Transparency CA, his yearly wages were \$190K in 2015, and with benefits, he received a total yearly compensation of \$254K. In 2018 he was paid wages of \$224K, and with benefits, he received a total compensation of \$277K which represents a 15% increase due to his step increases. He also receives a \$400 car allowance per month and is reimbursed for mileage if he travels beyond the San Jose or Monterey area, as well as additional perks.



In May of 2019 METRO's managers received retro pay and salary increases as a result of their class and comp study. 15 managers received retroactive pay ranging from \$2K to \$ 30K. This is costing METRO \$267K yearly for only 15 managers.

METRO also did a class and comp study for the 104 SEIU 521 union members. We were unable to have a proper meet and confer over the findings to discuss the validity of the results while the managers had several months to go back and forth over theirs.

The result of this study is that 44 of SEIU 521 members' wages are frozen, some throughout the next 3-year contract! So nearly half of our members will go from 2015 through 2021 only having received a 2% cost of living adjustment (COLA) a few years ago, which doesn't keep up

Attachment A

with the high increased cost of living in the County of Santa Cruz! Our original proposal would have cost the district \$457K but in reworking the numbers it's now \$275K for 104 members versus only 15 management positions that cost the district an additional \$321K a year.

This leaves many of the operations workers unable to live in the area where they work, all due to the results of a bad study. SEIU 521 union members gave back in 2015 to save jobs (by taking a 2% pay cut). We also helped passed measure D which brought additional revenues to METRO. Now that METRO has recovered and has a healthy budget with 15 million in reserves, it's time for the agency to give back to its employees who helped them.

On Monday, August 19, 2019, 95% of the membership voted they had no confidence in the leadership of Alex Clifford, CEO of METRO.

As an elected leader we are asking you to stand with METRO workers. Please encourage METRO management to approach our negotiations fairly and with a commitment to investing in our community.

Sincerely,

SEIU Local 521 Members

DRAFT



COST OF LIVING INCREASE

Inflation causes cost of living expenses to regularly increase. As the price of everyday items such as food, housing, gas, clothing, and utilities rises, your employees spend more. To remain in a consistent financial situation, employee wages must go up as living expenses go up. A cost of living raise makes up for inflation.

Merit Increase

A merit increase, means that an employee will get a bump in their normal salary, based on a previously agreed upon policy of conduct, such as above average efficiency and performance.

Why Merit Increases Matter

You can boost morale and build a happy and loyal staff of employees, which also helps retaining top employees.

Equity Adjustment

An equity increase/salary adjustment is a pay increase based on the belief that an employee's current pay is too low given the significant swings in the internal or external "markets" for his/her specific skills and abilities. These forces, which can be quantified and substantiated by survey data, often require swift salary action to ensure fairness and equity in the workplace. Ensuring equity can be an effective management strategy to retain employees.

Attachment A

	Current Max	New Base	Difference	Percentage	Retro
CFO	\$11,558.00	\$15,177.00	\$3,619.00	23.85%	\$36,190.00
COO	\$12,716.00	\$15,177.00	\$2,461.00	16.22%	\$24,610.00
IT	\$10,409.00	\$14,237.00	\$3,828.00	26.89%	\$38,280.00
HR	\$11,558.00	\$14,237.00	\$2,679.00	18.82%	\$26,790.00
Planning	\$11,558.00	\$12,937.00	\$1,379.00	10.66%	\$13,790.00
Maintenance	\$11,558.00	\$11,862.00	\$304.00	2.56%	\$3,040.00
Fin Dep Dir	\$10,055.00	\$11,382.75	\$1,327.75	11.66%	\$13,277.50
Sr Database	\$10,234.00	\$11,345.90	\$1,111.90	9.80%	\$11,119.00
Safety Secur	\$8,039.00	\$11,172.00	\$3,133.00	28.04%	\$31,330.00
HR Dep Dir	\$8,694.00	\$10,677.75	\$1,983.75	18.58%	\$19,837.50
Marketing	\$10,409.00	\$10,409.00	\$0.00	0.00%	\$0.00
Purchasing	\$10,409.00	\$10,409.00	\$0.00	0.00%	\$0.00
Facilities	\$8,452.00	\$10,082.70	\$1,630.70	16.17%	\$16,307.00
Database Adm	\$8,039.00	\$9,866.00	\$1,827.00	18.52%	\$18,270.00
Operations Mgr	\$8,694.00	\$9,326.00	\$632.00	6.78%	\$6,320.00
PC Operations Mgr	\$8,694.00	\$9,326.00	\$632.00	6.78%	\$6,320.00
Asst Maint Mgr	\$8,694.00	\$8,896.50	\$202.50	2.28%	\$2,025.00
Asst Oper Mgr PC/Fixed	\$7,266.00	\$6,994.50	-\$271.50	-3.88%	\$0.00
Exec Assistant	\$6,810.00	\$6,810.00	\$0.00	0.00%	\$0.00
	\$183,846.00	\$210,325.10	\$26,479.10	12.59%	\$267,506.00

Why can't SEIU and METRO reach an agreement?



SEIU proposed an 18-Month contract. We told management we would take off the table all other economic proposals:	SEIU proposed at one point a -24 months contract	SEIU last proposed a 36-month contract	METRO's
<p><u>Year 2019</u></p> <p><u>SEIU Classifications that had comparable shall receive 5% below median of total comp starting the first period after ratification. Members shall receive retroactive pay from January 2, 2019 to July 1, 2019.</u></p> <p><u>Effective the pay period beginning July 1, 2019 members that their Equity Adjustment resulted in percentage of 0% to 3% shall receive a cost of living increase of 3% in lieu of the Equity Adjustment.</u></p> <p>No Increase in July 1, 2020</p>	<p><u>Year 2019</u></p> <p><u>SEIU Classifications that had comparable shall receive 5% below median of total comp starting the first period after ratification. Members shall receive retroactive pay from January 2, 2019 to July 1, 2019.</u></p> <p><u>Effective the pay period beginning July 1, 2019 members that their Equity Adjustment resulted in percentage of 0% to 3% shall receive a cost of living increase of 3% in lieu of the Equity Adjustment.</u></p>	<p><u>Year 2019</u></p> <p><u>Effective the pay period beginning July 1, 2019, with the exceptions set forth herein, METRO shall implement the CPS HR Consulting Report dated May 23, 2019 ("CPS Study")</u></p> <p><u>Effective the pay period beginning July 1, 2019 members whose Equity Adjustment resulted in a percentage of 0% to 3% shall receive a cost of living increase of 3% in lieu of the Equity Adjustment</u></p> <p><u>For the members that were above market METRO shall either:</u></p> <p><u>Meet and confer with SEIU to review the results of the study, review if the comparable were accurate and implement any correction or</u></p> <p><u>Reinstate article 8.7.1 and 8.2.3 for those members</u></p> <p><u>Year 2020</u></p> <p><u>Effective the first period beginning July 1, 2020 members shall receive a lump sum bonus of \$2000</u></p> <p><u>Year 2021</u></p> <p><u>Effective the pay period beginning July 1, 2021 members shall receive a cost of living increase of 4%.</u></p>	<p>All of METRO's economic proposal has consistent of the following:</p> <ul style="list-style-type: none"> • No retro pays for the Salary Study • Freezing Salaries of 47 members • Taking away comp time • Taking away ability to borrow PTO (which is not used that much by members) • Paying more towards medical • Using the 5% below median of the CPS study <p>SEIU:</p> <p>Agreed to take away the retro pay for the salary study We agreed to pay more towards medical We agreed to use the 5% below median of the CPS study</p> <p>Yet, METRO refuses to move from</p> <ul style="list-style-type: none"> • Taking away comp time • Freezing salaries • Taking away the borrowing PTO
<p><u>Compaction would be addressed according to CPS except for some exceptions</u></p>	<p><u>Compaction would be addressed according to CPS except for some exceptions</u></p>	<p><u>Compaction would be addressed according to CPS except for some exceptions</u></p>	
<p>Union would pay 5% toward health insurance</p>	<p>Union would pay 5% toward health insurance</p>	<p>Union would pay 5% toward health insurance</p>	

Attachment A

DISTRICT'S LAST BEST FINAL PROPOSAL:
**Vendor Recommendation (5% Below Total Comp Median),
 NO COLA, No Re-adjustment for Compaction**

Series	Series Level	Class Title	Current Max Base Salary Hourly	Current Max Base Salary Monthly	NEW Max Base Salary HOURLY	NEW Max Base Salary MONTHLY	% Change from Current Max Base Salary		Increase/Decrease in hourly Rate	No. of Redlined members in each Class
Accounting Technician	Entry	Accounting Technician	\$ 27.69	\$ 4,800	\$ 27.58	\$ 4,781	-0.40%	REDLINED	\$ (0.11)	0
	Journey	Senior Accounting Technician	\$ 31.47	\$ 5,455	\$ 30.65	\$ 5,312	-2.62%	REDLINED	\$ (0.82)	2
	Advanced	Accounting Specialist	\$ 35.62	\$ 6,174	\$ 33.71	\$ 5,843	-5.36%	REDLINED	\$ (1.91)	1
Administrative	Journey	Administrative Assistant	\$ 29.42	\$ 5,099	\$ 28.23	\$ 4,894	-4.02%	REDLINED	\$ (1.18)	3
Benefits Technician	Journey	Benefits Technician	\$ 31.24	\$ 5,415	\$ 29.70	\$ 5,148	-4.93%	REDLINED	\$ (1.54)	1
Claims Technician	Entry	Claims Technician I	\$ 30.96	\$ 5,366	\$ 27.58	\$ 4,781	-10.90%	REDLINED	\$ (3.38)	0
	Journey	Claims Technician II	\$ 34.40	\$ 5,963	\$ 30.65	\$ 5,312	-10.91%	REDLINED	\$ (3.75)	0
Custodial	Journey	Custodial Service Worker	\$ 21.56	\$ 3,737	\$ 20.57	\$ 3,566	-4.58%	REDLINED	\$ (0.99)	7
	Advanced-Lead	Lead Custodial Service Worker	\$ 26.64	\$ 4,618	\$ 24.69	\$ 4,279	-7.34%	REDLINED	\$ (1.96)	0
	Supervisor	Custodial Supervisor	\$ 28.68	\$ 4,971	\$ 27.77	\$ 4,814	-3.16%	REDLINED	\$ (0.91)	1
Electronic Technician	Advanced	Electronic Technician	\$ 39.64	\$ 6,871	\$ 38.26	\$ 6,631	-3.49%	REDLINED	\$ (1.38)	1
H.R. Clerical	Journey	Human Resources Clerk	\$ 27.84	\$ 4,826	\$ 26.73	\$ 4,633	-4.00%	REDLINED	\$ (1.11)	0
	Advanced	Human Resources Specialist	\$ 29.79	\$ 5,164	\$ 29.40	\$ 5,096	-1.32%	REDLINED	\$ (0.39)	0
H.R. Technician	Journey	Human Resources Technician	\$ 32.19	\$ 5,580	\$ 29.70	\$ 5,148	-7.74%	REDLINED	\$ (2.49)	1
Legal Secretary	Journey	Legal Secretary	\$ 27.84	\$ 4,826	\$ 26.73	\$ 4,633	-4.00%	REDLINED	\$ (1.11)	0
Mechanic	Entry	Mechanic I	\$ 30.78	\$ 5,335	\$ 29.53	\$ 5,119	-4.05%	REDLINED	\$ (1.25)	6
	Journey	Mechanic II	\$ 33.61	\$ 5,826	\$ 32.82	\$ 5,688	-2.37%	REDLINED	\$ (0.80)	7
	Advanced	Mechanic III	\$ 36.14	\$ 6,264	\$ 36.10	\$ 6,257	-0.11%	REDLINED	\$ (0.04)	2
Parts	Journey	Parts and Materials Clerk	\$ 25.73	\$ 4,460	\$ 23.49	\$ 4,072	-8.70%	REDLINED	\$ (2.24)	3
	Advanced-Lead	Lead Parts and Materials Clerk	\$ 31.95	\$ 5,538	\$ 28.19	\$ 4,886	-11.77%	REDLINED	\$ (3.76)	1
	Supervisor	Parts and Materials Supervisor	\$ 38.32	\$ 6,642	\$ 31.71	\$ 5,497	-17.24%	REDLINED	\$ (6.61)	1
Planning Data Analyst	Journey	Planning Data Analyst	\$ 38.75	\$ 6,717	\$ 38.26	\$ 6,631	-1.28%	REDLINED	\$ (0.50)	1
Purchasing	Advanced-Lead	Purchasing Agent	\$ 39.55	\$ 6,855	\$ 37.93	\$ 6,575	-4.08%	REDLINED	\$ (1.62)	0
Revenue Collection	Supervisor	Revenue Collection Supervisor	\$ 36.14	\$ 6,264	\$ 32.39	\$ 5,615	-10.36%	REDLINED	\$ (3.74)	0
Vehicle Service	Entry	Vehicle Service Worker I	\$ 21.60	\$ 3,744	\$ 21.14	\$ 3,665	-2.11%	REDLINED	\$ (0.46)	4
	Journey	Vehicle Service Worker II	\$ 23.80	\$ 4,125	\$ 23.49	\$ 4,072	-1.28%	REDLINED	\$ (0.31)	5

Attachment B



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS AGENDA SPECIAL MEETING MINUTES*
AUGUST 23, 2019 – 11:00 AM
OR AS SOON AS POSSIBLE FOLLOWING THE REGULAR BOARD MEETING
METRO ADMIN OFFICES
110 VERNON STREET, SANTA CRUZ, CA**

A special meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, August 23, 2019 at the METRO Admin Offices, 110 Vernon Street, Santa Cruz, CA.

The Board Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at Santa Cruz METRO's Administrative offices at 110 Vernon Street, Santa Cruz, California. *Minutes are "summary" minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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SECTION I: OPEN SESSION

CALL TO ORDER at 11:42AM by Chair Bottorff.

ROLL CALL: The following Directors were **present**, representing a quorum:

Director Ed Bottorff	City of Capitola
Director Trina Coffman-Gomez	City of Watsonville
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Cynthia Mathews	City of Santa Cruz
Director Donna Meyers	City of Santa Cruz
Director Bruce McPherson	County of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Dan Rothwell	County of Santa Cruz
Director Mike Rotkin	County of Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College
Ex-Officio Director Stephen Preston	UCSC

Director Meyers and Ex-Officio Director Northcutt were absent.

STAFF PRESENT:

Alex Clifford
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

13-02B.1

Attachment B

METRO EMPLOYEES AND MEMBERS OF THE PUBLIC WHO VOLUNTARILY INDICATED THEY WERE PRESENT (IN ALPHABETICAL ORDER) WERE:

None

3 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS

Ex-Officio Preston gave a speech on behalf of UCSC students and spoke briefly of his personal history, pleading for a successful outcome of the negotiations.

Hearing no further comments, Chair Bottorff moved to the next agenda item.

4 LABOR ORGANIZATION COMMUNICATIONS

James Sandoval, General Chairman of Local Smart 23, reported that the members have ratified the Tentative Agreement (TA). This revised TA lowers their overall wages to save the double overtime compensation. When the ParaCruz members ratified their agreement, the fixed route wages on the table were different. To ensure equity between the two contracts, and make things right for ParaCruz Operators, we are asking the Board to consider:

- Keep the wages the same as the TA that was on the table when ParaCruz ratified
- Calculate the savings and write a check to the ParaCruz Operators for the difference
- Reduce medical from 3% to 2% for ParaCruz members

Having no further comments, Chair Bottorff moved to the next item.

5 REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION

Julie Sherman, General Counsel, announced the items to be discussed in today's closed session adding there she anticipated there would be an announcement after.

6 RECESSED TO CLOSED SESSION AT 11:45AM

SECTION II: CLOSED SESSION

7 CONFERENCE WITH LABOR NEGOTIATORS (Government Code Section 54957.8)

Agency Negotiators: Alex Clifford, CEO/General Manager
Patrick Glenn, Labor Counsel, Lead Negotiator

Employee Organization: SMART, Local 23

SECTION III: RECONVENED TO OPEN SESSION AT 12:11PM

General Counsel Sherman announced that the Lead Negotiator, Patrick Glenn, provided the board members with a report and the board is prepared to take action on the staff recommendation.

CEO Clifford added it was a good conclusion achieved through a good process. The membership voted for an alternative TA, which retains double overtime and reduces year one compensation increase from 4% to 2.8%, year two to 3% and year three to 2.5%. The board agreed with CEO Clifford's recommendation to agree to Mr. Sandoval's first recommendation regarding Paracruz wage increase is year one (keep the wages the same – 4% rather than 2.8% - as the TA that was on the table when ParaCruz ratified).

ACTION: MOTION TO APPROVE STAFF RECOMMENDATION OF REVISED TENTATIVE AGREEMENT WITH SMART, LOCAL 23 (FIXED ROUTE)

Attachment B

Board of Directors Meeting Minutes
August 23, 2019
Page 3 of 3

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR ROTHWELL

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Pageler, Rothwell and Rotkin) Director Meyers was absent.

Final MOU terms and wage tables will be subject to approval in a future open session action.

Vice Chair Rotkin thanked the unions for looking after the interests of their members. He also thanked Patrick Glenn, Labor Counsel.

Director Leopold and others echoed Vice Chair Rotkin's support for the unions and the professional manner in which the negotiations were conducted.

Chair Bottorff adjourned the meeting at 12:19PM

Respectfully submitted,

Gina Pye
Executive Assistant

DRAFT

13-02B.3

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DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: ACCEPT AND FILE THE FISCAL YEAR END MONTHLY BUDGET
STATUS REPORTS FOR JUNE 30, 2019**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the fiscal year end monthly budget status reports year to date as of June 30, 2019

II. SUMMARY OF ISSUES

- An analysis of Santa Cruz Metropolitan Transit District's (METRO) financial status is prepared monthly in order to inform the Board of Directors regarding METRO's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year.
- This staff report is the web-accessible companion document to the attached PowerPoint presentation titled "Year to Date Monthly Financial Report as of June 30, 2019 (Attachment A).
- The attached preliminary monthly FY19 Operating Revenue and Expense reports (Attachment B), and FY19 Capital Budget spending report (Attachment C) represent the status of the FY19 Operating and Capital Budgets, as of June 30, 2019, the end of the fiscal year. The numbers presented in these reports are preliminary, and could change if there are any accounting adjustments, as per the final audit due later this calendar year.
- The FY19 Capital Budget Project Status Report as of June 30, 2019 is presented in Attachment D.
- The final audited financial statements will be presented to the Board at the conclusion of the audit.
- Staff recommends that the Board of Directors accept and file the attached year-end budget status reports as of fiscal year end June 30, 2019.
- The Schedule of Reserves and recommendations for FY19 carryovers will be brought back for future recommendation following Finance, Budget and Audit Committee consideration.
- This report is required per the Board Bylaws Article 16.01(e) and Public Utility Code (PUC) § 98145, to be presented to the Board within 90 days from the end of each fiscal year.

III. DISCUSSION/BACKGROUND

An analysis of METRO's budget status is prepared monthly in order to inform the Board of Directors regarding METRO's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year. The attached revenue and expense reports represent the preliminary status (unaudited) of METRO's FY19 fiscal year-end budget as of June 30, 2019.

The fiscal year has elapsed **100%**

A. Operating Revenue and Expenses

Below are the written explanations of the various charts and graphs in the attached Year to Date Monthly Financial Report as of June 30, 2019 (Attachment A).

Slide 1

(Cover) Year to Date Monthly Financial Report as of June 30, 2019

Slide 2

FY19 Operating Revenue and Expenses for the Month Ending June 30, 2019

- Operating Revenues for the month are unfavorable by \$402K
- Operating Expenses
 - Labor Regular - favorable by \$241K
 - Labor OT - unfavorable by \$117K
 - Fringe Benefits – unfavorable by \$42K
 - Non-Personnel - unfavorable by \$339K
- Total Operating Expenses – unfavorable by \$257K
- Transfers – favorable by \$2,651K
- Operating Balance - unfavorable by \$3,310K (*Operating Balance equals revenue minus expenses and transfers*).

Slide 3

FY19 Operating Revenue and Expenses Year to Date as of June 30, 2019

- Operating Revenues Year to Date are favorable by \$1,972K
- Operating Expenses
 - Labor Regular - favorable by \$1,502K
 - Labor OT - unfavorable by \$1,643K

- Fringe Benefits - favorable by \$1,003K
- Non-Personnel - unfavorable by \$119K
- Total Operating Expenses – favorable by \$743K
- Transfers – favorable by \$2,858K
- Operating Balance is unfavorable by \$143K (variance to budget). Actual Operating Balance is \$0. (*Operating Balance equals revenue minus expenses and transfers*).

Slide 4

FY19 Operating Revenue by Major Funding Source - Year to Date as of June 30, 2019

- Passenger Fares - actual is \$10,239K while budget is \$10,243K
- Sales Tax Revenue (including Measure D) - actual is \$25,965K while budget is \$24,976K
- Other Revenue - actual is \$944K while budget is \$534K
- TDA - actual is \$7,288K while budget is \$7,075K
- STA Op Assistance - actual is \$4,254K while the budget is \$3,541K
- Federal Op Assistance - actual is \$4,589K while the budget is \$4,587K
- STIC Op Assistance - actual and budget are \$2,424K
- Fuel Tax Credit - actual is \$0 while the budget is \$351K.

Slide 5

Favorable/ (Unfavorable) Revenue Variance to Budget Year to Date as of June 30, 2019

- Passenger Fares variance to budget is unfavorable by \$4K primarily due to:
 - Fixed Route and Special Transit Fares - Contract under budget, by \$16K and \$51K, respectively. The unfavorable budget variance in Fixed Routes fares directly correlates with the declining local non-student ridership (decreased 4.5%, compared to FY18). The budget shortfall in Special transit Fares is due to reduced contract payments from Cabrillo College in the last quarter of FY19. Increased Highway 17 Fares, exceeding budget projections by \$74K or 5% (primarily due to increased sales of monthly passes in April 2019) offset the budget deficit in Fixed Route and Special Transit Fares, consequently resulting in the minimal budget variance (0.04%) in Passenger Fares.

- Sales Tax Revenue (including Measure D) variance to budget is favorable by \$989K due to higher than anticipated receipts. The FY19 Sales Tax budget was based on the FY18 projected actual and an anticipated 3% increase in FY19. Sales Tax receipts in both FY18 and FY19 exceeded economic expectations. Sales Tax Revenue increased 4%, compared to FY18.
- Other Revenue variance to budget is favorable by \$410K primarily due to:
 - Interest Income is over budget by \$229K or 255% due to the average cash balance at the County Treasury being much higher than budgeted.
 - Other Non-Transportation Revenue is over budget by \$105K or 527% due to new contracts with the City of Santa Cruz for the purchase of compressed natural gas – “CNG” (effective September 2018) and with Apple, Inc. for the lease of parking spaces at the Scotts Valley Transit Center (effective February 2019).
 - Other Op Assistance and Funding is over budget by \$111K or 100% due to payments from UCSC for the Articulated Bus Project that were not budgeted in FY19 (UCSC Funding of METRO Operations of 60-foot Articulated Bus – Agreement from August 2018)
 - Transp Dev Act (TDA) variance to budget is favorable by \$213K due an extra payment allocated and paid in Q2 by RTC due to revenues exceeding prior year’s estimates.
 - STA Op Assistance variance to budget is favorable by \$713K due to revised estimates by the State Controller’s office that increased the total amount of the FY2018 – 2019 STA allocation to Santa Cruz County.
 - Federal Op Assistance variance to budget is favorable by \$2K due to Medicare Subsidy received.
 - Fuel Tax Credit variance to budget is unfavorable by \$351K due to the expiration of the Alternative Fuel Tax Rebate (with a possible extension being approved later this year).

Operating Revenue Variances, by line item, are provided in more detail (amounts and percentages) in Attachment B.

Slide 6

FY19 Operating Expenses by Major Expense Category Year to Date as of June 30, 2019

- Labor - Regular- actual is \$15,672K while budget is \$17,175K
- Labor – OT - actual is \$3,348K while budget is \$1,705K
- Fringe Benefits - actual is \$20,337K while budget is \$21,340K
- Services - actual is \$3,955K while budget is \$3,741K

- Mobile Materials & Supplies - actual is \$2,843K while budget is \$3,334K
- Other Expenses - actual is \$2,953K while budget is \$2,557K

Slide 7

Favorable/ (Unfavorable) Expense Variance to Budget Year to Date as of June 30, 2019

- Labor – Regular variance to budget is favorable by \$1,502K due to:
 - 18 vacant funded positions (average for FY19)
 - Extended unpaid leaves of absence
- Labor – OT variance to budget is unfavorable by \$1,643K due to the need to backfill for vacant positions and extended leaves of absence in various departments.
- Fringe Benefits variance to budget is favorable by \$1,003K primarily due to:
 - Vacant funded positions and extended unpaid leaves of absence
 - Lower worker's compensation expenses
- Services variance to budget is unfavorable by \$214K due to:
 - Temp Help costs in various departments: \$388K (temp help is never budgeted and incurred expenditures are offset by savings in personnel expenses due to vacancies and extended unpaid leaves of absence)
 - Repair – Bldg & Impr is over budget by \$133K or 266% due to higher than anticipated costs for landscaping services (Vernon), pest control (various locations), as well as building maintenance (Pacific Station).
 - Admin & Bank Fees is over budget by \$85K or 22% due an accrual for the Sales Tax Admin Fee for the 2nd Qtr 2019. (The CDTFA changed the quarterly Administrative Fees schedule therefore there are five quarterly fees accounted for in FY19 rather than four.)
 - Repair-Rev Vehicle is over budget by \$56K or 14% due to increased non-warranty repairs.
 - Budget underruns in Prof & Tech Fees in most departments (\$329K, or 34%) offset the unfavorable balances listed above.
- Mobile Materials & Supplies variance to budget is favorable by \$491K primarily due to Fuel & Lube Rev Veh and Rev Vehicle Parts (Fleet Maintenance).
- Other Expenses are unfavorable by \$396K due to:
 - Casualty & Liability is over budget by \$317K or 42% due to Settlement Costs (Year-end claims reserve balance adjustment: \$257K) and Insurance – PL & PD (increased insurance premiums).

- Leases & Rentals is over budget by \$95K or 40% due to an operating lease expense (Artic Buses) that was not budgeted in FY19 (funding provided by UCSC) This expense is offset by the revenue variance in Other Op Assistance for the Artic Buses explained in Slide 5 above.
- Miscellaneous is over budget by \$21K or 5% due to Other Misc. Expenses (IRS 2015 Alternative Fuel Tax Rebate Liability: final total charges; penalties and interest charged by IRS).
- Budget underruns in Other Materials & Supplies (Non-Inventory Parts: \$44K, or 52%) and Utilities (Gas & Electric: \$27K or 9%) offset the unfavorable balances listed above.

Operating Expense Variances, by line item, are discussed in more details (amounts and percentages) in Attachment B.

Slide 8

FY19 Transfers Year to Date as of June 30, 2019

- Transfer to Capital Budget (2016 Net Sales Tax Measure D) - actual is \$2,123K while budget is \$1,860K
- Transfer to Capital Budget (TDA-STA-Operating, Includes SB1) - actual is \$206K while budget is \$469K
- Transfer to Operating and Capital Reserve Fund (Alt Fuel Tax) - actual is \$0K while budget is \$351K
- Transfer Excess to Operating and Capital Reserve Fund - actual is \$4,265K while budget is \$1,056K.

Favorable/ (Unfavorable) Transfers Variance to Budget Year to Date as of June 30, 2019

- Transfer to Capital Budget (2016 Net Sales Tax Measure D) variance to budget is favorable by \$263K as Sales Tax receipts outpaced budget expectations.
- Transfer to Capital Budget (TDA-STA-Operating, Includes SB1) variance to budget is unfavorable by \$263K due to availability of Measure D funds.
- Transfer to Operating and Capital Reserve Fund (Fuel Tax) variance to budget is unfavorable by \$351K due to the expiration of the Alternative Fuel Tax Rebate (with a possible extension being approved later this year).
- Transfer Excess to Operating and Capital Reserve Fund variance to budget is favorable by \$3,209K due to favorable budget variances in operating revenues and expenses in FY19. The disposition of the current fiscal year carryover has been referred to the Finance, Budget and Audit Committee for further discussion and recommended action.

Slide 9

FY19 Capital Budget Spending Year to Date (by Funding Source) as of June 30, 2019

- Total Capital Funding year to date is \$3,147K; FY19 budget is \$22.9M; 14% spent
 - Cal-OES Prop 1B Transits Security Grant funding (CTSGP) is \$404K
 - Operating and Capital Reserve funding is \$118K
 - Federal Capital Grants (FTA) funding is \$1,231K
 - Measure D funding is \$730K
 - State Transits Assistance (STA-SB-1-FY18) – Transfers from Operating Budget funding is \$28K
 - Statewide Transportation Improvement Program (STIP) funding is \$548K
 - State – PTMISEA (1B) funding is \$87K.

Slide 10

FY19 Capital Budget Spending Year to Date as of June 30, 2019

- Total Capital Projects spending year to date is \$3,147K; FY19 budget is \$22.9M; 14% spent
 - Construction Related Projects spending is \$487K for the following projects:
 - Transit Security Projects
 - Pacific Station/Metro Center – Conceptual Design
 - Metrobase Project – Judy K. Souza – Operations Bldg.
 - IT Projects spending is \$9K for the following projects:
 - Large Monitor Presentation System
 - Redundant Firewalls
 - Facilities Upgrades & Improvements spending is \$29K for the following project:
 - 138 Golf Club Fire Egress (FTA 5339a FY17)
 - Scissor Lift (FTA 5339a FY14)

- Revenue Vehicle Purchases, Replacement & Campaigns spending is \$2,451K for the following projects:
 - Electric Bus (3), Infrastructure and Project Management (FTA 5339c FY16)
 - AVL/ITS (FY18 STIP, Measure D)
 - VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artics
 - Paracruz Van Replacements (11) (FTA 5339a FY15/16)
 - Capitalized Lease (3 New Flyer Buses) – Year 2
 - Mid-Life Bus Engine Overhaul (FTA 5339a GY14 & FY17)
 - Bus Repaint Campaigns (36) (FTA 5339a FY14)
 - Paratransit Vehicle (1) (FTA 5310 FY13/14)
 - Capitalized Lease – 3 New Flyer Buses – External Announcement System Programming Patch (Clever Devices)
- Non-Revenue Vehicle Replacements spending is \$55K for the following project:
 - Propane Fueled Tow Motor (FTA 5339a FY14)
- Office Equipment spending is \$32K for the following projects:
 - Business Copy Machine – Admin (FTA 5339a FY18)
 - 4 Vertical Fire King File Cabinets (Admin)
- Misc. spending is \$84K for the following projects:
 - TVM Pin Pad Bezel 8 Upgrade (6)
 - C/S Call Center Furnishings (FTA 5339a FY18)
 - XPR7550 Handheld Radios (3) & Batteries (7)
- The following major projects contributed to the remaining unspent balance of \$19.8M:
 - Pacific Station/Metro Center – Rehabilitation Project (partnered with City of Santa Cruz) \$2,069 is currently remaining; METRO will look to execute a formal MOU with the City within the next few months, while the City pursues an AHSC grant application in February 2021 after the required land development issues are completed. Project subject to future Board action.
 - Revenue Vehicle Replacement and Campaigns - \$16.2M remains. Currently in the queue; 5 (five) Electric Buses (2 of which are dedicated to Watsonville for the Circulator projects) 6 (six) CNG Buses, 2 ZEBs, Bus Mid Life Engine Overhauls, Bus Refurbs, Bus Repaints, and AVL/ITS.

- Non-Revenue Vehicles - \$30K for a Custodial Vehicle Replacement
- Fleet & Facilities Maint Equipment - \$125K – 1 (one) bus yard scrubber and 2 (two) floor scrubbers

Slide 11

(Cover Sheet) - Additional Information

Slide 12

Additional Information for the Month of June 2019

- Unemployment Rate % in Santa Cruz County is 4.2%
- \$ Gasoline per Gallon for the San Francisco-Oakland-San Jose area is \$3.83;
\$ Diesel is \$4.04
- Ridership YTD as of June 2019 changed as follows, year-over-year (FY18 – FY19):
 - 0.1% decrease in Total ridership
 - 1.7% decrease in Highway 17 ridership
 - No change in Local ridership
 - 2.9% increase in UCSC ridership
 - 4.3% increase in Cabrillo ridership
 - 4.5% decrease in Non-Student ridership

B. Non-Operating Expenses

- Non-Operating Expenses for the year total \$9,338,292. The non-cash accounting entries will be included as part of the annual Audited Financial Statements, although they are not presented in these financial reports. Non-operating expenses are non-cash accounting entries that Santa Cruz METRO is required to record.
 - Incurred but not Reported (IBNR) Worker's Compensation Losses – In accordance with Governmental Accounting Standards Board (GASB) Statement #10, the annual accounting entry for the workers' compensation IBNR was a decrease of -\$1,390,064. GASB Statement #10 requires Santa Cruz METRO to accrue a liability on its financial statements for the ultimate cost of claims and expenses associated with all reported and estimated unreported worker's compensation claims. The decrease this year was primarily due to favorable loss development and a reduction in the total number of open claims.
 - "Other post-employment benefits" (OPEB) Cost – GASB 75 – (replaced GASB 45) - In accordance with GASB Statement #75 the net effect of the annual accounting entry was \$3,932,379 in additional OPEB expenses for

retiree medical benefits. Briefly, benefits include subsidized medical, dental, vision and life insurance coverage for eligible retirees.

- Net Pension Liability – GASB 68 - Santa Cruz METRO implemented GASB 68 in FY15 and is now required to recognize a pension liability on the financial statements. The effect of the annual accounting entry was a \$1,509,176 increase to retirement expenses.
- Annual Depreciation of grant and district funded capital assets was \$5,286,801; effective with the FY18 financial close, grant funded depreciation is now combined with district funded depreciation to comply with GASB Statement No. 33
- The non-cash accounting entries are all required and therefore will be incorporated into the annual Audited Financial Statements; they are not included in the reports presented here.

C. Capital Improvement Program

- Capital expenditures for the FY19 Capital Budget Attachment C total \$3,146,852 or 14% of the \$22,919,013 budgeted. These capital improvement projects were funded with a combination of Federal, State and Local funds. Measure D provided \$730,075 in funding for Revenue Vehicle Replacements and Campaigns, while the Operating and Capital Reserve Fund provided funding in the amount of \$118,378.

Some of the larger Capital Projects include:

- Construction Related Projects - \$487K spent
 - Transit Security Projects
 - Cameras on Buses - \$206K
 - Emergency Generator Replacement Project \$25K
 - Security Camera Install at JKS \$170K
 - Close-out the Metrobase JKS Operations Bldg Project - \$79K
- Revenue Vehicle Purchase, Replacements & Campaigns \$2.4M was spent on various projects – including
 - Paracruz Vehicle Replacements - \$827K
 - AVL/ITS - \$729K
 - Year 2 - Capitalized Lease for 3 New Flyer Buses \$243K
- Non-Revenue Vehicle Replacements - \$55K spent on a Propane Fueled Tow Motor
- Other funded projects include: office equipment replacements, a large monitor presentation system, Ticket Vending Machine (TVM) upgrades, replacement hand held radios, Call Center furnishings and other miscellaneous projects.

Some of the capital projects are multi-year projects and unexpended resources will be carried over to FY20, including:

- Pacific Station/Metro Center Rehabilitation Project (partnered with City of Santa Cruz)
- Multiple Bus and Bus Replacement Projects and Campaigns including:
 - o Electric Bus (3) + Infrastructure Project
 - o Electric Bus (2) – Watsonville ZEB Circulator
 - o Zero Emission Bus (ZEB) (2)
 - o (6) CNG Bus Replacements
 - o Paracruz Van Replacements
 - o Mid-Life Bus Engine Overhauls
 - o Bus Repaints
 - o AVL/ITS
- Emergency Generator Replacement
- Fuel Management System
- Golf Club Fire Egress, and
- Multiple projects funded with various FTA Section 5339 funds

Staff recommends that the Board accept and adopt the:

- Year to Date Monthly Financial Report as of June 30, 2019 Presentation (Attachment A)
- FY19 Operating Revenue & Expenses Year to Date as of 06/30/19 (Attachment B)
- FY19 Capital Budget Report for the month ending 06/30/19 (Attachment C)
- FY19 Capital Budget Project Status Report as of June 30, 2019 (Attachment D)

IV. FINANCIAL CONSIDERATIONS/IMPACT

Favorable budget variances in Operating Revenues and Expenses contributed to higher than anticipated transfers to the Operating and Capital Reserve Fund. The Schedule of Reserves will be brought back for future recommendation following Finance, Budget and Audit Committee consideration.

V. ALTERNATIVES CONSIDERED

- The Board could choose to not accept this report although that is not recommended. This report is required per the Board Bylaws Article 16.01(e) and Public Utility Code (PUC) § 98145, to be presented to the Board within 90 days from the end of each fiscal year.

VI. ATTACHMENTS

- Attachment A:** Year to Date Monthly Financial Report as of June 30, 2019 Presentation
- Attachment B:** FY19 Operating Revenue and Expenses - for the month ending – 06/30/19
- Attachment C:** FY19 Capital Budget - for the month ending – 06/30/19
- Attachment D:** FY19 Capital Budget Project Status Report as of June 30, 2019

Prepared By: Debbie Kinslow, Finance Deputy Director
Kristina Mihaylova, Sr. Financial Analyst

VII. APPROVALS

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



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Year to Date Monthly Financial Report as of June 30, 2019

Santa Cruz METRO Board of Directors

September 27, 2019

Angela Aitken, Chief Financial Officer

FY19 Operating Revenue and Expenses

For the Month Ending June 30, 2019

100% of Fiscal Year Elapsed

\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Operating Revenue:	\$11,056	\$11,458	(\$402)
Operating Expenses:			
Labor - Regular	\$1,190	\$1,431	\$241
Labor - Overtime	\$259	\$142	(\$117)
Fringe Benefits	\$1,820	\$1,778	(\$42)
Non-Personnel Expenses	\$1,122	\$783	(\$339)
Total Operating Expenses:	\$4,391	\$4,134	(\$257)
Transfers:	(\$4,682)	(\$2,031)	\$2,651
Operating Balance:			(\$3,310)

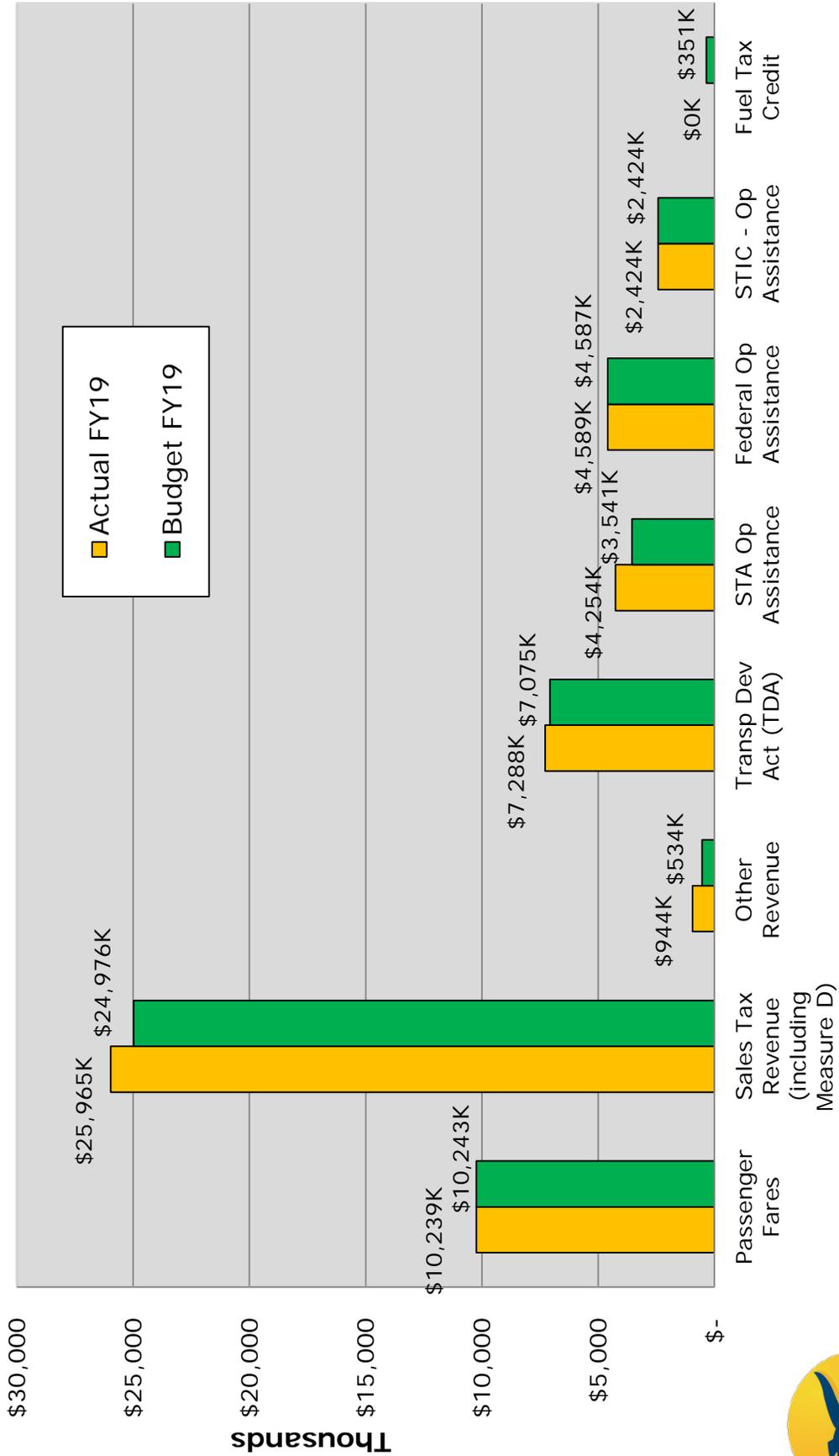
FY19 Operating Revenue and Expenses

Year to Date as of June 30, 2019

100% of Fiscal Year Elapsed

\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Operating Revenue:	\$55,703	\$53,731	\$1,972
Operating Expenses:			
Labor - Regular	\$15,672	\$17,175	\$1,502
Labor - Overtime	\$3,348	\$1,705	(\$1,643)
Fringe Benefits	\$20,337	\$21,340	\$1,003
Non-Personnel Expenses	\$9,751	\$9,632	(\$119)
Total Operating Expenses:	\$49,109	\$49,852	\$743
Transfers:	(\$6,594)	(\$3,736)	\$2,858
Operating Balance:			(\$143)

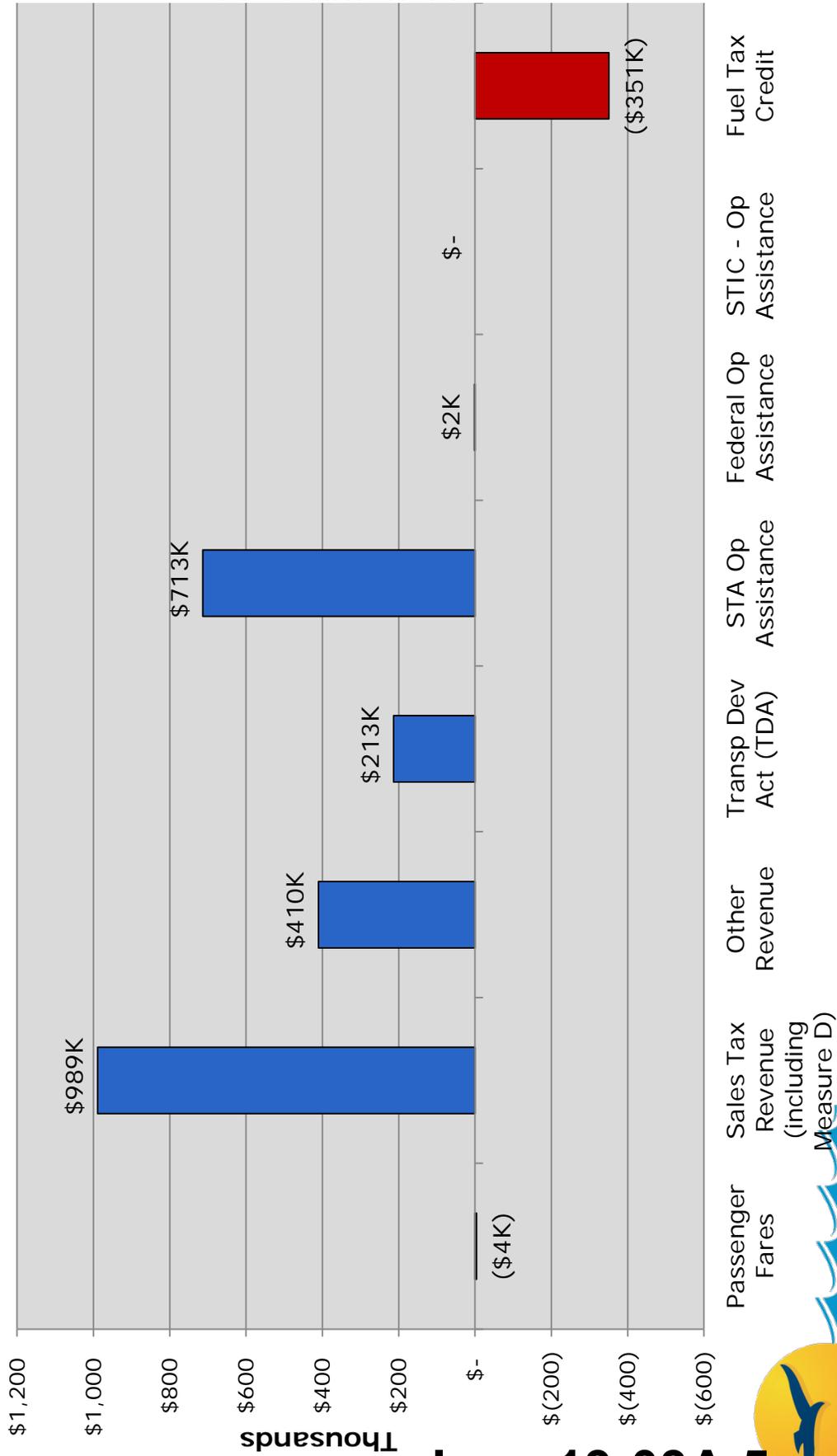
FY19 Operating Revenue by Major Funding Source
Year to Date as of June 30, 2019
100% of Fiscal Year Elapsed



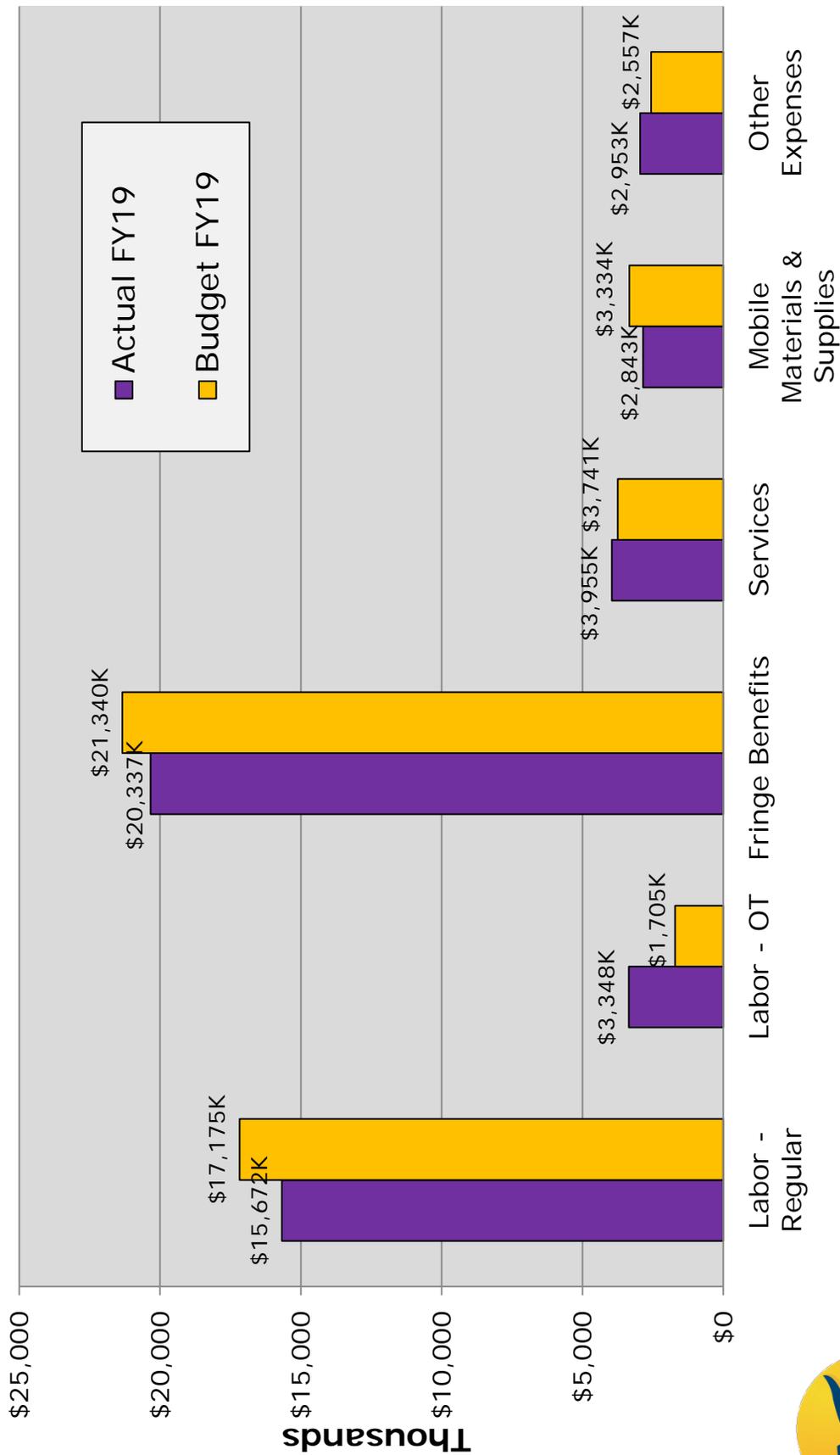
Favorable/(Unfavorable) Revenue Variance to Budget

Year to Date as of June 30, 2019

100% of Fiscal Year Elapsed

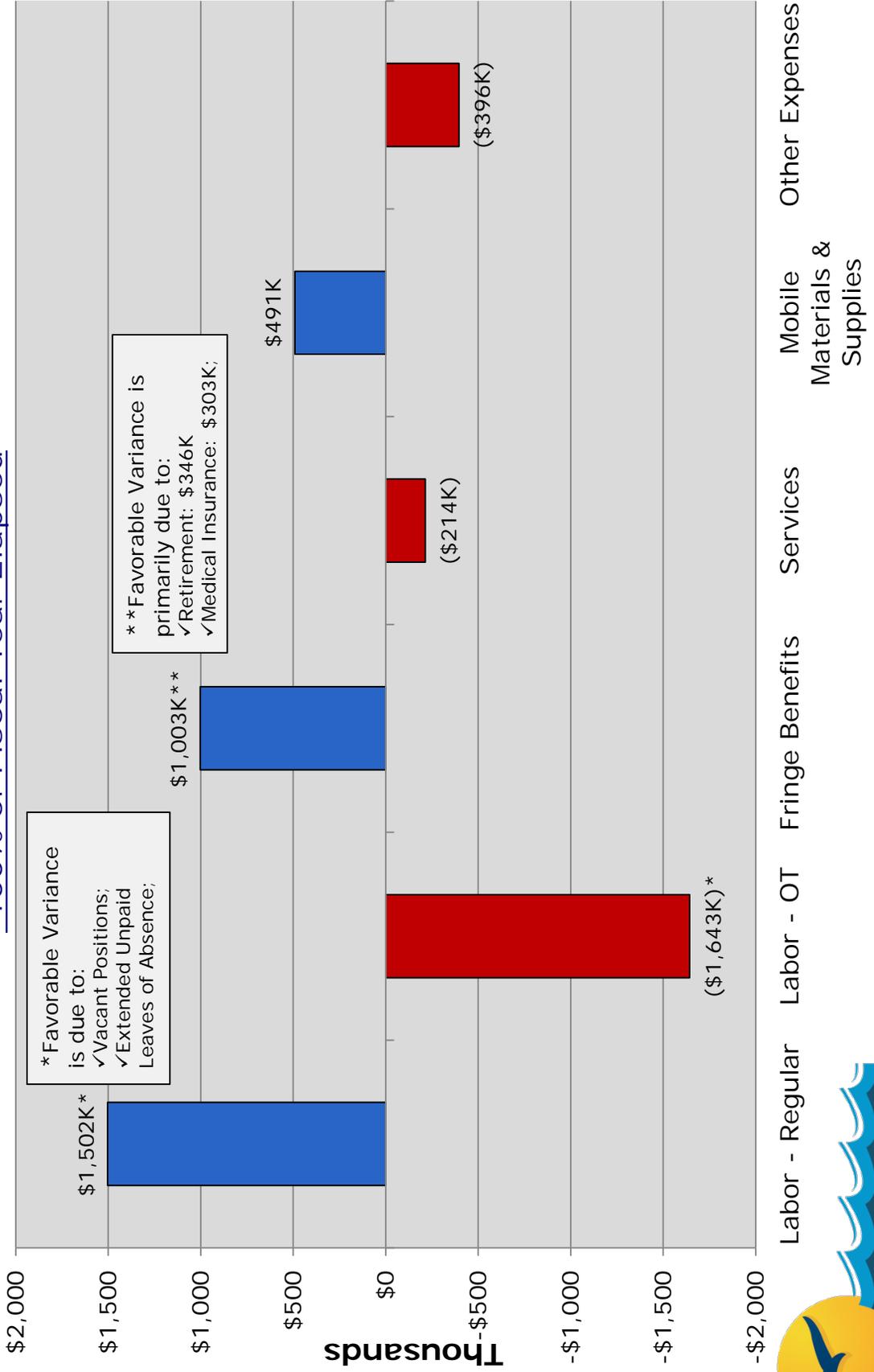


FY19 Operating Expenses by Major Expense Category
Year to Date as of June 30, 2019
100% of Fiscal Year Elapsed

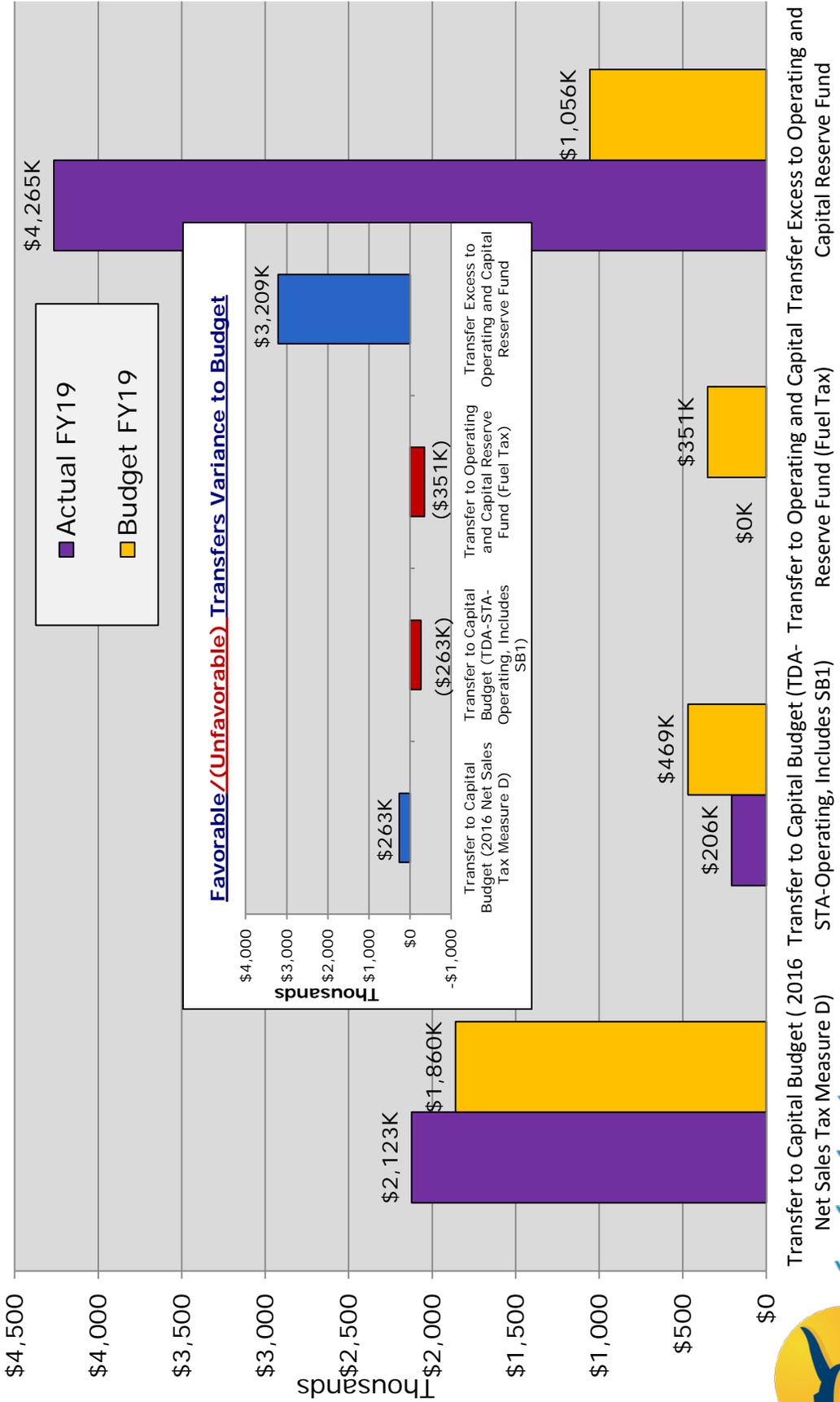


Favorable/(Unfavorable) Expense Variance to Budget
Year to Date as of June 30, 2019

100% of Fiscal Year Elapsed



FY19 Transfers
Year to Date as of June 30, 2019
100% of Fiscal Year Elapsed

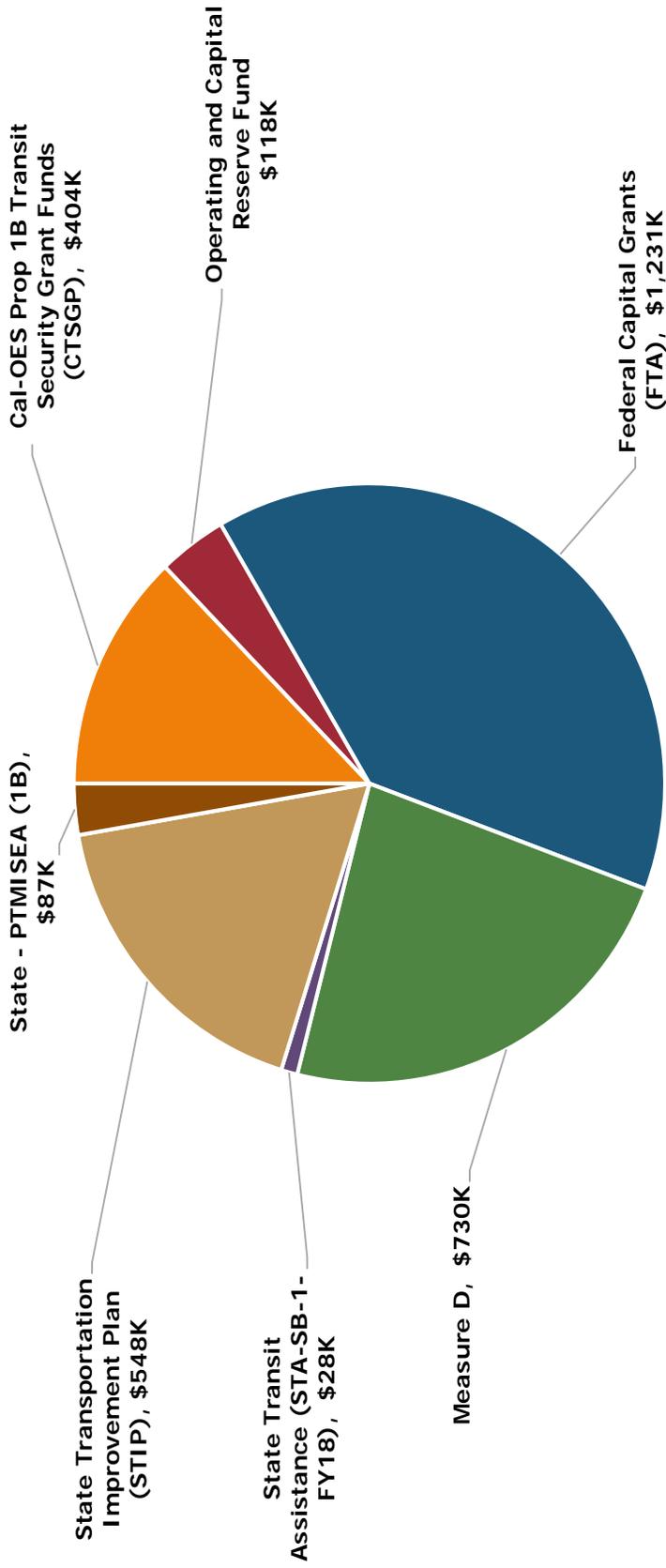


FY19 Capital Budget:

Spending Year to Date (by Funding Source) as of June 30, 2019

100% of Fiscal Year Elapsed

	Actual YTD	Total FY19 Budget	% Spent YTD
Total Capital Funding:	\$3,146,853	\$22,919,013	14%



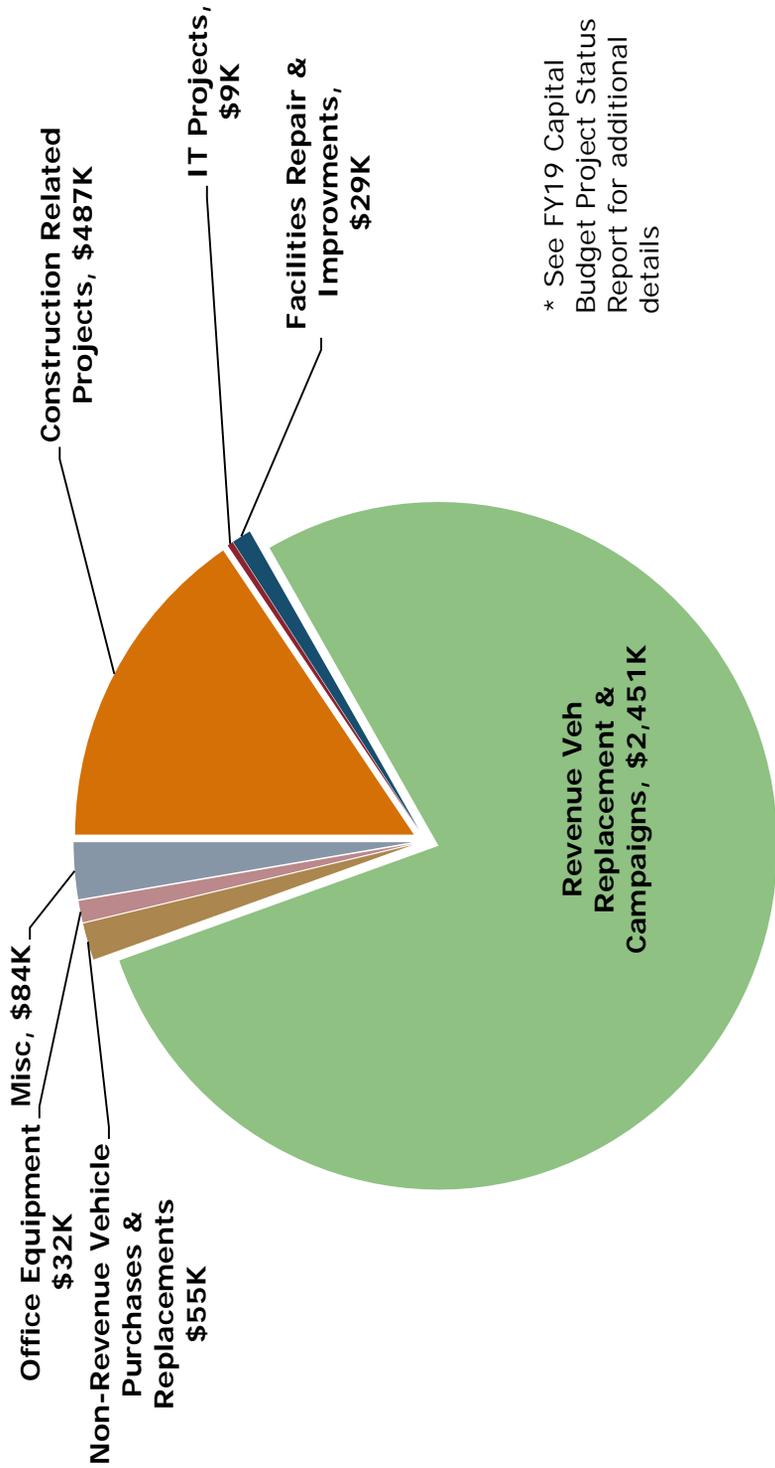
Actual YTD

FY19 Capital Budget:

Spending Year to Date as of June 30, 2019

100% of Fiscal Year Elapsed

	Actual YTD	Total FY19 Budget	% Spent YTD
Total Capital Projects:	\$3,146,853	\$22,919,013	14%



* See FY19 Capital Budget Project Status Report for additional details

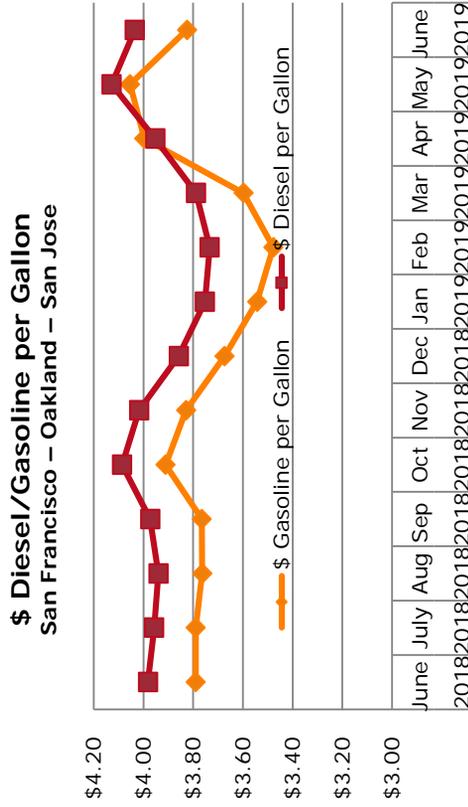
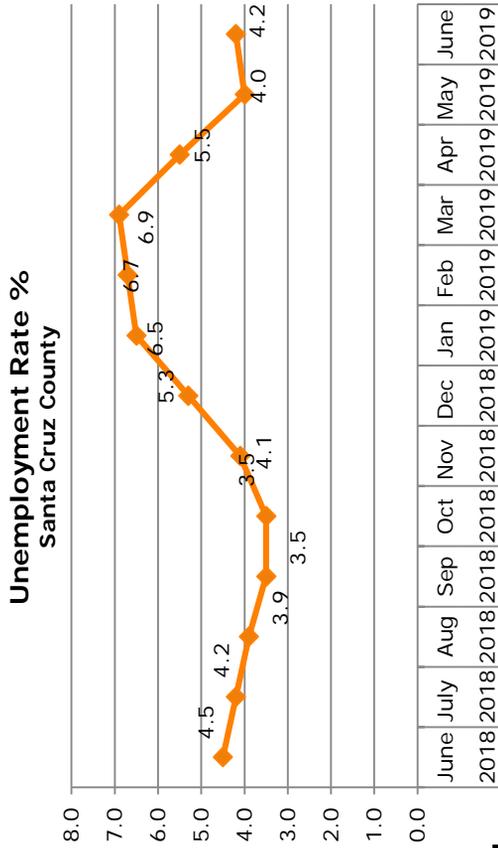


Additional Information

June 13-03A.11



Economic Indicators & Ridership:



FY18-19 Ridership: June YTD			
Ridership	June-FY18	June-FY19	% Change
Total	5,048,512	5,045,751	-0.1%
Hwy 17	290,419	285,401	-1.7%
Local	4,758,093	4,760,350	0.0%
UCSC	2,592,054	2,666,024	2.9%
Cabrillo	296,571	309,248	4.3%
Non-Student	1,869,468	1,785,078	-4.5%

Questions

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Attachment B

FY19 Operating Revenue & Expenses Year to Date as of June 30, 2019

Revenue:	Year to Date			YTD Year Over Year Comparison			
	Actual	Budget	\$ Var	% Var	Actual FY18	\$ Var	% Var
Passenger Fares	\$ 10,238,962	\$ 10,243,114	\$ (4,152)	0%	\$ 10,280,559	\$ (41,597)	0%
Other Revenue	\$ 832,654	\$ 509,905	\$ 322,749	63%	\$ 621,069	\$ 211,585	34%
Sales Tax Revenue	\$ 22,473,422	\$ 21,747,344	\$ 726,078	3%	\$ 21,526,675	\$ 946,747	4%
Sales Tax Revenue Measure D	\$ 3,492,041	\$ 3,229,124	\$ 262,917	8%	\$ 3,362,419	\$ 129,622	4%
Transp Dev Act (TDA) - Op Asst	\$ 7,288,209	\$ 7,074,858	\$ 213,351	3%	\$ 6,767,933	\$ 520,276	8%
Federal Op Assistance	\$ 4,588,748	\$ 4,586,962	\$ 1,786	0%	\$ 4,197,074	\$ 391,674	9%
Other Op Assistance/Funding	\$ 111,284	\$ 24,000	\$ 87,284	364%	\$ 104,412	\$ 6,872	7%
STA - Op Assistance	\$ 4,253,929	\$ 3,540,904	\$ 713,025	20%	\$ 3,196,463	\$ 1,057,466	33%
STIC - Op Assistance	\$ 2,424,031	\$ 2,424,031	\$ -	0%	\$ 2,542,610	\$ (118,579)	-5%
Fuel Tax Credit	\$ -	\$ 351,000	\$ (351,000)	-100%	\$ 354,826	\$ (354,826)	-100%
Total Revenue	\$ 55,703,280	\$ 53,731,242	\$ 1,972,038	4%	\$ 52,954,040	\$ 2,749,240	5%
Expenses:							
Labor - Regular	\$ 15,672,413	\$ 17,174,895	\$ (1,502,482)	-9%	\$ 15,636,839	\$ 35,574	0%
Labor - Overtime	\$ 3,348,345	\$ 1,704,994	\$ 1,643,351	96%	\$ 3,090,877	\$ 257,469	8%
Fringe Benefits	\$ 20,337,374	\$ 21,340,224	\$ (1,002,850)	-5%	\$ 19,447,463	\$ 889,911	5%
Services	\$ 3,955,287	\$ 3,741,053	\$ 214,235	6%	\$ 3,230,876	\$ 724,412	22%
Mobile Materials & Supplies	\$ 2,842,712	\$ 3,334,000	\$ (491,288)	-15%	\$ 2,709,880	\$ 132,832	5%
Other Materials & Supplies	\$ 435,090	\$ 451,520	\$ (16,430)	-4%	\$ 427,088	\$ 8,002	2%
Utilities	\$ 612,123	\$ 630,900	\$ (18,777)	-3%	\$ 579,259	\$ 32,864	6%
Casualty & Liability	\$ 1,067,132	\$ 749,775	\$ 317,357	42%	\$ 696,292	\$ 370,841	53%
Taxes	\$ 44,793	\$ 47,000	\$ (2,207)	-5%	\$ 41,917	\$ 2,875	7%
Purchased Transportation	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Miscellaneous	\$ 419,379	\$ 398,300	\$ 21,079	5%	\$ 481,950	\$ (62,571)	-13%
Interest Expense	\$ 39,616	\$ 39,617	\$ (1)	0%	\$ 26,492	\$ 13,124	50%
Leases & Rentals	\$ 334,781	\$ 239,600	\$ 95,181	40%	\$ 310,870	\$ 23,911	8%
Total Expenses	\$ 49,109,047	\$ 49,851,878	\$ (742,832)	-1%	\$ 46,679,803	\$ 2,429,244	5%
Transfers:							
Transfers to Capital Budget	\$ (2,329,321)	\$ (2,328,921)	\$ (400)	0%	\$ (2,326,003)	\$ (3,318)	0%
Transfers to Operating and Capital Reserve Fund	\$ (4,264,912)	\$ (1,406,962)	\$ (2,857,950)	203%	\$ (3,948,234)	\$ (316,678)	8%
Total Transfers	\$ (6,594,233)	\$ (3,735,883)	\$ (2,858,350)	77%	\$ (6,274,237)	\$ (319,996)	5%
Operating Balance	\$ 0	\$ 143,481	\$ (143,481)	-100%	\$ 0	\$ (0)	0%

FY19
Operating Revenue
Year to Date as of June 30, 2019

	Year to Date		YTD Year Over Year Comparison		
	Actual	Budget	\$ Var	% Var	% Var
Percent of Year Elapsed -	100%				
Passenger Fares					
Passenger Fares	\$ 2,546,823	\$ 2,563,172	\$ (16,349)	-1%	\$ (84,885) -3%
Paratransit Fares	\$ 285,841	\$ 291,566	\$ (5,726)	-2%	\$ (1,522) -1%
Special Transit Fares - Contract	\$ 5,330,373	\$ 5,381,772	\$ (51,399)	-1%	\$ 56,802 1%
Highway 17 Fares	\$ 1,549,496	\$ 1,475,275	\$ 74,221	5%	\$ (14,785) -1%
Highway 17 Payments	\$ 526,430	\$ 531,329	\$ (4,899)	-1%	\$ 2,793 1%
Subtotal Passenger Revenue	\$ 10,238,962	\$ 10,243,114	\$ (4,152)	0%	\$ (41,597) 0%
Other Revenue					
Commissions	\$ 2,503	\$ 2,500	\$ 3	0%	\$ (19) -1%
Advertising Income	\$ 238,255	\$ 250,000	\$ (11,745)	-5%	\$ (70,697) -23%
Rent Income - SC Pacific Station	\$ 102,016	\$ 103,184	\$ (1,168)	-1%	\$ 4,806 5%
Rent Income - Watsonville TC	\$ 45,285	\$ 44,221	\$ 1,064	2%	\$ 1,110 3%
Interest Income	\$ 319,195	\$ 90,000	\$ 229,195	255%	\$ 177,542 125%
Other Non-Transp Revenue	\$ 125,400	\$ 20,000	\$ 105,400	527%	\$ 98,843 372%
Subtotal Other Revenue	\$ 832,654	\$ 509,905	\$ 322,749	63%	\$ 211,585 34%
Sales Tax Revenue	\$ 22,473,422	\$ 21,747,344	\$ 726,078	3%	\$ 21,526,675 4%
Sales Tax Revenue Measure D	\$ 3,492,041	\$ 3,229,124	\$ 262,917	8%	\$ 129,622 4%
Subtotal Sales Tax Revenue	\$ 25,965,464	\$ 24,976,468	\$ 988,996	4%	\$ 1,076,369 4%
Transp Dev Act (TDA) - Op Asst	\$ 7,288,209	\$ 7,074,858	\$ 213,351	3%	\$ 520,276 8%
Subtotal TDA Op Assistance	\$ 7,288,209	\$ 7,074,858	\$ 213,351	3%	\$ 520,276 8%
Federal Op Assistance					
FTA Sec 5307 - Op Asst	\$ 4,370,741	\$ 4,412,091	\$ (41,350)	-1%	\$ 344,896 9%
FTA Sec 5311 - Rural Op Asst	\$ 174,321	\$ 174,321	\$ -	0%	\$ 3,893 2%
Medicare Subsidy	\$ 43,686	\$ 550	\$ 43,136	7843%	\$ 42,885 5353%
Subtotal Federal Op Assistance	\$ 4,588,748	\$ 4,586,962	\$ 1,786	0%	\$ 391,674 9%

FY19
Operating Revenue
Year to Date as of June 30, 2019

Percent of Year Elapsed -	Year to Date			YTD Year Over Year Comparison		
	Actual	Budget	% Var	FY18	\$ Var	% Var
100%						
Other Op Assistance/Funding						
	\$ -	\$ 24,000	-100%	\$ -	\$ -	0%
Sect 5304 Planning AMBAG Funding	\$ 111,284	\$ -	100%	\$ 104,412	\$ 6,872	7%
Other Op Assistance/Funding	\$ 111,284	\$ 24,000	364%	\$ 104,412	\$ 6,872	7%
Subtotal Other Op Assistance/Funding	\$ 111,284	\$ 24,000	364%	\$ 104,412	\$ 6,872	7%
STA - Op Assistance						
	\$ 4,253,929	\$ 3,540,904	20%	\$ 3,196,463	\$ 1,057,466	33%
STIC -Op Assistance						
	\$ 2,424,031	\$ 2,424,031	0%	\$ 2,542,610	\$ (118,579)	-5%
Fuel Tax Credit						
	\$ -	\$ 351,000	-100%	\$ 354,826	\$ (354,826)	-100%
Total Revenue	\$ 55,703,280	\$ 53,731,242	4%	\$ 52,954,040	\$ 2,749,239	5%
Transfers						
Transfers to Capital Budget						
Transfers to Capital Budget (2016 Net Sales Tax Measure D)	\$ (2,123,065)	\$ (1,860,148)	14%	\$ (2,093,000)	\$ (30,065)	1%
Transfers to Capital Budget (TDA - STA - Operating, includes SB1)	\$ (206,256)	\$ (468,773)	-56%	\$ (233,003)	\$ 26,747	-11%
Subtotal Transfers to Capital Budget	\$ (2,329,321)	\$ (2,328,921)	0%	\$ (2,326,003)	\$ (3,318)	0%
Transfers to Operating and Capital Reserve Fund						
Transfers to Operating and Capital Reserve Fund (Fuel Tax Credit)	\$ -	\$ (351,000)	-100%	\$ (354,826)	\$ 354,826	-100%
Transfer Excess to Operating and Capital Reserve Fund	\$ (4,264,912)	\$ (1,055,962)	304%	\$ (3,593,408)	\$ (671,504)	19%
Subtotal Transfers to Reserves	\$ (4,264,912)	\$ (1,406,962)	203%	\$ (3,948,234)	\$ (316,678)	8%
Total Transfers	\$ (6,594,233)	\$ (3,735,883)	77%	\$ (6,274,237)	\$ (319,996)	5%
Total Operating Expenses	\$ 49,109,047			\$ 46,679,803		
Operating Balance	\$ 0			\$ 0		

FY19
Consolidated Operating Expenses
Year to Date as of June 30, 2019

	Year to Date			YTD Year Over Year Comparison			
	<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>% Var</u>	<u>FY18</u>	<u>\$ Var</u>	<u>% Var</u>
501011 Bus Operator Pay	\$ 8,089,242	\$ 8,934,707	\$ (845,465)	-9%	\$ 8,268,866	(179,624)	-2%
501013 Bus Operator Overtime	\$ 2,539,776	\$ 1,238,781	\$ 1,300,995	105%	\$ 2,290,714	249,061	11%
501021 Other Salaries	\$ 7,583,171	\$ 8,240,188	\$ (657,017)	-8%	\$ 7,367,973	215,198	3%
501023 Other Overtime	\$ 808,570	\$ 466,213	\$ 342,357	73%	\$ 800,162	8,407	1%
Total Labor -	\$ 19,020,759	\$ 18,879,889	\$ 140,870	1%	\$ 18,727,716	293,043	2%

Fringe Benefits

502011 Medicare/Soc. Sec.	\$ 320,189	\$ 331,002	\$ (10,813)	-3%	\$ 312,049	8,141	3%
502021 Retirement	\$ 5,293,017	\$ 5,639,190	\$ (346,173)	-6%	\$ 4,686,776	606,241	13%
502031 Medical Insurance	\$ 9,117,148	\$ 9,419,856	\$ (302,708)	-3%	\$ 9,311,509	(194,361)	-2%
502041 Dental Insurance	\$ 417,820	\$ 500,840	\$ (83,020)	-17%	\$ 452,032	(34,212)	-8%
502045 Vision Insurance	\$ 113,601	\$ 125,303	\$ (11,702)	-9%	\$ 117,345	(3,744)	-3%
502051 Life Insurance	\$ 51,057	\$ 50,015	\$ 1,042	2%	\$ 51,887	(831)	-2%
502060 State Disability	\$ 219,163	\$ 228,733	\$ (9,570)	-4%	\$ 205,319	13,844	7%
502061 Disability Insurance	\$ 128,730	\$ 143,676	\$ (14,946)	-10%	\$ 128,901	(171)	0%
502071 State Unemp. Ins	\$ 53,312	\$ 58,582	\$ (5,270)	-9%	\$ 54,231	(919)	-2%
502081 Worker's Comp Ins	\$ 810,932	\$ 901,766	\$ (90,834)	-10%	\$ 470,753	340,179	72%
502083 Worker's Comp IBNR	\$ -	\$ -	\$ -	0%	\$ -	-	0%
502101 Holiday Pay	\$ 470,458	\$ 645,067	\$ (174,609)	-27%	\$ 461,971	8,487	2%
502103 Floating Holiday	\$ 115,819	\$ 110,690	\$ 5,129	5%	\$ 110,877	4,942	4%
502109 Sick Leave	\$ 681,709	\$ 989,328	\$ (307,620)	-31%	\$ 646,671	35,037	5%
502111 Annual Leave	\$ 2,241,564	\$ 1,970,491	\$ 271,073	14%	\$ 2,196,884	44,680	2%
502121 Other Paid Absence	\$ 238,362	\$ 151,187	\$ 87,175	58%	\$ 178,265	60,097	34%
502251 Physical Exams	\$ 8,878	\$ 12,283	\$ (3,405)	-28%	\$ 8,004	874	11%
502253 Driver Lic Renewal	\$ 1,864	\$ 3,211	\$ (1,347)	-42%	\$ 1,709	155	9%
502999 Other Fringe Benefits	\$ 53,751	\$ 59,004	\$ (5,253)	-9%	\$ 52,279	1,472	3%
Total Fringe Benefits -	\$ 20,337,374	\$ 21,340,224	\$ (1,002,850)	-5%	\$ 19,447,463	889,911	5%
Total Personnel Expenses -	\$ 39,358,133	\$ 40,220,113	\$ (861,980)	-2%	\$ 38,175,179	1,182,954	3%

Attachment B

FY19 Consolidated Operating Expenses Year to Date as of June 30, 2019

	Year to Date			YTD Year Over Year Comparison		
	<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>FY18</u>	<u>\$ Var</u>	<u>% Var</u>
Services						
503011 Acctg & Audit Fees	\$ 95,709	\$ 105,250	\$ (9,541)	\$ 87,661	\$ 8,049	9%
503012 Admin & Bank Fees	\$ 464,712	\$ 380,000	\$ 84,712	\$ 387,189	\$ 77,523	20%
503031 Prof & Tech Fees	\$ 641,702	\$ 970,968	\$ (329,266)	\$ 293,267	\$ 348,435	119%
503032 Legislative Services	\$ 93,000	\$ 101,000	\$ (8,000)	\$ 95,451	\$ (2,451)	-3%
503033 Legal Services	\$ 363,949	\$ 400,000	\$ (36,051)	\$ 400,443	\$ (36,494)	-9%
503034 Pre-Employ Exams	\$ 6,600	\$ 5,525	\$ 1,075	\$ 2,603	\$ 3,996	154%
503041 Temp Help	\$ 388,368	\$ -	\$ 388,368	\$ 232,911	\$ 155,457	67%
503161 Custodial Services	\$ 5,603	\$ 8,300	\$ (2,697)	\$ 4,141	\$ 1,462	35%
503162 Uniform & Laundry	\$ 22,809	\$ 25,910	\$ (3,101)	\$ 22,843	\$ (34)	0%
503171 Security Services	\$ 518,156	\$ 525,700	\$ (7,544)	\$ 499,252	\$ 18,903	4%
503221 Classified/Legal Ads	\$ 21,301	\$ 14,700	\$ 6,601	\$ 13,214	\$ 8,088	61%
503222 Legal Advertising	\$ -	\$ -	\$ -	\$ -	\$ -	0%
503225 Graphic Services	\$ 988	\$ -	\$ 988	\$ -	\$ 988	100%
503351 Repair - Bldg & Impr	\$ 183,211	\$ 50,000	\$ 133,211	\$ 68,516	\$ 114,695	167%
503352 Repair - Equipment	\$ 611,868	\$ 670,800	\$ (58,932)	\$ 678,760	\$ (66,892)	-10%
503353 Repair - Rev Vehicle	\$ 457,799	\$ 401,500	\$ 56,299	\$ 372,203	\$ 85,596	23%
503354 Repair - Non Rev Vehicle	\$ 18,158	\$ 33,000	\$ (14,842)	\$ 19,148	\$ (991)	-5%
503363 Haz Mat Disposal	\$ 61,356	\$ 48,400	\$ 12,957	\$ 53,274	\$ 8,083	15%
Total Services -	\$ 3,955,287	\$ 3,741,053	\$ 214,235	\$ 3,230,876	\$ 724,412	22%

Mobile Materials & Supplies						
	<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>FY18</u>	<u>\$ Var</u>	<u>% Var</u>
504011 Fuels & Lube Non Rev Veh	\$ 68,082	\$ 60,000	\$ 8,082	\$ 62,667	\$ 5,415	9%
504012 Fuels & Lube Rev Veh	\$ 1,559,619	\$ 1,873,500	\$ (313,881)	\$ 1,503,335	\$ 56,283	4%
504021 Tires & Tubes	\$ 190,918	\$ 200,000	\$ (9,082)	\$ 185,340	\$ 5,578	3%
504161 Other Mobile Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	0%
504191 Rev Vehicle Parts	\$ 1,024,093	\$ 1,200,500	\$ (176,407)	\$ 958,537	\$ 65,556	7%
Total Mobile Materials & Supplies -	\$ 2,842,712	\$ 3,334,000	\$ (491,288)	\$ 2,709,880	\$ 132,832	5%

Attachment B

FY19 Consolidated Operating Expenses Year to Date as of June 30, 2019

	Year to Date			YTD Year Over Year Comparison		
	Actual	Budget	\$ Var	FY18	\$ Var	% Var
Other Materials & Supplies						
504205 Freight Out	3,917	7,500	(3,583)	5,195	(1,278)	-25%
504211 Postage & Mailing	8,407	10,600	(2,193)	7,869	539	7%
504214 Promotional Items	8,501	21,550	(13,049)	243	8,258	3395%
504215 Printing	59,780	53,450	6,330	60,142	(362)	-1%
504217 Photo Supply/Processing	656	3,400	(2,744)	1,934	(1,278)	-66%
504311 Office Supplies	84,978	70,800	14,178	99,428	(14,450)	-15%
504315 Safety Supplies	21,775	16,120	5,655	15,912	5,862	37%
504317 Cleaning Supplies	51,671	44,600	7,071	44,188	7,484	17%
504409 Repair/Maint Supplies	104,808	110,500	(5,692)	106,699	(1,891)	-2%
504417 Tenant Repairs	22,620	14,000	8,620	1,258	21,361	1697%
504421 Non-Inventory Parts	40,671	85,000	(44,329)	72,176	(31,505)	-44%
504511 Small Tools	26,303	11,000	15,303	10,864	15,439	142%
504515 Employee Tool Rplcmt	1,004	3,000	(1,996)	1,180	(176)	-15%
Total Other Materials & Supplies -	\$ 435,090	\$ 451,520	\$ (16,430)	\$ 427,088	\$ 8,002	2%
Utilities						
505011 Gas & Electric	291,774	319,000	(27,226)	284,274	7,501	3%
505021 Water & Garbage	173,582	158,400	15,182	154,332	19,250	12%
505031 Telecommunications	146,766	153,500	(6,734)	140,653	6,113	4%
Total Utilities -	\$ 612,123	\$ 630,900	\$ (18,777)	\$ 579,259	\$ 32,864	6%
Casualty & Liability						
506011 Insurance - Property	61,702	60,808	894	59,694	2,008	3%
506015 Insurance - PL & PD	537,345	508,887	28,458	423,187	114,158	27%
506021 Insurance - Other	29,300	30,080	(780)	29,204	96	0%
506123 Settlement Costs	473,500	150,000	323,500	174,185	299,315	172%
506127 Repairs - Dist Prop	(34,715)	-	(34,715)	10,022	(44,737)	-446%
Total Casualty & Liability -	\$ 1,067,132	\$ 749,775	\$ 317,357	\$ 696,292	\$ 370,841	53%
Taxes						
507051 Fuel Tax	14,539	15,000	(461)	14,341	198	1%
507201 Licenses & permits	19,312	17,600	1,712	16,316	2,996	18%
507999 Other Taxes	10,942	14,400	(3,458)	11,261	(318)	-3%
Total Taxes -	\$ 44,793	\$ 47,000	\$ (2,207)	\$ 41,917	\$ 2,875	7%

FY19
Consolidated Operating Expenses
Year to Date as of June 30, 2019

	Year to Date			YTD Year Over Year Comparison			
	<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>% Var</u>	<u>FY18</u>	<u>\$ Var</u>	<u>% Var</u>
Miscellaneous							
509011 Dues & Subscriptions	\$ 87,035	\$ 89,200	\$ (2,165)	-2%	\$ 76,306	\$ 10,729	14%
509081 Advertising - Dist Promo	\$ 3,422	\$ 5,000	\$ (1,578)	-32%	\$ 810	\$ 2,612	323%
509101 Emp Incentive Prog	\$ 5,432	\$ 13,900	\$ (8,468)	-61%	\$ 9,072	\$ (3,640)	-40%
509121 Employee Training	\$ 125,562	\$ 180,050	\$ (54,488)	-30%	\$ 33,965	\$ 91,597	270%
509122 BOD Travel	\$ 5,293	\$ 11,000	\$ (5,707)	-52%	\$ 6,052	\$ (758)	-13%
509123 Travel	\$ 81,357	\$ 78,900	\$ 2,457	3%	\$ 58,766	\$ 22,591	38%
509125 Local Meeting Exp	\$ 16,449	\$ 7,650	\$ 8,799	115%	\$ 11,682	\$ 4,767	41%
509127 Board Director Fees	\$ 7,170	\$ 12,600	\$ (5,430)	-43%	\$ 6,240	\$ 930	15%
509150 Contributions	\$ 261	\$ -	\$ 261	100%	\$ -	\$ 261	100%
509197 Sales Tax Expense	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
509198 Cash Over/Short	\$ 13,950	\$ -	\$ 13,950	100%	\$ 24,516	\$ (10,565)	-43%
509999 Other Misc. Expenses	\$ 73,447	\$ -	\$ 73,447	100%	\$ 254,542	\$ (181,095)	-71%
Total Misc -	\$ 419,379	\$ 398,300	\$ 21,079	5%	\$ 481,950	\$ (62,571)	-13%
Interest Expense							
511102 Interest Expense	\$ 39,616	\$ 39,617	\$ (1)	0%	\$ 26,492	\$ 13,124	50%
Total Interest Expense -	\$ 39,616	\$ 39,617	\$ (1)	0%	\$ 26,492	\$ 13,124	50%
Leases & Rentals							
512011 Facility Rentals	\$ 220,282	\$ 225,800	\$ (5,518)	-2%	\$ 214,832	\$ 5,450	3%
512061 Equipment Rentals	\$ 17,996	\$ 13,800	\$ 4,196	30%	\$ 96,038	\$ (78,042)	-81%
512200 OP Lease Expense	\$ 96,503	\$ -	\$ 96,503	100%	\$ -	\$ 96,503	100%
Total Leases & Rentals -	\$ 334,781	\$ 239,600	\$ 95,181	40%	\$ 310,870	\$ 23,911	8%
Total Non-Personnel Expenses -	\$ 9,750,914	\$ 9,631,765	\$ 119,148	1%	\$ 8,504,624	\$ 1,246,290	15%
TOTAL OPERATING EXPENSE -	\$ 49,109,047	\$ 49,851,878	\$ (742,832)	-1%	\$ 46,679,803	\$ 2,429,244	5%

** Expenses do not include year-end Depreciation, W/C IBNR, GASB 75 OPEB adjustments, or GASB 68 Pension adjustments.

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FY19

CAPITAL BUDGET

For the month ending - June 30, 2019

	<u>YTD Actual</u>	<u>FY19 Budget</u>	<u>Remaining Budget</u>	<u>% Spent YTD</u>
<u>Construction Related Projects</u>				
Pacific Station/Metro Center-Station Rehabilitation	\$ 3,750	\$ 1,901,333	\$ 1,897,583	0%
Pacific Station/Metro Center-Conceptual Design / MOU	\$ 4,248	\$ 175,668	\$ 171,420	2%
Metrobase Project - Judy K.Souza - Operations Bldg.	\$ 79,414	\$ 434,000	\$ 354,586	18%
Transit Security Projects (includes JKS Mechanical Platform)	\$ 399,871	\$ 555,820	\$ 155,949	72%
Subtotal Construction Related Projects	\$ 487,283	\$ 3,066,821	\$ 2,579,538	16%
<u>IT Projects</u>				
Large Monitor Presentation System	\$ 4,219	\$ 4,200	\$ (19)	100%
Redundant Firewalls	\$ 4,589	\$ 4,625	\$ 36	99%
Subtotal IT Projects	\$ 8,808	\$ 8,825	\$ 17	100%
<u>Facilities Upgrades & Improvements</u>				
Fuel Management System (FTA 5339a FY17)	\$ -	\$ 180,000	\$ 180,000	0%
Bus Stop & Fac Improve. (FTA 5339a FY18)	\$ -	\$ 124,725	\$ 124,725	0%
Gate Control-Bus Entries at JKS (FTA 5339a FY18)	\$ -	\$ 100,000	\$ 100,000	0%
138 Golf Club Fire Egress (FTA 5339a FY17)	\$ 10,545	\$ 97,523	\$ 86,978	11%
Paint Exterior-Maint. Facility (FTA 5339a FY18)	\$ -	\$ 60,000	\$ 60,000	0%
Facilities Improvements (FTA 5339a FY18)	\$ -	\$ 85,000	\$ 85,000	0%
Facilities Improvements (FTA 5339a FY15/16)	\$ -	\$ 34,174	\$ 34,174	0%
Landscaping WTC (FTA 5339a FY15/16)	\$ -	\$ 30,000	\$ 30,000	0%
Awning @ Fueling Station A&E only (FTA 5339a FY18)	\$ -	\$ 25,000	\$ 25,000	0%
Admin Bldg. Engineering & Renovations	\$ -	\$ 20,000	\$ 20,000	0%
Scissor Lift (FTA 5339a FY14) - Swapped for Mechanics Sink & Upgrade Exhaust Evac.	\$ 18,458	\$ 18,500	\$ 42	100%
Asphalt Repair-Pac Station Layover (FTA 5339a FY18)	\$ -	\$ 16,000	\$ 16,000	0%

FY19

CAPITAL BUDGET

For the month ending - June 30, 2019

	<u>YTD_Actual</u>	<u>FY19_Budget</u>	<u>Remaining_Budget</u>	<u>%_Spent_YTD</u>
Concrete Surface Repair - Bus Yard (FTA 5339a FY18)	\$ -	10,000	\$ 10,000	0%
Fencing Behind Diesel Tank (FTA 5339a FY18)	\$ -	7,000	\$ 7,000	0%
Subtotal Facilities Repair & Improvements Projects	\$ 29,003	\$ 807,922	\$ 778,919	4%
Revenue Vehicle Purchases, Replacement & Campaigns				
Electric Bus (3) + Infra & Proj Mgmt. (FTA 5339c FY16) PMC & STAFF TRAIN=15%, INFRASTRUCTURE=10%, BUS=30%	\$ 53,359	\$ 4,919,542	\$ 4,866,183	1%
4 40' CNG Replacements (FTA 5339b FY17)	\$ -	2,635,548	\$ 2,635,548	0%
FY18 STIP - 2 ZEBs (STIP, LPP, HVIP = \$300K)	\$ -	2,189,891	\$ 2,189,891	0%
FY18 STIP - AVL/ITS (STIP, Meas D)	\$ 729,535	1,581,385	\$ 851,850	46%
Electric Bus (1) - Watsonville Circulator DAC (FY15/16 LCTOP)	\$ -	1,094,945	\$ 1,094,945	0%
FY18 STIP - Refurb 3 Buses @ \$345K (STIP, Measure D)	\$ -	1,126,165	\$ 1,126,165	0%
VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artics	\$ 252,083	1,000,000	\$ 747,917	25%
Paracruz Van Replacements (11) (FTA 5339a FY15/16) (#1701-1711)	\$ 826,899	\$ 863,232	\$ 36,333	96%
Electric Bus (1) - Watsonville Circulator DAC (FY17/18 LCTOP)	\$ -	1,094,945	\$ 1,094,945	0%
CNG Bus (1) - (STBG FY17-via SCCRTC)	\$ -	658,887	\$ 658,887	0%
CNG Bus (1) - (FTA 5339 Rural FY16)	\$ -	658,889	\$ 658,889	0%
Year 2 - Capitalized Lease - (3 New Flyer Buses)	\$ 243,912	\$ 283,529	\$ 39,616	86%
Mid-Life Bus Engine Overhaul (7) (FTA 5339a FY14)-Misc Projects	\$ 63,563	\$ 165,239	\$ 101,676	38%
Mid-Life Bus Engine Overhaul (4) (FTA 5339a FY17)	\$ 99,052	\$ 160,000	\$ 60,948	62%
Bus Repaint Campaign (36) (FTA 5339a FY14) (\$3,628.10/per)	\$ 94,331	\$ 102,809	\$ 8,478	92%
Paratransit Vehicle - (1) (FTA 5310 FY13/14) (#1712)	\$ 62,997	\$ 68,367	\$ 5,370	92%
Capitalized Lease - 3 New Flyer Buses-External Announcement System Programming Patch (Clever Devices) (Measure D)	\$ 25,665	\$ 28,500	\$ 2,835	90%
Bus Repaints (3) was-Repair Roof at Pacific Station (FTA 5339a FY13)	\$ -	\$ 13,802	\$ 13,802	0%
Subtotal Revenue Vehicle Replacements & Campaigns	\$ 2,451,396	\$ 18,645,675	\$ 16,194,278	13%

**FY19
CAPITAL BUDGET**

For the month ending - June 30, 2019

	<u>YTD_Actual</u>	<u>FY19_Budget</u>	<u>Remaining_Budget</u>	<u>%_Spent_YTD</u>
<u>Non-Revenue Vehicle Purchases & Replacements</u>				
Propane Fueled Tow Motor (FTA 5339a FY14)	\$ 54,687	\$ 60,000	\$ 5,313	91%
Replace Custodial Support Vehicle (1) (FTA5339a FY18)	\$ -	\$ 30,000	\$ 30,000	0%
Subtotal Non-Revenue Vehicle Replacements	\$ 54,687	\$ 90,000	\$ 35,313	61%
<u>Fleet & Maintenance Equipment</u>				
Bus Yard Scrubber/Sweeper (FTA 5339a FY18)	\$ -	\$ 75,000	\$ 75,000	0%
METRO Logo Signs for JKS Ops Bldg.	\$ -	\$ 4,480	\$ 4,480	0%
Floor Scrubbers for Maint. Shop (FTA 5339a FY18)	\$ -	\$ 45,000	\$ 45,000	0%
Subtotal Fleet & Maintenance Equipment	\$ -	\$ 124,480	\$ 124,480	0%
<u>Office Equipment</u>				
Business Copy Machine-Admin (FTA 5339a FY18)	\$ 22,868	\$ 22,945	\$ 77	100%
4 Vertical FireKing File Cabinets-Admin	\$ 9,108	\$ 9,200	\$ 92	99%
Subtotal Office Equipment	\$ 31,976	\$ 32,145	\$ 169	99%
<u>Misc</u>				
TVM Pin Pad Bezel 8 Upgrade (6)	\$ 47,813	\$ 70,000	\$ 22,187	68%
C/S Call Center Furnishings (FTA 5339a FY18)	\$ 30,503	\$ 19,000	\$ (11,503)	161%
Ticket Vending Machine-SLV-Installation Costs + Misc	\$ -	\$ 32,045	\$ 32,045	0%
Misc. Emergency Capital Items \$1K to \$5K	\$ -	\$ 10,000	\$ 10,000	0%
Watsonville Transit Mural-(\$2,700 from Arts Council SC)	\$ -	\$ 6,600	\$ 6,600	0%
XPR7550 Handheld Radios (3) & Batteries (7)	\$ 5,384	\$ 5,500	\$ 116	98%
Subtotal Misc.	\$ 83,700	\$ 143,145	\$ 59,445	58%

FY19

CAPITAL BUDGET

For the month ending - June 30, 2019

	YTD_Actual	FY19_Budget	Remaining_Budget	%_Spent_YTD
TOTAL CAPITAL PROJECTS	\$ 3,146,852	\$ 22,919,013	\$ 19,772,160	14%
<u>CAPITAL FUNDING</u>				
Federal Capital Grants (FTA)	\$ 1,231,019	\$ 7,736,626	\$ 6,505,607	16%
Surface Transportation Block Grant (STBG)	\$ -	\$ 563,000	\$ 563,000	0%
State - PTMISEA (1B)	\$ 86,733	\$ 3,234,881	\$ 3,148,148	3%
Cal-OES Prop 1B Transit Security Grant Funds (CTSFP)	\$ 404,305	\$ 523,850	\$ 119,545	77%
State Transportation Improvement Plan (STIP)	\$ 548,150	\$ 3,170,000	\$ 2,621,850	17%
Low Carbon Transit Operations Program (LCTOP)	\$ -	\$ 1,572,394	\$ 1,572,394	0%
Local Partnership Program (LPP)	\$ -	\$ 786,000	\$ 786,000	0%
Transfers from Operating Budget (STA-SB1)	\$ 28,192	\$ 67,340	\$ 39,148	42%
Transfers from Operating Budget (STA-SGR (SB1))	\$ -	\$ 671,079	\$ 671,079	0%
Transfers from Operating Budget (Measure D)	\$ 730,075	\$ 4,297,624	\$ 3,567,549	17%
Operating and Capital Reserve Fund	\$ 118,379	\$ 296,219	\$ 177,840	40%
TOTAL CAPITAL FUNDING	\$ 3,146,852	\$ 22,919,013	\$ 19,772,160	14%

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY19 REVISED CAPITAL BUDGET For September 27, 2019 Board Meeting Report Status - Spending as of June 30, 2019 Updated: 9/17/2019										Source of Funds	Grant Expiration Date
PM*	Project / Activity	Total Fiscal Year Budget	Total Spent - Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
	Construction Related Projects										
1	Pacific Station/Metro Center-Station Rehabilitation	\$ 1,551,333	\$ -	0%	12/5/2018				Rehabilitation on-hold pending METRO/City negotiations	PTMISEA	6/30/2022
	Pacific Station/Metro Center-Roof & Window Replacement	\$ 350,000	\$ 3,750	0%	12/5/2018				See project status above for rehabilitation of Pac Station.	PTMISEA	6/30/2022
	Pacific Station/Metro Center-Conceptual Design / MOU	\$ 175,668	\$ 4,248	85%	1/1/2013		6/30/2016	9/30/2019	Final proving of operating concept, ancillary needs, cost estimates, and development plan by 9/1/19	FTA, CAPITAL RESERVES	9/30/2019
2	Metrobase Project - Judy K.Souza - Operations Bldg.	\$ 434,000	\$ 72,820	100%	9/26/2014		6/30/2018	9/28/2018	Project completed, taken to BOD 2/22/19 for close-out	PTMISEA, CAL-OES, RES	6/30/2022
3	Mechanical Platform Upgrade - JKS	\$ 120,000	\$ 6,594	100%	8/26/2016		6/30/2018	9/28/2018	Complete.	CAL-OES	3/31/2019
	Transit Security Projects:										
	Security Cameras Install	\$ 199,686	\$ 169,956	95%		7/30/2018	11/30/2018		All cameras have been installed. The vendors last item will be installing notification signage at JKS and Fueling	CAL-OES	3/31/2019
	Emergency Generators - Equip./Cameras on Buses #2	\$ 152,859	\$ 195,755	70%	7/10/2014		6/15/2018		Vernon - new vendor awarded contracting, awaiting Notice to Proceed. Pacific Station - generator will be rolled into Pacific Station Rehabilitation project above.	CAL-OES/Cash Reserves	3/31/2019
	Cameras on Buses	\$ 42,275	\$ 9,958	100%	3/1/2017		6/30/2018		Completed 10/31/2018 per Isaac	CAL-OES	3/31/2019
	Security Cameras Consultant	\$ 25,000	\$ -	60%	6/1/2017		6/22/2018	10/31/2018	Project completed per Isaac	CAL-OES	3/31/2019
	Emergency Generators - Consultant	\$ 16,000	\$ 24,202	50%	7/10/2014		10/1/2018	12/31/2018	Pac Station not funded, needs to go back on Capital Budget Unfunded list.	CAL-OES/Cash Reserves	3/31/2019
	Subtotal	\$ 3,066,821	\$ 487,283								
	IT Projects										
4	Large Monitor Presentation System/Firewalls	\$ 4,200	\$ 4,219	100%	2/1/2019		3/31/2019		Project Complete	RESERVES	N/A
	Redundant Firewalls	\$ 4,625	\$ 4,589	100%	6/1/2019		6/15/2019		Project Complete	RESERVES	N/A
	Subtotal	\$ 8,825	\$ 8,808								
	Facilities Upgrades & Improvements										
5	Fuel Management System (FTA 5339a)	\$ 180,000	\$ -	10%	10/1/2017		12/31/2018		Specs being worked on by Freddy to help structure scope so base contract has options	FTA	Award pending
6	Bus Stop Improvements (FTA 5339a F)	\$ 124,725	\$ -	0%	8/1/2016		9/1/2018		Facilities working with Planning and Marketing to identify bus stops to repair and repaint	FTA	Award 8/14/17, 5 years to obligate
7	Gate Control-Bus Entries at JKS (FTA 4FR, EB)	\$ 100,000	\$ -	0%	1/9/2019				Gate Control Meeting set for 9/17/2019 to discuss project and kick-start	FTA	Award Pending
8	138 Golf Club Fire Egress (FTA 5339a FR)	\$ 97,523	\$ 10,545	30%	4/1/2015		10/1/2018		\$34K in FY20 budget to be used for project. B&W working on submittals for final bid set and CalTrans permit	FTA	Award pending
9	Facilities Improvements (FTA 5339a FY18)	\$ 85,000	\$ -							FTA	Award Pending
10	Maint. Facility-Paint Exterior (FTA 5339F, EB)	\$ 60,000	\$ -	0%	1/9/2019				No specs for project	FTA	Award 8/14/17, 5 years to obligate
11	Facilities Improvements (FTA 5339a FY15/16)	\$ 34,174	\$ -				9/1/2018		Complete	FTA	Award Pending
12	Landscaping WTC (FTA 5339a FY11, EB, CA)	\$ 30,000	\$ -	100%	8/1/2016		12/31/2018		Received cost proposal for design of awning from William Fisher Architect. Discussion on approval taking place	FTA	Award Pending
13	Fueling Station Awning A&E only (FTA FR, EB)	\$ 25,000	\$ -	0%	1/9/2019				Structural Engineer engaged to perform feasibility study, report on study completed 5/21/2019. Angela Atkins to PM for renovation portion of project	FTA	Award Pending
14	Admin Bldg. Engineering & Renovation (AA)	\$ 20,000	\$ -		4/1/2018					CAPITAL RESERVES	N/A
15	Scissor Lift (FTA 5339a FY14) - Swapped for Mechanics Sink & Upgrade Exhaust Evac.	\$ 18,500	\$ -	0%	1/9/2019				Facilities meeting 9/17/2019	FTA	Award Pending
16	Pac Stat-Layover Lot (Asphalt) Repairs (FR, EB)	\$ 16,000	\$ -	0%					Facilities meeting 9/17/2019	Operating	Award Pending
17	Concrete Surface Repair - Bus Yard (FFR)	\$ 10,000	\$ -	0%					An ask for funds to be reallocated to purchase of scissor lift for Facilities		
18	Fencing Projects (FTA 5339a FY18)	\$ 7,000	\$ -								
	Subtotal	\$ 807,922	\$ 10,545								
	Revenue Vehicle Purchases, Replacements & Campaigns										

Line Item	Project / Activity	PM*	Total Fiscal Year Budget	Total Spent - Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT												
FY19 REVISED CAPITAL BUDGET												
For September 27, 2019 Board Meeting												
Report Status - Spending as of June 30, 2019												
Updated: 9/17/2019												
19	Electric Bus (3) + Infra & Proj Mgmt. (FTA 5339c FY16)	EA	\$ 4,919,542	\$ 53,359	15%	9/7/2016		6/30/2022	9/1/2019	Infrastructure moving ahead, working with PG&E and Fehr Engineering on design and transformer upgrade for extra load, all other elements on hold	FTA, PTMISEA, MEAS D	Award 8/23/17, 5 years to obligate, PTMISEA 6/30/22
20	FY18 STIP - 2 ZEBs (STIP, LPP, HVIP = \$300K)	EB	\$ 2,635,548		50%		2/1/2019			We have build schedule from Gillig, July start date of production and should receive by September	FTA, STA-SGR, MEAS D	
21	FY18 STIP - AVLITS (STIP, Meas D)	EB, EA	\$ 2,189,891		50%		4/9/2019		3/1/2020	Proterra contract executed. Expected delivery date of Buses 2/15/2020 and chargers in December 2019	STIP, LPP, HVIP (\$300K)	
22	FY18 STIP - AVLITS (STIP, Meas D)	IH	\$ 1,581,385	\$ 729,535	35%					System hardware has been installed on 31 buses. Due to problems experienced in the field, Isaac have halted installation pending resolution of issues.	STIP, MEAS D	
23	Electric Bus (1) - Watsonville ZEB Circulator (FY15/16)	EB	\$ 1,094,945	\$ -	50%	6/1/2016	4/9/2019	6/30/2019	3/1/2020	Proterra contract executed. Expected delivery date of Buses and Chargers 2/15/2020	PTMISEA, LCTOP	PTMISEA 6/30/22, LCTOP Award 6/2/16 3 years to obligate (6/1/19)
24	Electric Bus (1) - Watsonville Circulator/DAC (FY17/18 LCTOP)	EB	\$ 1,094,945		50%		4/9/2019		3/1/2020	Proterra contract executed. Expected delivery date of Buses and Chargers 2/15/2020	LCTOP	
25	FY18 STIP - Refurb 4 Buses @ \$348K (STIP, Measure D)	EB	\$ 1,126,165		5%					CCW vendor on project for refurb of 4 buses.	STIP, MEAS D	
26	VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artics	EB	\$ 1,000,000	\$ 252,083	60%					Project moving along, all buses painted and work continuing	MEAS D	Award 8/14/17, 5 years to obligate
27	Paracruz Van Replacements (11) (FTA 5339a FY15/16)	EB, CA	\$ 863,232	\$ 826,899	100%	4/1/2018		4/15/2018	9/30/2018	Complete, all vehicles in service. Received letter allowing us to use Washington Contract for 1 option. Sent authorization from Wash DoT to CalTrans. Waiting on approval	FTA, MEASURE D	
28	CNG Bus (1) - (FTA 5339 Rural FY16)	EB, CA	\$ 658,889	\$ -	1%		5/1/2018		5/1/2019	Metro has been given build schedule from Gillig, July start date of production. September for delivery date	FTA, PTMISEA	6/1/19, 6/30/22
29	CNG Bus (1) - (STBG FY17-via SCCRTC)	EB, CA	\$ 658,887	\$ -	5%	9/1/2016			5/1/2019	Making monthly payments against the lease (18 of 72 payments as of 5/7/19)-Year end balance applied to capital lease, therefore \$0-was \$243,912	MEASURE D	N/A
30	Year 2 - Capitalized Lease - (3 New Flyer Buses)	EB, CA	\$ 283,529	\$ 243,912	23%	12/1/2017		6/30/2018	11/30/2023	Completed	FTA, MEASURE D	
31	Mid-Life Bus Engine Overhaul (7) (FTA 5339a FY14)	EB, CA	\$ 165,239	\$ 82,020	100%			6/13/2018	6/13/2018	Fleet is ordering parts for bus overhauls	FTA	Award pending
32	Mid-Life Bus Engine Overhaul (4) (FTA 5339a FY17)	EB, CA	\$ 160,000	\$ 99,052	0%	9/1/2017		6/30/2018	3/31/2020	Project complete, all invoiced submitted for payment.	FTA, MEASURE D	Award 8/14/17, 5 years to obligate
33	Bus Repair Campaign (36) (FTA 5339a FY14)	EB, CA	\$ 102,809	\$ 94,331	100%	2/15/2018		6/30/2019		Completed	FTA, MEASURE D	Award 3/1/16, 10 years to obligate
34	Paratransit Vehicle - (1) (FTA 5310 FY13/14)	EB, CA	\$ 68,367	\$ 62,997	100%	4/1/2017		6/30/2018	7/18/2018	Internal /External Announcements Paul Reverse Buses - Internal announcement completed - External announcement solution on going by Clever Device.	FTA, MEASURE D	N/A
35	Capitalized Lease - 3 New Flyer Buses - External Announcement System Programming Patch (Clever Devices)	EB, CA	\$ 28,500	\$ 25,665	100%	7/1/2018		10/30/2018		Project Close-Out complete 10/31/2018	FTA, MEASURE D	None per Tom
36	Bus Repairs (3) was-Repair Roof at Pacific Station (FTA 5339a FY13)	EB, CA	\$ 13,802	\$ -	100%			6/30/2018			FTA, MEASURE D	
	Subtotal		\$ 18,645,675	\$ 2,469,853								
Non-Revenue Vehicle Purchases & Replacements												
37	Propane Fueled Tow Motor (FTA 5339a FY14)	EB, CA	\$ 60,000	\$ 54,687	100%	4/1/2017		6/30/2018	8/31/2018	Tow Motor final invoice paid, acceptance signed 8/29/18	FTA, STA, RES	Award 8/14/17, 5 years to obligate
38	Replace Custodial Support Vehicle (FTA5339a FY18)	EB, CA	\$ 30,000	\$ -	100%	1/10/2019				Custodial vehicle purchased. Project complete	FTA	Award pending
	Subtotal		\$ 90,000	\$ 54,687								
Fleet & Maint Equipment												
39	Bus Yard Scrubber/Sweeper (FTA 5339a FY18)	FR, EB	\$ 75,000	\$ -	0%	1/10/2019				Facilities meeting 9/17/2019	FTA	Award pending
40	Floor Scrubbers for Maint. Shop (FTA 5339a FY18)	FR, EB	\$ 45,000	\$ -	0%	1/10/2019				Facilities meeting 9/27/2019	FTA	Award pending
41	METRO Logo Signs for JKS Ops Bldg.	EA	\$ 4,480	\$ -	100%	10/30/2018		4/16/2020		Logo signs purchased and installed at JKS Ops and Vernon. Project completed 6/2019	RESERVES	N/A
	Subtotal		\$ 124,480	\$ -								

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DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
SUBJECT: ACCEPT AND FILE THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF JULY 31, 2019

I. RECOMMENDED ACTION

That the Board of Directors accept and file the Year to Date Monthly Financial Report as of July 31, 2019

II. SUMMARY OF ISSUES

- An analysis of Santa Cruz Metropolitan Transit District's (METRO) financial status is prepared monthly in order to inform the Board of Directors regarding METRO's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year.
- This staff report is the web-accessible companion document to the attached PowerPoint presentation titled "Year to Date Monthly Financial Report as of July 31, 2019."
- Staff recommends that the Board of Directors accept and file the attached report.

III. DISCUSSION/BACKGROUND

Below are the written explanations of the various charts and graphs in the attached Year to Date Monthly Financial Report as of July 31, 2019. The fiscal year has elapsed 8%.

Slide 1

(Cover) Year to Date Monthly Financial Report as of July 31, 2019

Slide 2

FY20 Operating Revenue and Expenses for the Month Ending July 31, 2019

- Operating Revenues for the month are favorable by \$327K
- Operating Expenses
 - Labor Regular - favorable by \$124K
 - Labor OT - unfavorable by \$117K
 - Fringe Benefits – favorable by \$144K
 - Non-Personnel - unfavorable by \$56K

July 13-03.1

- Total Operating Expenses – favorable by \$96K
- Transfers – favorable by \$66K
- Operating Balance – favorable by \$357K

Slide 3

FY20 Operating Revenue and Expenses Year to Date as of July 31, 2019

- Operating Revenues for the month are favorable by \$327K
- Operating Expenses
 - Labor Regular - favorable by \$124K
 - Labor OT - unfavorable by \$117K
 - Fringe Benefits – favorable by \$144K
 - Non-Personnel - unfavorable by \$56K
- Total Operating Expenses – favorable by \$96K
- Transfers – favorable by \$66K
- Operating Balance – favorable by \$357K

Slide 4

FY20 Operating Revenue by Major Funding Source - Year to Date as of July 31, 2019

- Passenger Fares- actual is \$871K while budget is \$899K
- Sales Tax Revenue (including Measure D)- actual is \$2,555K while budget is \$2,237K
- Other Revenue- actual is \$103K while budget is \$66K
- Federal Op Assistance – actual and budget are both \$4,441K
- STIC – Op Assistance – actual and budget are both \$2,619K

Slide 5

Favorable/ (Unfavorable) Revenue Variance to Budget Year to Date as of July 31, 2019

- Passenger Fares variance to budget is unfavorable by \$28K primarily due to:
 - Highway 17 Fares under budget.
- Sales Tax Revenue variance to budget is favorable by \$318K (higher than anticipated receipts).
- Other Revenue variance to budget is favorable by \$37K primarily due to Interest income (average cash balance at the County Treasury being much higher than budgeted).

Slide 6

FY20 Operating Expenses by Major Expense Category Year to Date as of July 31, 2019

- Labor - Regular- actual is \$1,333K while budget is \$1,455K
- Labor – OT - actual is \$272K while budget is \$155K
- Fringe Benefits - actual is \$5,473K (*of which \$4,197K is the Retirement Expense YTD due to prepayment of the CalPERS UAL in FY20, which resulted in savings of \$144K*) while budget is \$5,617K
- Services - actual is \$362K while budget is \$332K
- Mobile Materials & Supplies - actual is \$250K while budget is \$222K
- Other Expenses - actual is \$233K while budget is \$235K.

Slide 7

Favorable/ (Unfavorable) Expense Variance to Budget Year to Date as of July 31, 2019

- Labor – Regular variance to budget is favorable by \$124K due to:
 - Vacant funded positions
 - Extended unpaid leaves of absence
- Labor – OT variance to budget is unfavorable by \$117K due to vacant positions and extended leaves of absence in various departments.
- Fringe Benefits variance to budget is favorable by \$144K primarily due to lower medical and retirement costs.
- Services variance to budget is unfavorable by \$30K primarily due to Prof & Tech Fees over budget (final payments for the Class and Comp Study for SEIU and Management).
- Mobile Materials & Supplies variance to budget is unfavorable by \$28K due to Rev Veh. Parts (restocking inventory).
- Other Expenses variance to budget is favorable by \$2K primarily due to Miscellaneous expenses (Employee Training).

Slide 8

FY20 Transfers Year to Date as of July 31, 2019

- Transfer to Capital Budget (2016 Net Sales Tax Measure D)- actual is \$237K while budget is \$171K.
- Transfer to Capital Budget (2016 Net Sales Tax Measure D) variance to budget is favorable by \$66K.

Slide 9

FY20 Capital Budget Spending Year to Date (by Funding Source) as of July 31, 2019

- Total Capital Spending year to date is \$48K; FY20 budget is \$21.4M
 - Operating and Capital Reserve Fund spending is \$12K
 - Transfers from Operating Budget (Measure D) spending is \$37K

Slide10

FY20 Capital Budget Spending Year to Date as of July 31, 2019

- Total Capital Projects spending year to date is \$48K; FY20 budget is \$21.4M
 - IT Projects spending is \$12K for the following projects:
 - Cameras on Buses #2
 - Revenue Vehicle Replacements spending is \$37K for the following projects:
 - VTA Bus Transfer – Decommission & Retrofit
 - Year 3 of 6 – Capitalized Lease – Principal only (3 New Flyer Buses)

Slide 11

(Cover Sheet) - Additional Information

Slide 12

Additional Information for the Month of July 2019

- Unemployment Rate % in Santa Cruz County is 4.3%
- \$ Gasoline per Gallon for the San Francisco-Oakland-San Jose area is \$3.71;
\$ Diesel is \$3.95
- Ridership YTD as of July 2019 changed as follows, year-over-year (FY19 – FY20):
 - 5.8% increase in Total ridership
 - 3.7% increase in Highway 17 ridership
 - 6.0% increase in Local ridership
 - 14.3% increase in UCSC ridership
 - 4.9% decrease in Cabrillo ridership
 - 3.2% decrease in Non-Student ridership

Slide 13

FY20 Operating Revenue, Expenses, and Transfers Year to Date as of August 31, 2019: Preliminary

- Revenue – unfavorable by \$64K
- Operating Expenses:
 - Personnel Expenses - favorable by \$338K
 - Non-Personnel - favorable by \$297K
- Total Operating Expenses - favorable by \$635K
- Transfers – unfavorable by \$213K
- Operating Balance – favorable by \$785K

IV. FINANCIAL CONSIDERATIONS/IMPACT

Favorable budget variances in Operating Revenues and Expenses contributed to higher than anticipated Transfer to Capital Budget and favorable budget variance in Operating Balance, Year to Date as of July 31, 2019.

V. ALTERNATIVES CONSIDERED

- There are no alternatives to consider, as this is an accept and file Year to Date Monthly Financial Report.

VI. ATTACHMENTS

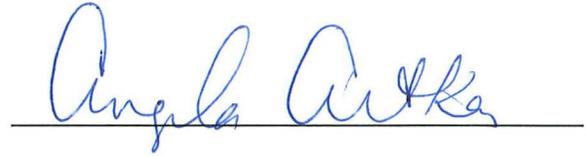
Attachment A: Year to Date Monthly Financial Report as of July 31, 2019 Presentation

Attachment B: FY20 Capital Budget Project Status Report as of July 31, 2019

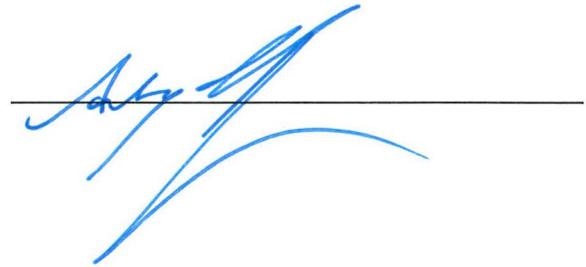
Prepared by: Kristina Mihaylova, Sr. Financial Analyst

VII. APPROVALS

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager





Year to Date Monthly Financial Report as of July 31, 2019

Santa Cruz METRO Board of Directors

September 27, 2019

Angela Aitken, Chief Financial Officer

FY20 Operating Revenue and Expenses

For the Month Ending July 31, 2019

8% of Fiscal Year Elapsed

\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Operating Revenue:	\$10,590	\$10,263	\$327
Operating Expenses:			
Labor - Regular	\$1,333	\$1,456	\$124
Labor - Overtime	\$272	\$155	(\$117)
Fringe Benefits	\$5,473	\$5,617	\$144
Non-Personnel Expenses	\$844	\$789	(\$56)
Total Operating Expenses:	\$7,922	\$8,018	\$96
Transfers:	(\$237)	(\$171)	\$66
Operating Balance:			\$357

FY20 Operating Revenue and Expenses

Year to Date as of July 31, 2019

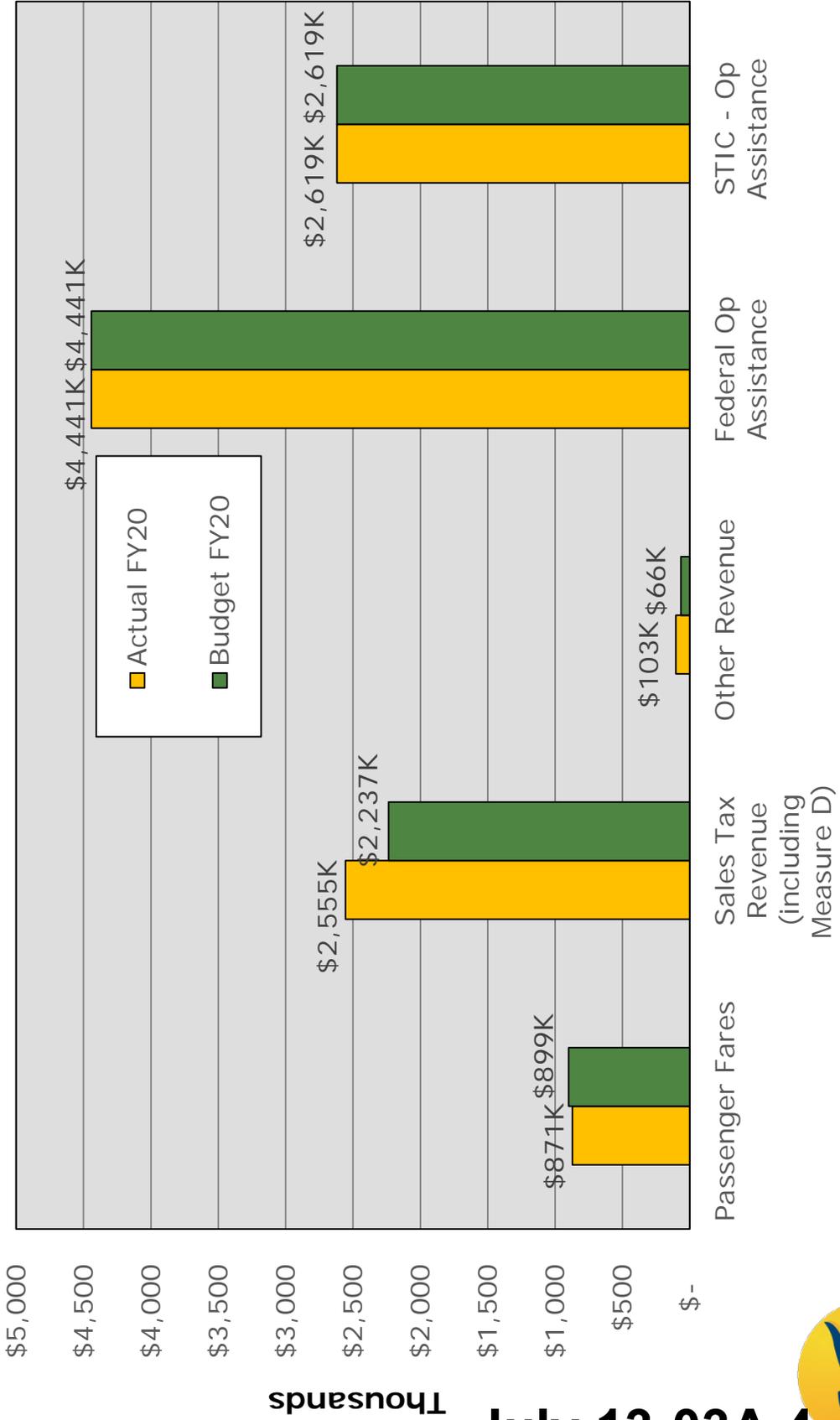
8% of Fiscal Year Elapsed

\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Operating Revenue:	\$10,590	\$10,263	\$327
Operating Expenses:			
Labor - Regular	\$1,333	\$1,456	\$124
Labor - Overtime	\$272	\$155	(\$117)
Fringe Benefits	\$5,473	\$5,617	\$144
Non-Personnel Expenses	\$844	\$789	(\$56)
Total Operating Expenses:	\$7,922	\$8,018	\$96
Transfers:	(\$237)	(\$171)	\$66
Operating Balance:			\$357

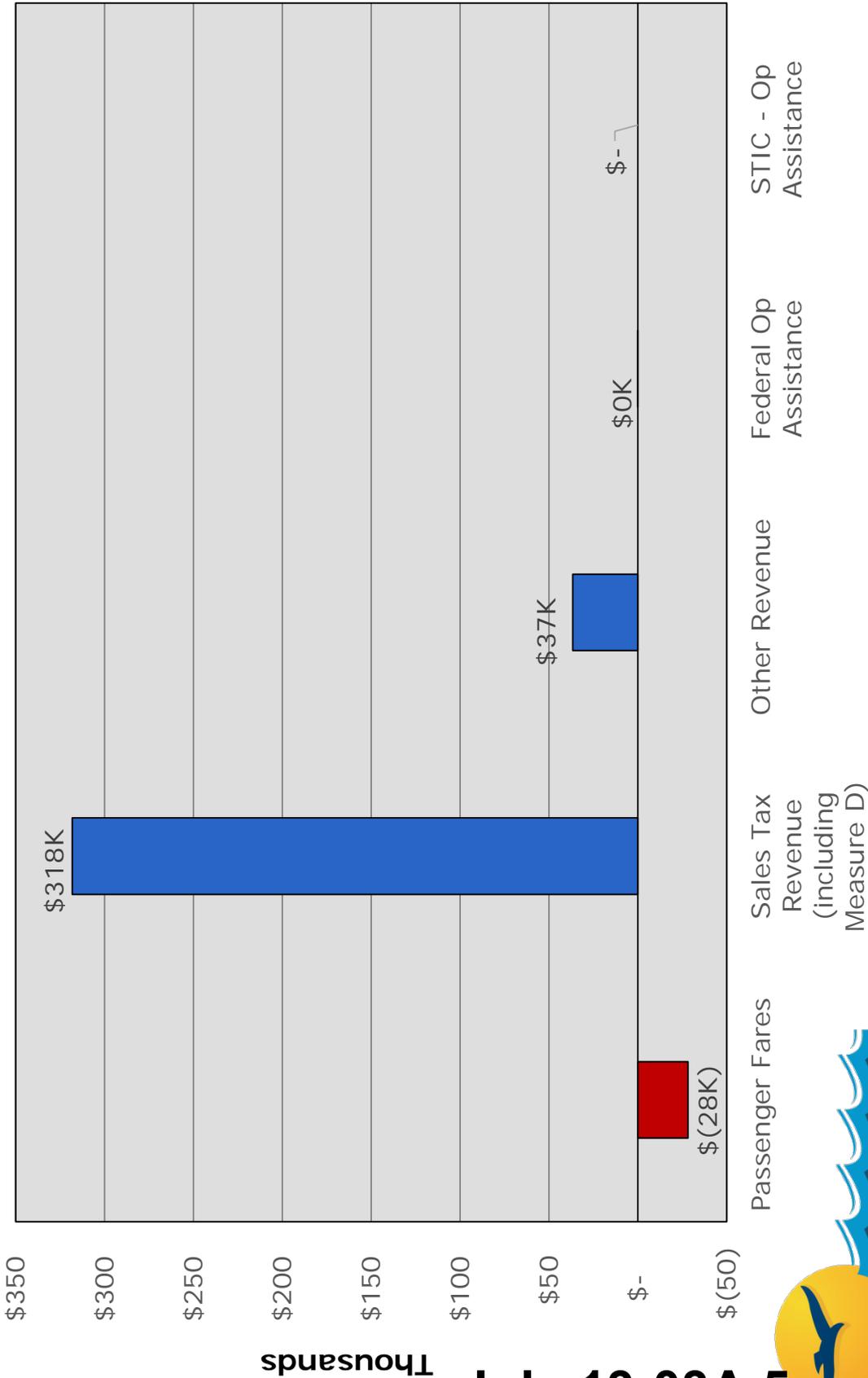
July 13-03A.3



FY20 Operating Revenue by Major Funding Source
Year to Date as of July 31, 2019
 8% of Fiscal Year Elapsed



Favorable/(Unfavorable) Revenue Variance to Budget
Year to Date as of July 31, 2019
 8% of Fiscal Year Elapsed

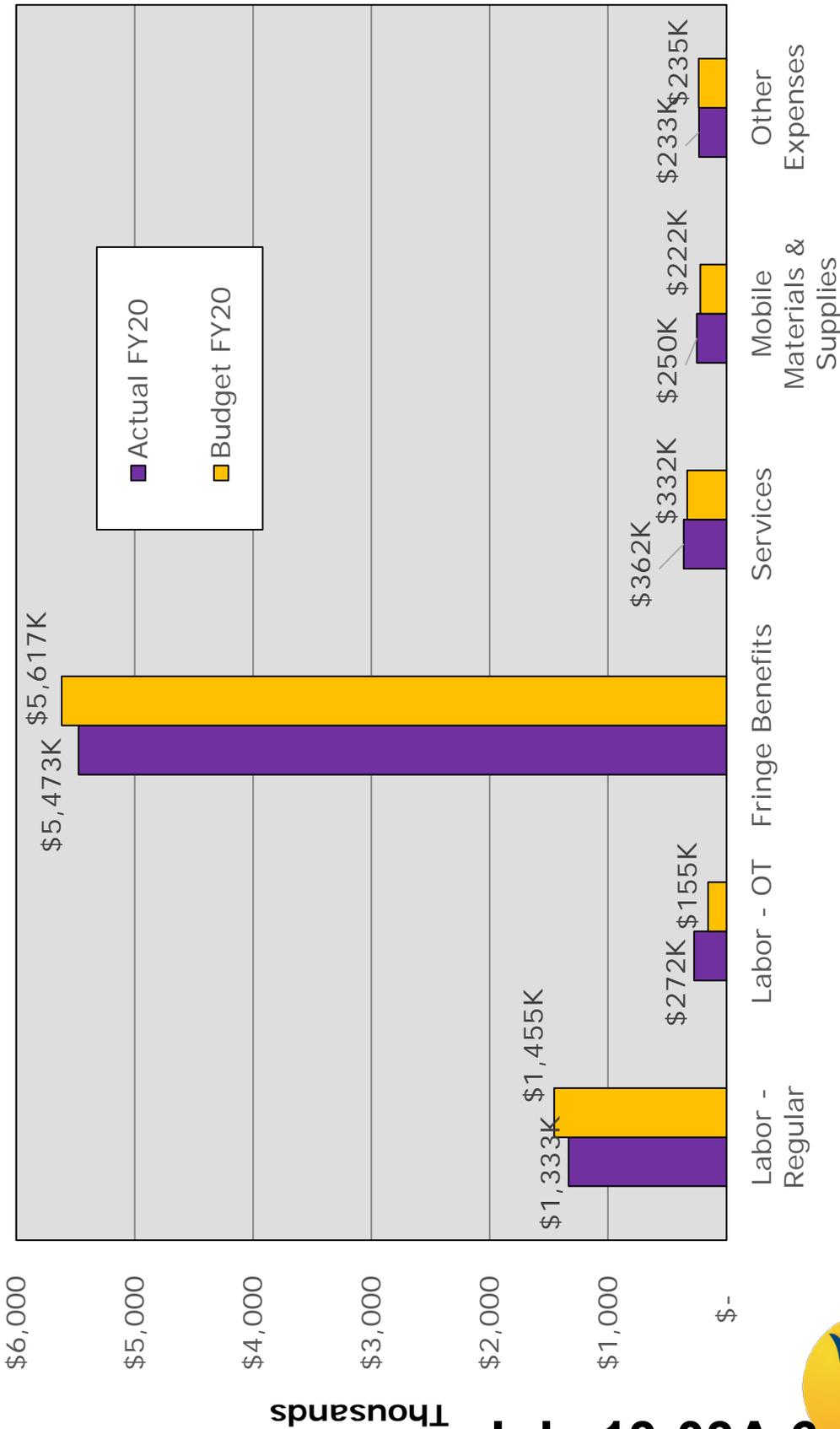


Thousands

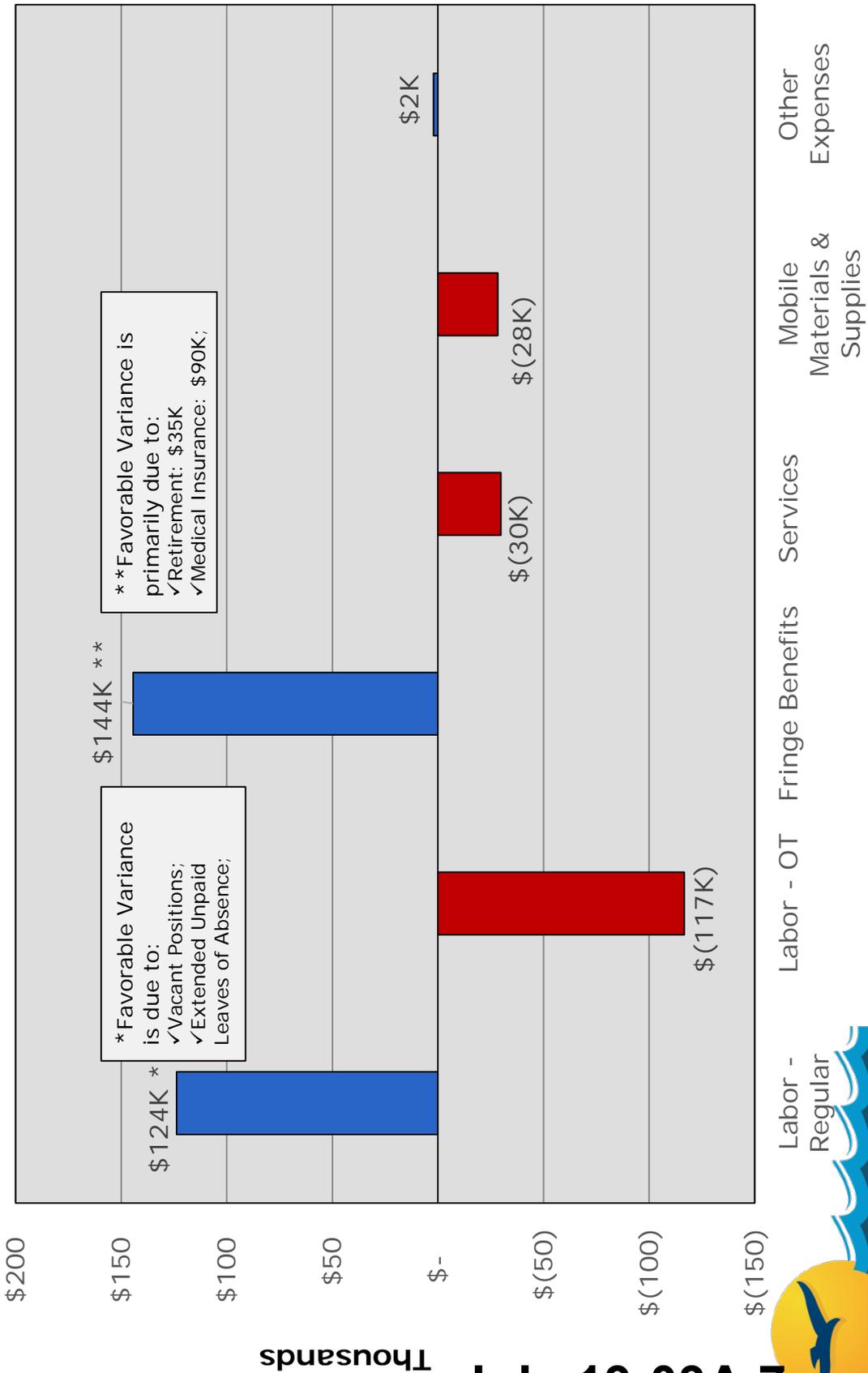


FY20 Operating Expenses by Major Expense Category
Year to Date as of July 31, 2019

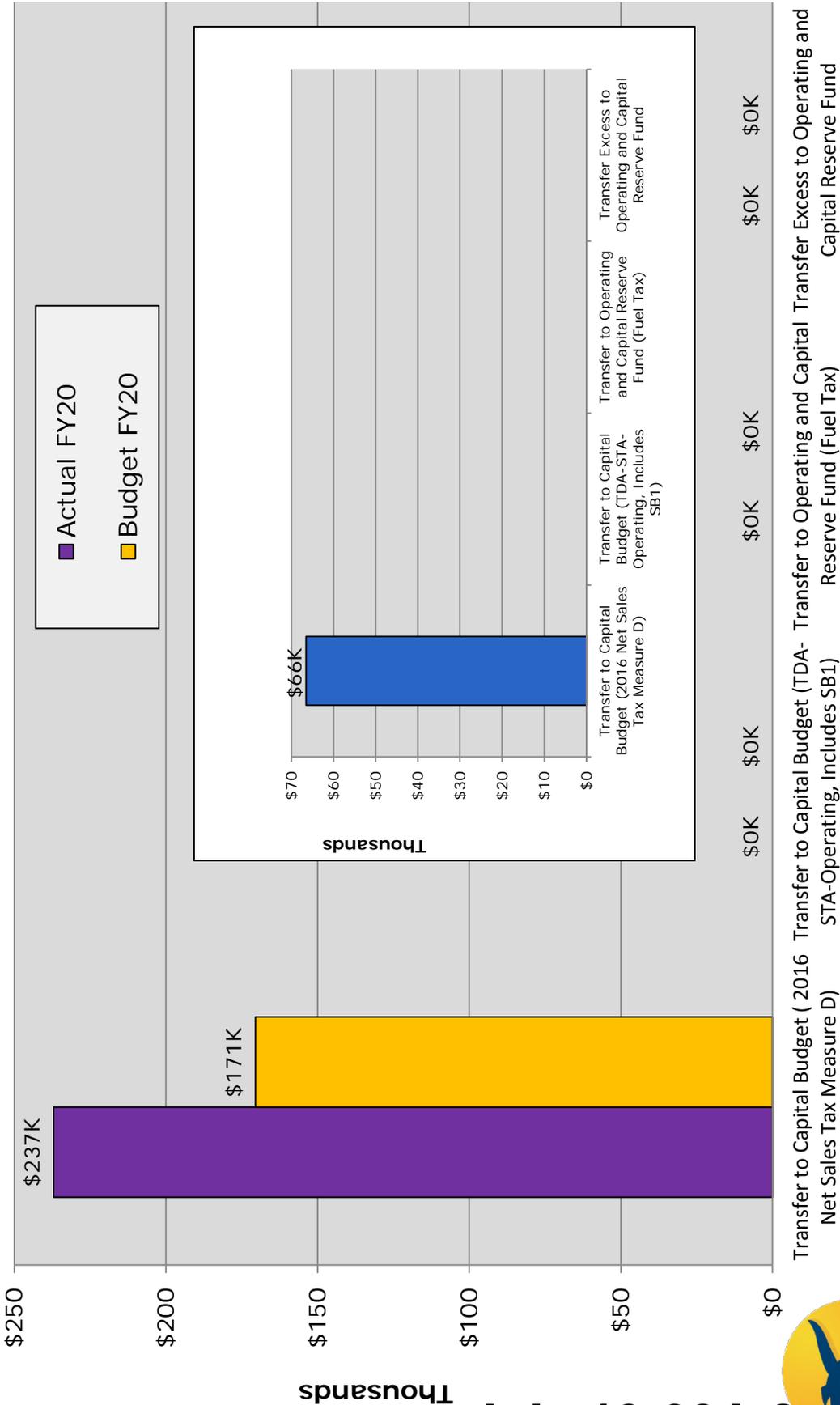
8% of Fiscal Year Elapsed



Favorable/(Unfavorable) Expense Variance to Budget
Year to Date as of July 31, 2019
 8% of Fiscal Year Elapsed



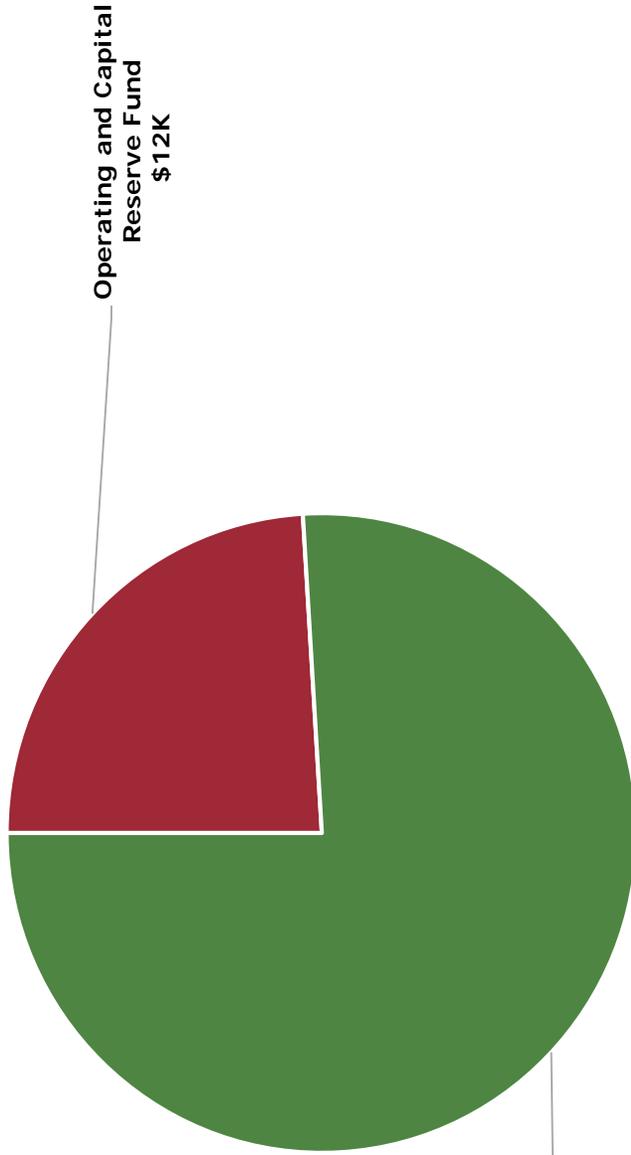
FY20 Transfers
Year to Date as of July 31, 2019
 8% of Fiscal Year Elapsed



FY20 Capital Budget:

Spending Year to Date (by Funding Source) as of July 31, 2019
 8% of Fiscal Year Elapsed

	Actual YTD	Total FY20 Budget	% Spent YTD
Total Capital Funding:	\$48,164	\$21,458,920	0%

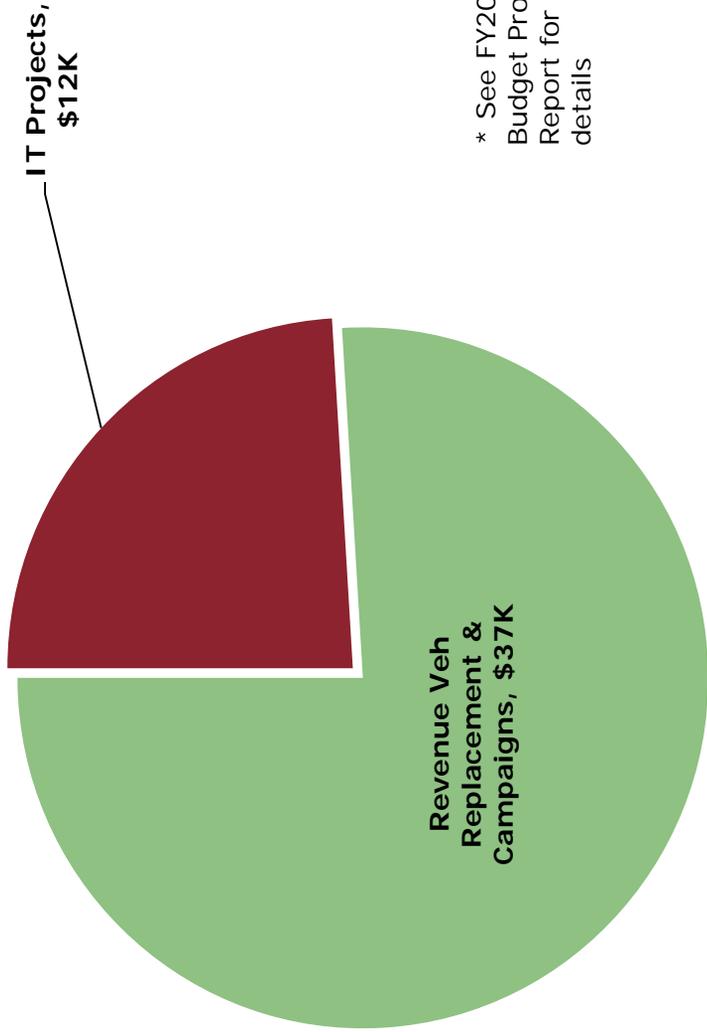


FY20 Capital Budget:

Spending Year to Date as of July 31, 2019

8% of Fiscal Year Elapsed

	Actual YTD	Total FY20 Budget	% Spent YTD
Total Capital Projects:	\$48,164	\$21,458,920	0%



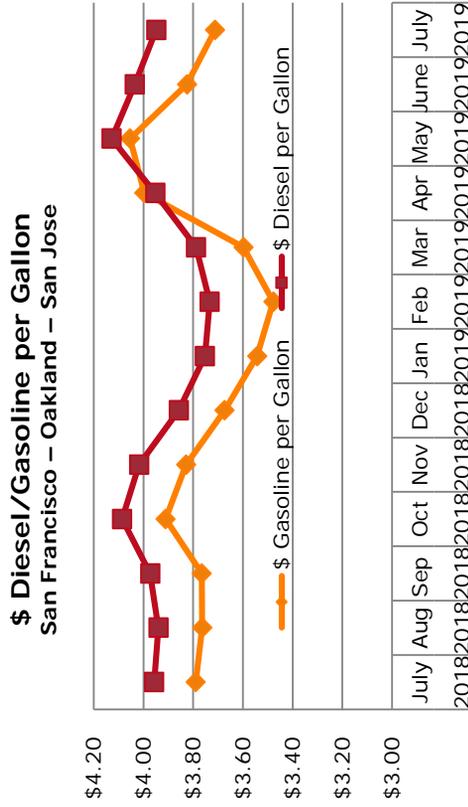
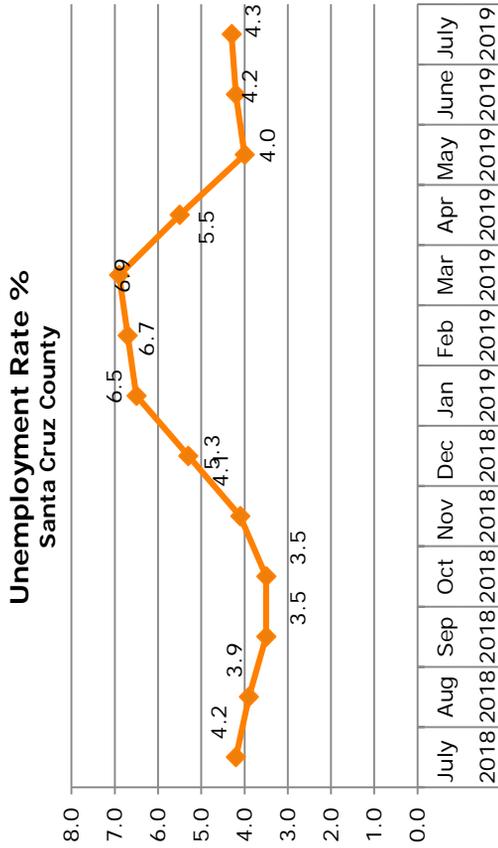
* See FY20 Capital Budget Project Status Report for additional details

Additional Information

July 13-03A.11



Economic Indicators & Ridership:



FY19-20 Ridership: July YTD			
Ridership	July-FY19	July-FY20	% Change
Total	256,663	271,668	5.8%
Hwy 17	21,676	22,487	3.7%
Local	234,987	249,181	6.0%
UCSC	68,999	78,894	14.3%
Cabrillo	13,196	12,550	-4.9%
Non-Student	152,792	157,737	3.2%



**FY20 Operating Revenue, Expenses, and Transfers:
Year to Date as of August 31, 2019: PRELIMINARY:**

17% of Fiscal Year Elapsed

\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Revenue:	\$12,959	\$13,023	(\$64)
Operating Expenses:			
Personnel Expenses	\$10,075	\$10,413	\$338
Non-Personnel Expenses	\$1,280	\$1,577	\$297
Total Operating Expenses:	\$11,355	\$11,990	\$635
Transfers:			
Transfers to Capital Budget	\$128	\$341	(\$213)
Transfers to Operating and Capital Reserve Fund	\$0	\$0	\$0
Total Transfers:	\$128	\$341	(\$213)
Operating Balance:			\$785

Questions

July 13-03A.14



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT											
FY19 REVISED CAPITAL BUDGET											
For September 27, 2019 Board Meeting											
Report Status - Spending as of July 31, 2019											
Updated: 9/20/2019											
	PM*	Total Fiscal Year Budget	Total Spent - Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
Construction Related Projects											
1	EB	\$ 1,551,333	\$ -	0%	12/5/2018				Rehabilitation on-hold pending METRO/City negotiations	PTMISEA	6/30/2022
	FR	\$ 350,000	\$ -	0%	12/5/2018				See project status above for rehabilitation of Pac Station.	PTMISEA	6/30/2022
		\$ 345,000	\$ -								
	BE	\$ 170,485	\$ -		1/1/2013			6/30/2016	Final proving of operating concept, ancillary needs, cost estimates, and development plan by 9/1/19	FTA, RESERVES	9/30/2019
		\$ 2,416,818	\$ -								
IT Projects											
2	AA	\$ 800,000	\$ -	0%					Vernon - new vendor awarded contracting, awaiting Notice to Proceed. Pacific Station - generator will be rolled into Pacific Station Rehabilitation project above.	RESERVES	N/A
3	EB, CA	\$ 47,000	\$ 11,577		7/10/2014		6/15/2018			CAL-OES/RESERVES	3/31/2019
4	IH	\$ 5,500	\$ -								
		\$ 852,500	\$ 11,577								
Facilities Upgrades & Improvements											
5	FR	\$ 307,732	\$ -								
6	FR	\$ 180,000	\$ -	10%	10/1/2017		12/31/2018		Specs being worked on by Freddy to help structure scope so base contract has options	FTA	9/13/2020
7	FR	\$ 124,725	\$ -	0%	8/1/2016		9/1/2018		Facilities working with Planning and Marketing to identify bus stops to repair and repaint	FTA	9/13/2021
8	FR, EB	\$ 100,000	\$ -	0%	1/9/2019				Gate Control Meeting set for 9/17/2019 to discuss project and kick-start.	FTA	9/13/2021
9	FR	\$ 97,523	\$ -	30%	4/1/2015		10/1/2018		\$34K in FY20 budget to be used for project. B&W working on submittals for final bid set and Caltrans permit	FTA	9/13/2020
10	FR	\$ 85,000	\$ -							FTA	9/13/2021
11	FR, EB	\$ 60,000	\$ -	0%	1/9/2019				No specs for project	FTA	9/13/2021
12	FR	\$ 34,174	\$ -		8/1/2016		9/1/2018		Received cost proposal for design of awning from William Fisher Architect. Discussion on approval taking place	FTA	Award 8/14/17, 5 years to obligate
13	FR, EB	\$ 25,000	\$ -	0%	1/9/2019				Structural Engineer engaged to perform feasibility study, report on study completed 5/21/2019. Angela Atkins to PM for renovation portion of project	RESERVES	N/A
14	AA	\$ 20,000	\$ -		4/1/2018		6/1/2018		Facilities meeting 9/17/2019	FTA	9/13/2021
15	FR, EB	\$ 16,000	\$ -	0%	1/9/2019				Facilities meeting 9/17/2019	FTA	9/13/2021
16	FR	\$ 10,000	\$ -	0%					Fencing project on-hold while hardening Maintenance facility is under discussion		
17	FR, EB	\$ 7,000	\$ -								9/13/2021
		\$ 1,067,154	\$ -								
Revenue Vehicle Purchases, Replacements & Campaigns											
18	EA	\$ 4,675,776	\$ -	15%	9/7/2016		6/30/2022		Infrastructure moving ahead, working with PG&E and Fehr Engineering on design and transformer upgrade for extra load, all other elements on hold	FTA, PTMISEA, MEAS D	Award 8/23/17, 5 years to obligate. PTMISEA 6/30/22

July 13-03B.1

Attachment B

	PM*	Project / Activity	Total Fiscal Year Budget	Total Spent - Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT												
FY19 REVISED CAPITAL BUDGET												
For September 27, 2019 Board Meeting												
Report Status - Spending as of July 31, 2019												
Updated: 9/20/2019												
19	EB	4 40' CNG Replacements (FTA 5339b FY17)	\$ 2,635,548	\$ -	50%		2/1/2019		9/1/2019	We have build schedule from Gillig, July start date of production and should receive by September	FTA, STA-SGR, MEAS D	9/13/2020
20	EB,EA	FY18 STIP - 2 ZEBs (STIP, LPP, HVIP = \$300K)	\$ 2,189,891	\$ -	50%		4/9/2019		3/1/2020	Proterra contract executed. Expected delivery date of Buses 2/15/2020 and chargers in December 2019. System near complete has been installed on 31 buses. One problem experienced in the field, Isaac have halted installation pending resolution of issues.	STIP, LPP, HVIP (\$300K)	
21	IH	FY18 STIP - AVL/ITS (STIP, Meas D)	\$ 904,936	\$ -	35%						STIP, MEAS D	
22	EB	Electric Bus (1) - Watsonville ZEB Circulator (FY15/16)	\$ 1,094,945	\$ -	50%	6/1/2016	4/9/2019	6/30/2019	3/1/2020	Proterra contract executed. Expected delivery date of Buses and Chargers 2/15/2020	PTMISEA, LCTOP	LCTOP Award 6/2/16 3 years to obligate (6/1/19)
23	EB	Electric Bus (1) - Watsonville Circulator DAC (FY17/18 LCTOP)	\$ 1,094,945	\$ -	50%		4/9/2019		3/1/2020	Proterra contract executed. Expected delivery date of Buses and Chargers 2/15/2020	LCTOP	
24	EB	FY18 STIP - Refurb 4 Buses @ \$345K (STIP, Measure D)	\$ 1,126,165	\$ -	5%					CCW vendor on project for refurb of 4 buses.	STIP, MEAS D	
25	EB	VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids	\$ 709,569	\$ 15,925	60%					Project moving along, all buses painted and work continuing	MEAS D	
26	EB,CA	CNG Bus (1) - (Caltrans FY13-FY17 5339 Statewide Discretionary)	\$ 664,799	\$ -	1%		5/1/2018			Contract approved and signed with Gillig. Receiving bus in June 2020	FTA, MEASURE D	9/13/2020
27	EB,CA	CNG Bus (1) - (STBG FY17-via SCCRTC)	\$ 658,887	\$ -	5%	9/1/2016		5/1/2019		Metro has been given build schedule from Gillig, July start date of production, September for delivery date	FTA, PTMISEA	6/1/19, 6/30/22
28	EB,CA	EV Charging Infrastructure @ JKS (10 Bays) (FY19 LCTOP)	\$ 646,496	\$ -								
29	EB,CA	Year 3 - Capitalized Lease - (3 New Flyer Buses)	\$ 251,431	\$ 20,662	23%	12/1/2017		6/30/2018	11/30/2023	Making monthly payments against the lease (22 of 72 payments as of 9/7/19)-Year end balance applied to capital lease, therefore \$0-was \$243,912	MEASURE D	N/A
30	EB,CA	Mid-Life Bus Engine Overhaul (4) (FTA 5339a FY17)	\$ 160,000	\$ -	0%	9/1/2017		6/30/2018	3/31/2020	Fleet is ordering parts for bus overhauls	FTA	9/13/2020
		Subtotal	\$ 16,813,388	\$ 36,587								
Non-Revenue Vehicle Purchases & Replacements												
31	EB,CA	Replace Custodial Support Vehicle (FTA5339a FY18)	\$ 30,000	\$ -	100%	1/10/2019				Custodial Vehicle to be purchased for fleet.	FTA	9/13/2021
		Subtotal	\$ 30,000	\$ -								
Fleet & Maint. Equipment												
32	FR,EB	Bus Yard Scrubber/Sweeper (FTA 5339a FY18)	\$ 75,000	\$ -	0%	1/10/2019				Facilities meeting in October	FTA	9/13/2021
33	FR,EB	Floor Scrubbers for Maint. Shop (FTA 5339a FY18)	\$ 45,000	\$ -	0%	1/10/2019				Facilities meeting in October	FTA	9/13/2021
34	EA	METRO Logo Signs for JKS Ops Bldg.	\$ 4,480	\$ -	100%	10/30/2018		4/16/2020		Logo signs purchased and installed at JKS Ops and Vernon using Operating funds. Project completed 6/2018; project will be eliminated in the next Capital Budget Revision.	RESERVES	N/A
35	EB	Heavy Duty Opacity Smoke Meter	\$ 4,250	\$ -	100%	8/1/2019		8/31/2019		Meter purchased. Project complete	RESERVES	N/A
		Subtotal	\$ 128,730	\$ -								
Office Equipment												
36	AC/GP	Workstations & Cubicles (HR)	\$ 20,000	\$ -		6/1/2019		9/30/2019		Project Complete.	RESERVES	N/A
		Subtotal	\$ 20,000	\$ -								
Misc.												
37	EB,CA	ZEB Deployment & Fleet Planning (CTE)	\$ 59,500	\$ -	100%	7/1/2018		8/31/2018		CTE will be analyzing fleet for optimization of ZEB deployment	RESERVES	N/A
38	CA,AA	Ticket Vending Machine-SLV- Installation, Costs + Misc.	\$ 32,045	\$ -	0%		9/1/2018			Funds set aside to be used when needed	STA	N/A
39	CA,AA	TVM Pin Pad Bezel 8 Upgrade (6)	\$ 22,185	\$ -	100%	7/1/2018		8/31/2018		Project partially complete - more work may be required	RESERVES	N/A
40	EB,CA	Misc. Emergency Capital Items \$1K to \$5K	\$ 10,000	\$ -	50%					Testing concluded on noise abatement at Watsonville Transit Center, acoustic panels still need to be installed. Waiting for Facilities to initiate, left over funds to be absorbed into Capital Reserves	RESERVES	
41	BE	Watsonville Transit Mural- (\$2,700 from Arts Council SC)	\$ 6,600	\$ -	5%	12/20/2017		11/1/2018		Director of Planning still in talks with Watsonville City Council Member about viability of project.	ARTS COUNCIL/CAP RES	N/A

July 13-03B.2

Attachment B

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT												
FY19 REVISED CAPITAL BUDGET												
For September 27, 2019 Board Meeting												
Report Status - Spending as of July 31, 2019												
Updated: 9/20/2019												
Project / Activity	PM*	Total Fiscal Year Budget	Total Spent - Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date	
Subtotal		\$ 130,330	\$ -									
TOTAL CAPITAL PROJECTS		\$ 21,458,920	\$ 48,164									

July 13-03B.3

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*Santa Cruz Metropolitan
Transit District*



DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: ACCEPT AND FILE QUARTERLY PROCUREMENT REPORT FOR 2ND
QUARTER OF FY20**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the Quarterly Procurement Report for the 2nd quarter of FY20

II. SUMMARY

- This staff report provides the Board with a Quarterly Procurement Report for the 2nd quarter of FY20, covering the months of October through December.
- Each quarter staff will provide a Quarterly Procurement Report listing anticipated formal procurements within the upcoming quarter that are not being presented to the Board separately.

III. DISCUSSION/BACKGROUND

The purpose of this report is to provide the Board of Directors an opportunity to review and comment on upcoming formal procurements before they are ready for award.

Formal procurements are defined as construction valued at \$10,000 or more, goods and materials valued at \$25,000 or more, and professional services valued at \$50,000 or more. Formal procurements related to major projects will be presented to the Board separately in stand-alone Staff Reports.

At this time there are no new anticipated formal procurements for the 2nd quarter of FY20 (October through December). All pending procurements have been previously reported.

IV. FINANCIAL CONSIDERATIONS/IMPACT

N/A

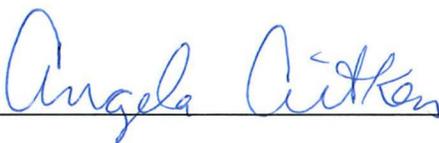
V. ATTACHMENTS

None

Prepared by: Joan Jeffries, Purchasing Assistant

VI. APPROVALS

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager





DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT
AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION**

I. RECOMMENDED ACTION

That the Board of Directors approve a resolution declaring vehicles and/or obsolete equipment as ready for disposal or auction and direct the CEO to dispose of the surplus items in conformance with METRO's Administrative Policy Number AP-2020 - Fixed Assets and Inventoried Items.

II. SUMMARY

- In accordance with Santa Cruz Metropolitan Transit District's (METRO) policy on disposal of fixed assets, at least once per year the Chief Financial Officer shall recommend to the Board of Directors a list of items to be declared excess with appropriate action for disposal.
- Vehicles and/or equipment have exceeded their useful lives and are no longer needed by METRO.
- Staff recommends that the Board of Directors approve the resolution for the disposal or auction of excess property (Attachment A) and declare the item(s) listed in Exhibit A as excess and direct staff to use appropriate action for disposal.

III. DISCUSSION/BACKGROUND

The following vehicles/equipment identified in the Excess Vehicle & Equipment Listing (Exhibit A) have become obsolete and surpassed their useful life expectancy:

- Two (2) 2003 Orion CNG buses in poor condition.
- The vehicles recommended for disposal are fully depreciated, so there is no financial obligation to a granting agency with regard to the recommended disposal. The cost to repair and continue using these vehicles outweighs their value, therefore they are recommended for disposal at this time.

Disposal of these assets has been coordinated with management and staff in processing them for disposal and auction if appropriate.

Staff recommends that the Board of Directors approve a resolution (Attachment

A) and declare the items listed in Exhibit A as excess and direct staff to use appropriate action for disposal.

IV. FINANCIAL CONSIDERATIONS/IMPACT

The estimated gross market value of these vehicles is approximately \$3,000. All vehicles have reached the end of their useful life and are obsolete. There is no financial impact because of these disposals.

Any revenue generated from the sale of these vehicles will be recorded as income in the current fiscal year's operating budget to 'Gain / Loss Disposal on Assets' budget account 407090-100.

V. ALTERNATIVES CONSIDERED

- Keep the vehicles in inventory. Staff does not recommend this alternative because the vehicles have exceeded their useful life, and are cost prohibitive to repair.

VI. ATTACHMENTS

Attachment A: Resolution to Approve for the Disposal or Auction of Excess Property

Exhibit A: Excess Vehicle & Equipment Listing—as of September 27, 2019

Prepared by: Caitlin Nelson, Financial Analyst

VII. APPROVALS:

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



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Attachment A



BEFORE THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Resolution No.
On the Motion of Director:
Duly Seconded by Director:
The Following Resolution is Adopted:

RESOLUTION TO APPROVE THE DISPOSAL OR AUCTION OF EXCESS ASSETS

WHEREAS, the Santa Cruz Metropolitan Transit District (District), receives federal financial assistance from the Federal Transit Administration (FTA) to acquire real property, equipment and supplies, and rolling stock; and

WHEREAS, all such assets must be managed, used, and disposed of in accordance with applicable laws and regulations; and

WHEREAS, the FTA prescribes the method and delivers guidance to public transit operators to comply with grant management requirements in accordance with the regulations in *Title 49 Code of Federal Regulations, part 24 (49CFR 24)* and FTA Circular 5010.1E; and

WHEREAS, the acquisition cost of each item identified as excess is greater than \$5,000; and

WHEREAS, the District has determined that it is necessary to either dispose of the property, and/or to place the items up for auction.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, that it hereby resolves, determines and orders as follows:

1. The following assets are declared excess property on the Excess Vehicle & Equipment Listing as of 9/27/19, "Exhibit A" and may be disposed of or auctioned as such:
 - a. "One (1) 2003 Orion CNG Bus no. 2303";
 - b. "One (1) 2003 Orion CNG bus no. 2305";

Attachment A

Resolution No. _____
Page 2 of 3

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on September 27, 2019, by the following vote:

AYES: DIRECTORS –

NOES: DIRECTORS –

ABSENT: DIRECTORS –

ABSTAIN: DIRECTORS –

Ed Botorff, Board Chair

ATTEST:

ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:

JULIE SHERMAN
General Counsel

Attachment A

Resolution No. _____

Page 3 of 3

EXHIBIT A, SANTA CRUZ METROPOLITAN TRANSIT DISTRICT RESOLUTION NO. _____

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
EXCESS VEHICLE & EQUIPMENT LISTING AS OF 9/27/19

(Attached)



DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, CFO
SUBJECT: CONSIDERATION OF RESOLUTION APPROVING THE FY20 REVISED CAPITAL BUDGET

I. RECOMMENDED ACTION

That the Board of Directors adopt a resolution approving the FY20 Revised Capital Budget, as presented in Attachment B

II. SUMMARY

- The Board of Directors (Board) adopted the FY20 Capital Budget on June 28, 2019.
- Periodic capital budget revisions may be required due to new grant awards, new projects, changes to the scope of existing projects, spending and removal of projects that are no longer needed.
- Revisions to an adopted capital budget require Board approval and the adoption of a resolution.

III. DISCUSSION/BACKGROUND

The Board must adopt an Operating and Capital Budget by June 30th each year. The Board adopted the FY20 & FY21 Operating and FY20 Capital Budget on June 28, 2019.

Periodically, capital budget revisions are required to add new projects, revise project balances and funding sources, update project descriptions, etc. This will be the first revision to the FY20 Capital Budget since adoption.

Staff requests that the Board adopt a resolution (Attachment A) to approve the FY20 Revised Capital Budget (Attachment B)

A Reconciliation by Project as of September 27, 2019 (Attachment C) is provided; this reconciles the (current) FY20 Revised Capital Budget against the (original) Final FY20 Capital Budget adopted on June 28, 2019.

This revision impacts multiple projects.

IV. FINANCIAL CONSIDERATIONS/IMPACT

The original FY20 Capital Budget adopted June 28, 2019 totals \$20,362,532.

- Revision 1 – September 27, 2019 – This revision added six (6) capital projects, added additional funding to two (2) existing projects and revised the description on one (1) project. This revision resulted in a net increase of \$1,096,388, for an FY20 Revised Capital Budget balance of \$21,458,920.

The Reconciliation by Project as of September 27, 2019 (Attachment C) lists the detail of all changes by project since adoption on June 28, 2019, and includes an explanation for the action. The year to date change is a net increase of \$1,096,388.

The estimated balance of the Operating and Capital Reserve Fund after this revision is approximately \$7.0M. Reminder: The Operating and Capital Reserve Fund is comprised of Alternative Fuel Tax Rebates from prior years, and any excess revenues above actual expenses (carryover) transferred from the Operating Budget. Note that the estimate provided here includes deductions for approved capital projects *and* commitments (the required local match) against grants that may *not* yet have been awarded; those un-awarded projects are *not* included in the attached revised budget. If/when those grants are awarded, the capital budget will be revised accordingly.

V. ALTERNATIVES CONSIDERED

- There are no recommended alternatives at this time. If the revised budget is not approved, important capital improvements and capital projects may be delayed or cancelled.

VI. ATTACHMENTS

- Attachment A:** FY20 Capital Budget Resolution
Attachment B: FY20 Revised Capital Budget as of September 27, 2019
Attachment C: FY20 Revised Capital Budget – Reconciliation by Project as of September 27, 2019

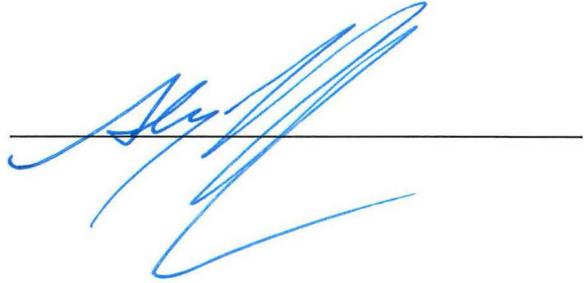
Prepared by: Debbie Kinslow, Finance Deputy Director

VII. APPROVALS

Approved as to fiscal impact:
Angela Aitken, CFO



Alex Clifford, CEO/General Manager



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**BEFORE THE BOARD OF DIRECTORS OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

Resolution No. _____
On the Motion of Director _____
Duly Seconded by Director _____
The following Resolution is adopted:

**A RESOLUTION OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
AUTHORIZING A REVISION TO THE FY20 CAPITAL BUDGET**

WHEREAS, the Board of Directors approved the FY20 Capital Budget on June 28, 2019 with a total budget of \$20,362,532; and

WHEREAS, it is necessary to revise the adopted FY20 Capital Budget by \$1,096,388 to add funds for various capital projects;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Santa Cruz Metropolitan Transit District hereby amends the FY20 Capital Budget per Attachment B to this resolution for a total FY20 Revised Capital Budget of \$21,458,920.

PASSED AND ADOPTED this 27th day of September 2019, by the following vote:

AYES: Directors -

NOES: Directors -

ABSENT: Directors -

ABSTAIN: Directors -

Approved _____
ED BOTTORFF
Board Chair

ATTEST _____

ALEX CLIFFORD
CEO, General Manager

APPROVED AS TO FORM

JULIE A. SHERMAN
General Counsel

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**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY20 (REVISED) CAPITAL BUDGET
AS OF SEPTEMBER 27, 2019**

PROJECT/ACTIVITY	RESTRICTED	RESTRICTED	RESTRICTED	RESTRICTED	RESTRICTED	RESTRICTED	LCTOP	LPP	STA-SB1 (XFR FROM OPER BUDGET)	STA-SGR (SB 1)	MEASURE D (XFR FROM OPER BUDGET)	BUS REPLACEMENT FUND	BUS REPLACEMENT FUND	BUS REPLACEMENT FUND	OPERATING & CAPITAL RESERVE FUND	TOTAL
Non-Revenue Vehicle Purchases & Replacements																
31 Replace Custodial Support Vehicle (1) (FTA5339a FY18)	\$ 30,000															\$ 30,000
Subtotal	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30,000
Fleet & Maint Equipment																
32 Bus Yard Scrubber/Sweeper (FTA 5339a FY18)	\$ 75,000															\$ 75,000
33 Floor Scrubber (1) for Maint. Shop (FTA 5339a FY18)	\$ 45,000														\$ 4,480	\$ 45,000
34 METRO Logo Signs for JKS Ops Bldg.															\$ 4,250	\$ 4,480
35 Heavy Duty Opacity Smoke Meter															\$ 8,730	\$ 4,250
Subtotal	\$ 120,000	\$ -	\$ -	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,730	\$ 128,730
Office Equipment																
36 Workstations & Cubicles (HR)																
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,000	\$ 20,000
Misc.																
37 ZEB Deployment & Fleet Planning (CTE)															\$ 59,500	\$ 59,500
38 Ticket Vending Machine-SLV-Installation Costs + Misc									\$ 17,045						\$ 15,000	\$ 32,045
39 TVM Pin Pad Bezel & Upgrade (6)															\$ 22,185	\$ 22,185
40 Misc. Emergency Capital Items \$1K to \$5K															\$ 10,000	\$ 10,000
41 Watsonville Transit Mural (\$2,700 from Arts Council SC)									\$ 17,045						\$ 6,600	\$ 6,600
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			\$ 17,045	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 113,285	\$ 130,330
TOTAL CAPITAL PROJECTS	\$ 6,903,733	\$ 3,209,566	\$ 2,674,936	\$ 2,218,890	\$ 786,000	\$ 51,142	\$ 671,079	\$ 3,634,152	\$ 1,309,421	\$ 21,458,920						

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY20 (REVISED) CAPITAL BUDGET
AS OF SEPTEMBER 27, 2019**

PROJECT/ACTIVITY	RESTRICTED	RESTRICTED	RESTRICTED	RESTRICTED	RESTRICTED	RESTRICTED	LCTOP	LPP	STA-SB1 (XFR FROM OPER BUDGET)	STA-SGR (SB 1)	MEASURE D (XFR FROM OPER BUDGET)	BUS REPLACEMENT FUND		TOTAL
												\$3M PER YEAR (MEASURE D + SB1 STA&SGR)	RESTRICTED	
CAPITAL PROGRAM FUNDING														
Federal Sources of Funds:														
Federal Grants (FTA)	\$ 6,403,733													\$ 6,403,733
Surface Transportation Block Grant (STBG)	\$ 500,000													\$ 500,000
State Sources of Funds:														
PTMISEA (1E)		\$ 3,209,566												\$ 3,209,566
State Transportation Improvement Program (STIP)			\$ 2,674,936											\$ 2,674,936
Low Carbon Transit Operations Program (LCTOP)				\$ 2,218,890										\$ 2,218,890
Local Partnership Program (LPP)					\$ 786,000									\$ 786,000
Transfers from Operating Budget (STA-SB1)	*					\$ 51,142			\$ 51,142					\$ 51,142
STA-SGR (SB1)	*								\$ 671,079					\$ 671,079
Transfers from Operating Budget (Measure D)	*										\$ 3,634,152			\$ 3,634,152
Local Sources of Funds:														
Operating and Capital Reserve Fund													\$ 1,309,421	\$ 1,309,421
TOTAL CAPITAL FUNDING BY FUNDING SOURCE	\$ 6,903,733	\$ 3,209,566	\$ 2,674,936	\$ 2,218,890	\$ 786,000	\$ 51,142			\$ 671,079	\$ 3,634,152			\$ 1,309,421	\$ 21,458,920
Restricted Funds	\$ 6,903,733	\$ 3,209,566	\$ 2,674,936	\$ 2,218,890	\$ 786,000				\$ 671,079	\$ 3,634,152				\$ 20,098,357
Unrestricted Funds									\$ 51,142				\$ 1,309,421	\$ 1,360,563
TOTAL CAPITAL FUNDING	\$ 6,903,733	\$ 3,209,566	\$ 2,674,936	\$ 2,218,890	\$ 786,000	\$ 51,142			\$ 671,079	\$ 3,634,152			\$ 1,309,421	\$ 21,458,920
* NOTE: The amounts listed here represent the amounts committed against awarded grants and projects, and therefore will not equal the \$3M allocated to the Bus Replacement Fund in any given year.														

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**FY20 CAPITAL BUDGET
RECONCILIATION BY PROJECT
AS OF SEPTEMBER 27, 2019-1ST REVISION**

Attachment C

CAPITAL PROJECT	SOURCE	AMOUNT	TOTAL
FY20 FINAL CAPITAL BUDGET ADOPTED JUNE 28, 2019:			\$ 20,362,532
Add Back project: Cameras on Buses #2	MEASURE D	\$ 47,000	
Reason: Project was not complete at the end of FY19, but was inadvertently not carried forward to FY20			
Add: Replacement Laptops (4)	RESERVES	\$ 5,500	
Reason: Replace laptops that have become technologically obsolete			
Add: Vernon Generator Replacement Project.	RESERVES	\$ 307,732	
Reason: Add project as per Board approval at the August 23, 2019 BOD meeting			
Add Funds: CNG Bus (1) - Caltrans FY13-FY17 5339 Statewide Discretionary	MEASURE D	\$ 5,910	
Reason: Add additional funding needed to backfill the difference between the cost of the bus and the amount of the grant award			
Add: EV Charging Infrastructure @ JKS - 10 Bays (FY19 LCTOP)	LCTOP	\$ 646,496	
Reason: Add project - grant awarded			
Change Description: Replace Custodial Vehicles (2) (FTA 5339a FY18)	FTA	\$ -	
Reason: Revise project description since only one (1) custodial support vehicle will be purchased - not two (2)			
Add: Heavy Duty Opacity Smoke Meter	RESERVES	\$ 4,250	
Reason: Replace failing opacity meter to meet new CARB standards			
Add: Workstations & Cubicles (HR)	RESERVES	\$ 20,000	
Reason: Replace furniture in HR department			

FY20 CAPITAL BUDGET
 RECONCILIATION BY PROJECT
 AS OF SEPTEMBER 27, 2019-1ST REVISION

CAPITAL PROJECT	SOURCE	AMOUNT	TOTAL
Add: ZEB Deployment & Fleet Planning (CTE)	RESERVES	\$ 59,500	
Reason: Add funds for CTE contract with CTE needed for the ZEB deployment and fleet planning			
FUNDING SUMMARY:			
	CAL-OES	\$ -	
	CASH RESERVES	\$ 396,982	
	FTA	\$ -	
	LCTOP	\$ 646,496	
	LPP	\$ -	
	MEASURE D	\$ 52,910	
	PTMISEA	\$ -	
	STA	\$ -	
	STA-SGR	\$ -	
	STBG	\$ -	
	STIP	\$ -	
TOTAL CAPITAL BUDGET REVISIONS THROUGH 9/27/19:		\$	1,096,388
FY20 REVISED CAPITAL BUDGET AS OF SEPTEMBER 27, 2019:		\$	21,458,920



DATE: September 27, 2019
TO: Board of Directors
FROM: Julie Sherman, General Counsel
SUBJECT: CONSIDERATION OF ADOPTING METRO'S AMENDED TITLE VI PROGRAM REGULATION

I. RECOMMENDED ACTION

That the Board of Directors adopt the amended Title VI Program, which is effective June 1, 2019 – May 31, 2022

II. SUMMARY

- As a recipient of Federal Transit Administration (FTA) funds, the Santa Cruz Metropolitan Transit District (METRO) is required to comply with Title VI of the Civil Rights Act of 1964, and its implementing regulations, which 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 be otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance.
- METRO's Title VI Program was provided to FTA in April. FTA sent a *Review Letter*, which cited some findings.
- METRO staff amended the Title VI Program in response to the findings and resubmitted it to FTA (Attachment A). FTA provided a *Concur Letter* on June 25, 2019 stating that our Title VI Program was approved (Attachment B).
- METRO staff and General Counsel prepared the amended Title VI Program and are requesting Board adoption of same.

III. DISCUSSION/BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 prohibits discrimination against any individual or group on the basis of race, color or national origin under any program, activity or service that received federal financial assistance. The FTA regulates implementation of Title VI by all recipients of FTA financial assistance through the *Code of Federal Regulations (CFR 49, Section 21)* and provides guidance to recipients of FTA financial assistance through the FTA Circular, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, which it updates from time to time. METRO is required to submit a Title VI Program Submittal to FTA every three (3) years for compliance monitoring. METRO's Title VI Program was provided to FTA in April 2019. In response, FTA sent a *Review Letter* which noted some findings.

In response to the FTA's findings, Staff has revised language concerning METRO's advisory committees, the LEP Four-Factor Analysis and Language Assistance Plan. Staff also clarified the Site Equity Analysis (See Attachment A) and created a table of contents to assist the reviewer.

METRO's amended Title VI Program was provided to FTA on May 20, 2019. On June 25, 2019, FTA provided a Concur Letter stating that METRO's program contains all of the required elements (Attachment B).

Staff recommends that the Board adopt the amended Title VI Program Submittal and approve the Resolution adopting the same (Attachment C).

IV. FINANCIAL CONSIDERATIONS/IMPACT

There are no financial considerations at this time.

V. ALTERNATIVES CONSIDERED

There are no alternatives as this is a legal requirement under federal law (CFR 49, Section 21).

VI. ATTACHMENTS

- Attachment A:** Revised documents submitted to FTA and Redlined
- Attachment B:** FTA Title VI Program Updated *Concur Letter*, dated June 25, 2019
- Attachment C:** Resolution Adopting the Amended Title VI Program Report for June 1, 2019 – May 31, 2022

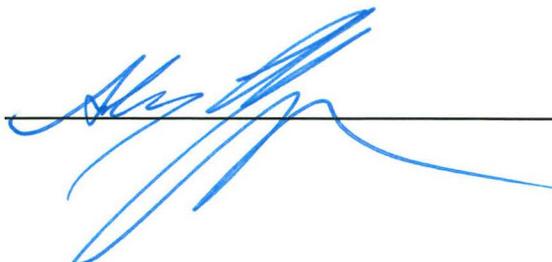
Prepared by: Rickie-Ann Kegley, Paralegal

VII. APPROVALS:

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



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Title VI Program 2019 Report

**Language Assistance Plan
For Limited English Proficient (LEP)
Persons**

Attachment A

Language Assistance Plan for Limited English Proficient (LEP) Persons



Santa Cruz Metropolitan Transit District

110 Vernon Street
Santa Cruz, CA 95060

www.scmtd.com

(831) 426-6080

13-07A.2

Attachment A



Language Assistance Plan for Limited English Proficient (LEP) Persons

Four-Factor Analysis

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a public transit agency that provides fixed route and paratransit services throughout the County of Santa Cruz and its regional area. Santa Cruz METRO conducted this analysis to meet its requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP).

The purpose is to ensure that no person 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 from the Federal Transit Administration (FTA). By conducting this analysis, Santa Cruz METRO is better able to determine the appropriate mix of language assistance necessary for its customers and potential customers to access its transportation services. This analysis is designed to comport with the Department of Transportation (DOT) LEP Guidance.

Analysis Using Four Factor Framework:

Santa Cruz METRO conducted the following analysis using the four factors identified in the DOT's LEP Guidance:

I. Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.

Task 1, Step 1: Examine prior experiences with LEP individuals.

The County of Santa Cruz's ethnic makeup continues to be dominated by Whites and Latinos, who combine to make up more than 91 percent of the population.¹ Additionally, Santa Cruz County has experienced a growing Latino population in the last decade.² The City of Watsonville grew 15.7 percent from 2000 to 2010, increasing from 44,265 people to 51,199.³

¹ 2015 County Demographics from Santa Cruz County Chamber of Commerce..

² 2010 U.S. Census.

³ 2010 U.S. Census.

Attachment A

Watsonville's growth is largely attributable to an expansion of the city's already strong Latino majority, who make up 81 percent of its population.⁴

The University of California at Santa Cruz (UCSC) which Santa Cruz METRO serves brings people from all over California to Santa Cruz. A large majority of the 19,700 undergraduate and graduate students come from the San Francisco and Monterey Bay Areas and Southern California. UCSC also attracts students from the Central Valley and adjacent areas. According to UCSC Institutional Research Office (Student data from 2018 Fall Quarter) undergraduate and graduate students at UCSC, 31.3% identified themselves as white, 26.3% Asian, 25% Latino, 4.2% African American, 0.85% Native American and 2.2% Unknown. Only 9.7% of the student population identified themselves as International.⁵

Santa Cruz METRO Staff conducted a poll to obtain the number of LEP persons who come into contact with Santa Cruz METRO's services on a daily basis. This poll was conducted by Santa Cruz METRO's Customer Service personnel, Paratransit Reservationists, Accessible Services Coordinator, and the ADA Eligibility Coordinator. Individuals who contacted Santa Cruz METRO were counted for the four weeks of October 2011. In most cases, the information requested from Santa Cruz METRO related to the use of transit services including requests for route and schedule information, fare information and transfers (Survey Results; Appendix B.1).

The Administrative Staff (Administration/ Reception) indicated that they have a minimum of five contacts per week from LEP persons who generally are Spanish speakers (Survey Results; Appendix B.1). Santa Cruz METRO's poll confirms that approximately 89% of the LEP population served by Santa Cruz METRO speaks Spanish. English-speaking family members or friends are sometimes, but not always, available to help with translation when needed.

Santa Cruz METRO's fixed-route transit operators report daily interactions with LEP persons, who are primarily Spanish speakers. During 2011, Santa Cruz METRO conducted 592 paratransit eligibility assessments and, of those, 50 individuals required a Spanish/English translator (Santa Cruz METRO ParaCruz Records).

Task 1, Step 2: Become familiar with data from the U.S. Census.

The 2017 American Community Survey of the U.S. Census Bureau⁶ describes the languages spoken in Santa Cruz County and the number of individuals speaking each language as follows:

**(See table on next page)*

⁴ Based on population totals received from the 2010 U.S. Census.

⁵ UCSC Office for Diversity, Equity and Inclusion (Fall Quarter-2018) website

⁶ 2017 American Community Survey of the U.S. Census Bureau (1-year Estimates) – Appendix B-5.

Attachment A

<u>Language Spoken</u>	<u>Number of Speakers</u>	<u>Speak English “less than very well”</u>
Total population 5 years and over	262,289	31,738
English only	178,298	***
Spanish/Spanish Creole	65,992	27,026
Chinese	3,525	1,769
Other Indo-European languages	5,410	1,291
Other Asian/Pacific Island languages	2,205	996
Total:	255,430	<u>31,082</u>

The most significant non-English language populations speak Spanish and Chinese. More detailed information shown by Census tract is available on Appendix B.2 and B.3.

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves.

Santa Cruz METRO’s service area is defined by the County of Santa Cruz boundaries, plus a regional commuter route (Highway 17) which extends into Santa Clara County. Appendix B.4 includes a map showing the boundary of Santa Cruz METRO’s taxing district with census tracts included.

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.

Appendix B.5 contains census data on English proficiency in Santa Cruz County, listing population by language spoken at home and the percentage of those persons speaking English “less than very well.”

Task 1, Step 2C: Analyze the data you have collected.

Non-proficiency is determined by counting those who speak English in any category other than *very well*. According to the 2017 American Community Survey, in Santa Cruz County, 32% of the population (5 years and over) speaks a language other than English at home, and 12.1% of the population in the county (or 31,738 people 5 years and over) speak English *less than very well*. Of these LEP persons, 54.9% are foreign-born (See page 2 of Appendix B.6). **Please note that these figures apply to SC County. For information on the individual cities, see the chart on page 5.*

Attachment A

According to the data from the 2017 American Community Survey (1-year Estimates), 85.2% of LEP persons in Santa Cruz county speak Spanish. The next largest group of LEP persons speak Chinese, which make up 5.6% of the LEP population.⁷

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

The chart below shows the language spoken at home by the population five years old and over in each of the four cities that Santa Cruz METRO serves. In the City of Watsonville, approximately 70.1% of the population 5 years and over (or 33,629 people) speak Spanish/Spanish-Creole at home.⁸ In contrast, only 3.8% of the population 5 years and over (or 418 people) in Scotts Valley speak Spanish/Spanish-Creole at home.⁹

In the City of Santa Cruz, there is a pocket of low-income residents concentrated in the Beach Flats area, which also had the highest concentration of minority households.¹⁰ According to data from the 2000 Census, 39% of the residents in the Beach Flats community are below poverty level. In addition, 82% of the individuals in this neighborhood are Spanish-speakers, and 40% are monolingual.¹¹

Language Spoken at home for the population 5 yrs. old and over¹²	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Total Population (5 years old and over)	60,266	11,113	9,600	47,454
People who speak <u>only English</u> at home	45,069	9,771	7,379	11,853
People who speak Spanish/Spanish-Creole at home	8,872	418	1,799	33,629
People who speak Chinese at home	1,866	217	42	204
Other languages (non-English and non-Spanish)	6,325	924	422	1,972
Total population who speak a language other than English	15,197	1,342	2,221	35,601
Language Spoken at home for the population 5 yrs. old and over¹³	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>

⁷ 2017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

⁸ American Community Survey of the U.S. Census Bureau (2011-2015) 5-year Estimates.

⁹ American Community Survey of the U.S. Census Bureau (2011-2015) 5-year Estimates.

¹⁰ City of Santa Cruz (2007-2014) Draft Housing Element.

¹¹ Beach Flats Community Center - <http://www.beachflatscommunitycenter.org/bfcc/Home.html>

¹² American Community Survey of the U.S. Census Bureau (2011-2015) 5-year Estimates.

¹³ American Community Survey of the U.S. Census Bureau (2011-2015) 5-year Estimates.

Attachment A

Percent of population who speak Spanish/ Spanish-Creole	14.7%	3.8%	18.7%	70.9%
Percent of population who speak Chinese	3.1%	1.95%	0.44%	0.43%

The chart above confirms that the majority of persons who speak Spanish at home live in the City of Watsonville. Although the percentage is much smaller in the City of Santa Cruz (14.7%),¹⁴ the predominant language spoken, other than English, is the same. There is also a small percentage of individuals who speak Chinese at home. The city with the highest percentage of Chinese speakers is Santa Cruz with 3.1%.

Task 1, Step 3: Consult State and local sources of data.

Information received from the California Department of Education (CDE) supports the conclusion that larger concentrations of Spanish-speaking people live in Watsonville. During the 2017-18 school year, the CDE reported a total of 10,650 English Learners (EL) for grades K-12 in Santa Cruz County. Of those EL students, 9,952 were Spanish-speakers (see Appendix B.7). The second highest concentration of non-English speakers (385 students) for grades K-12 speak Mixteco (an indigenous language of the Aztecs).

Santa Cruz County reported a total of 919 teachers providing Specially Designed Academic Instruction in English (SDAIE), English language development (ELD), or primary language instruction to EL students in grades K-12. Pajaro Valley Unified School District reported 442 teachers providing these services to their students in Watsonville (See Appendices B.8 and B.9). The number of EL students in Santa Cruz County has increased every year since 2007, from 10,195 to 11,359 students, as illustrated on the graph in Appendix B.10.¹⁵

Task 1, Step 4: Community Organizations that serve LEP persons.

Santa Cruz METRO identified and contacted community organizations that serve LEP persons, including organizations that Santa Cruz METRO has associations with, such as, La Manzana Community Resource Center in Watsonville, and Live Oak Family Resource Center. La Manzana is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzana provides translation services for persons speaking limited English, as well as English classes for Spanish speakers. In recent years, Santa Cruz METRO has held focus groups at La Manzana to reach out to the minority, LEP community, and traditionally ride-dependent groups within the Watsonville community.

¹⁴ American Community Survey of the U.S. Census Bureau (2011-2015) 5-year Estimates.

¹⁵ California Dept. of Education, Educational Demographics Office – SC County 2010-11.

Attachment A

The Live Oak Family Resource Center provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. The Live Oak Resource Center is also a Santa Cruz METRO pass outlet.

Task 1, Step 4A: Identify community organizations.

LEP persons are served by many organizations in the Santa Cruz County community. Santa Cruz METRO identified community organizations and churches that provide services to LEP individuals within Santa Cruz County (See list in Appendix B.11).

Task 1, Step 4B: Contact relevant community organizations.

Santa Cruz METRO Staff created a list of community organizations that provide assistance and translation services to LEP, low-income and minority individuals. The following organizations are involved in serving LEP persons within the community, and were contacted by Santa Cruz METRO:

- Beach Flats Community Center
- Central California Alliance for Health
- Community Action Board of SC County – SC County Immigration Project
- Community Bridges
- Davenport Resource Center
- Familia Center
- First 5 Santa Cruz County
- La Manzana Community Resource Center
- Lift Line Transportation Services
- Live Oak Family Resource Center
- Mountain Community Resources
- Our Lady Help of Christians Parish
- Pajaro Valley Prevention and Student Assistance, Inc.
- Santa Cruz County Housing Authority
- Santa Cruz Zen Center
- St. Patrick Parish
- Valley Churches United
- Volunteer Centers of Santa Cruz County, Literacy Program
- Watsonville Family YMCA

Attachment A

In October 2011, a letter and survey were sent to each of these organizations requesting information to assist Santa Cruz METRO on improving its LEP services that it provides. A sample letter and survey is provided in Appendix B.12.

Task 1, Step 4C: Obtain Information.

Survey Results:

Live Oak Family Resource Center provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. Most individuals in this group are high school graduates who speak English and/or Spanish. The most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for transit service to Portola and East Cliff Drive.¹⁶

Familia Center is responsive to the needs of low-income Latinos and functions as a one-stop resource center that provides parenting classes, food and clothing assistance. The educational level of this group is 6th grade or less in Spanish, therefore, rendering the group as LEP. Frequently traveled destinations are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel. The Program Director at Familia Center indicated that the best way to deliver messages to this group would be to have Santa Cruz METRO Staff come to the Center and conduct outreach directly with the group.¹⁷

Valley Churches United is a coalition of community and church volunteers that provide humanitarian aid to San Lorenzo and Scotts Valley residents. The agency also provides Santa Cruz METRO bus passes to those who are in need, as the bus stops within one block of their mission. Most individuals who receive assistance speak English. The most frequently traveled destinations are San Lorenzo Valley, Scotts Valley and the adjacent unincorporated areas. Mountain Community Resources provides translation services when needed.¹⁸

Mountain Community Resources is a family resource center serving San Lorenzo and Scotts Valley residents. This organization assists individuals with housing, employment, counseling, domestic violence prevention and child care services. They also provide bilingual services to LEP persons. The most frequently traveled destinations are the Emeline Clinic, the Santa Cruz County Courthouse, and the Watsonville Courthouse. The group expressed concern about the timing of bus service and the 2011 service cuts. The group would like to have service restored to Big Basin Way, China Grade, Graham Hill and Zayante/Lompico. According to their

¹⁶ Survey received from Live Oak Family Resource Center.

¹⁷ Survey received from Program Director at Familia Center.

¹⁸ Survey received from Valley Churches United.

Attachment A

Community Advocate, the best means of communication with this group would be a community survey or a community forum to receive public input.¹⁹

Santa Cruz County Immigration Project is a resource center that provides free general information regarding immigration topics. They provide assistance with replacement green cards and citizenship papers, as well as offering workshops on immigrant topics. Most individuals in this group speak Spanish or one of the indigenous languages of Mexico. The educational level of this group is low and most of their clients have less than six years of formal education. Public transit is used by this group to attend medical appointments, access local schools, and the county court house. In addition, this group relies on public transit to get to/from work, school, shopping and appointments.²⁰

II. Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2, Step 1: Review the relevant program, activities and services you provide.

As identified in Task 1, LEP individuals inquire about, use, and are affected by the services that Santa Cruz METRO provides on a daily basis. Operational services include fixed route service and ADA Paratransit service (ParaCruz). LEP individuals also come into contact with Santa Cruz METRO Staff on a daily basis by calling Santa Cruz METRO's Customer Service Center, the Administrative Office, and the Reservationists at ParaCruz, as well as using Santa Cruz METRO's website, www.scmttd.com.

Task 2, Step 2: Review information obtained from community organizations.

Individuals from the Live Oak Family Resource Center indicated that their most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for service to Portola and East Cliff Drive.

Frequently traveled destinations for individuals at Familia Center are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel.

Santa Cruz METRO conducted a survey of community organizations in the Fall of 2011, with the results summarized above. In addition to its current efforts to reach the LEP community, Santa Cruz METRO plans to meet with some of these organizations by the end of the 2012 calendar year to ask LEP persons whether they are aware of the types of language assistance Santa Cruz METRO provides and to discuss which forms of communication are most helpful.

¹⁹ Survey received from Mountain Community Resources.

²⁰ Survey received from Santa Cruz County Immigration Project.

Attachment A

Santa Cruz METRO would also like to find out which, if any, additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO has submitted questions which address the LEP community in the Santa Cruz County Regional Transportation Commission's (SCCRTC) survey, which will be conducted in the Spring of 2012.

Task 2, Step 3: Consult directly with LEP persons.

Santa Cruz METRO held focus groups from July 2010 through August 2011 in an effort to actively engage the Watsonville Community in the transit planning process and receive public input on Santa Cruz METRO's current services. The focus groups targeted seniors, low-income residents, LEP residents, youth, and recently-released prison inmates. Moore and Associates staff assisted Santa Cruz METRO in facilitating these meetings and translation services were available through the social service agency, if needed. In general, the issues raised by focus group attendees fell into four broad categories: (1) new areas to be served; (2) enhancements; (3) Capital/Technology; and (4) policy.

Focus group attendees indicated that the west side of Watsonville is growing faster than the rest of Watsonville. They also expressed a need for more frequent service on existing routes, and stated that Route 69 needs more capacity, as the bus is always full. Attendees suggested that there be more bike racks on buses and that all crosswalks near bus stops should be improved.

They also expressed a need for benches at the bus stops on Lincoln Street, and the bus stop in front of the Social Security office, which has no sidewalk, shelter, or bench. The focus groups indicated that the bus stops along Green Valley, Lincoln, Pennsylvania, Freedom, Clifford, and at Pajaro Valley High School need improvements.

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request.²¹

III. Factor 3: The importance to LEP persons of your program, activities, and services.

Task 3, Step 1: Identify your agency's most critical services.

Using public transportation is very important to LEP persons as indicated from survey results. Santa Cruz METRO's most critical services are:

²¹ Santa Cruz Metro – Preliminary Results from Watsonville Transit Study conducted by Moore & Associates, Inc.

Attachment A

- Fixed Route transit services.
- Paratransit services.
- UCSC service.
- Highway 17 Express service.

If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from Santa Cruz METRO which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information about how to ride and purchase tickets/passes
- Public hearing announcements
- Safety and security announcements
- Complaint Forms
- Information about Santa Cruz METRO's ParaCruz service & eligibility
- Information needed to correctly book daily paratransit rides

Task 3, Step 2: Review input from community organizations and LEP persons

Concentrations of LEP Spanish-speaking riders use Santa Cruz METRO fixed routes 71, 75 and 69W. In addition, routes 72, 74, 79 and 69A, which either begin or end in Watsonville, have high concentrations of Spanish-speaking riders.

IV. Factor 4: The resources available to the recipient and costs

Task4, Step 1: Current Language Assistance Measures.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. Several of our Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to the LEP population with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides a premium pay to those employees who qualify as able to speak/read/write Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling a trip.
- A bilingual (Spanish) interpreter is present for translation services at every Board of Directors' Meeting.

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- Title VI Posters are displayed on all fixed route and Paratransit vehicles (English/Spanish) to inform passengers of their rights under Title VI of the Civil Rights Act.
- Language Assistance Posters are displayed on all fixed route and Paratransit vehicles to inform passengers that Language Assistance is available in Spanish, if needed.
- Santa Cruz METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO's ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO's website in both languages.
- Vital documents and information on Santa Cruz METRO's website is translated into Spanish.
- Language Assistance Posters (English / Spanish) are displayed on the bulletin boards at the Administrative office, Watsonville Transit Center and the Pacific Station Transit Center. These posters state "*Free language assistance is available*".
- All public hearings that require notification to the public are posted in English and Spanish throughout Santa Cruz METRO's service area and in local newspapers.
- Santa Cruz METRO's *Headways Magazine* is provided in English and Spanish. The Headways Magazine contains all transit-related information on transit routes and schedules.
- "*I Speak*" Cards have been provided to Front-Line employees. These employees include: Bus Operators, Paratransit Operators, Customer Service Representatives, Transit Supervisors, Administrative Assistants, Customer Service Coordinators, Executive Assistant and Security Staff.
- Spanish language services are available at the Customer Service Booth at the Santa Cruz METRO Center (Pacific Station).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual speakers (English/Spanish).
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO's bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO's transit centers is in English and Spanish.

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The cost of providing these services has been less than \$10,000 annually depending on the number of public hearings that are held each year.

Task 4, Step 2: Additional Language Assistance Measures to be Provided.

Due to the small size of the agency, limited resources and consideration of the language assistance services already provided, Santa Cruz METRO should focus its language assistance measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

- Translation of all vital documents, including the Title VI Non-Discrimination Notice, Title VI Complaint Form and Complaint Process into Chinese. **(to be completed by June 30, 2019).**
- Access to a Language Line that will allow all LEP customers to call a translation service for free language assistance with their transit needs. **(to be completed by June 14, 2019).**
- “*I-Speak*” Cards will be placed on all fixed route buses and at the Watsonville and Pacific Station Transit Centers. **(to be completed by June 14, 2019).**
- Language Assistance Training to be provided to all Front-Line employees who have frequent contact with LEP customers. **(to be completed by July 26, 2019).**
- Encouraging advertisers with Santa Cruz METRO to provide their advertisements in English and Spanish, or English and Chinese.
- Provide Translation in Chinese of all future Notices re: Fare Changes, Service Changes, and Holiday Schedules.

Task 4, Step 3: Analyze your budget.

Like most public agencies, Santa Cruz METRO is constrained by several factors, including staff and funding resources. Santa Cruz METRO Grants/Legislative Analyst will be directed to seek monies which could pay for the electronic translators that would assist with translation in any language. “*I-Speak*” cards will be created with administrative funds that are available. The Operations and Maintenance Departments will provide necessary funding for the translation of the safety and security information at the transit centers.

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Task 4, Step 4: Consider cost effective practices for providing language services.

Santa Cruz METRO may wish to collaborate with the community organizations identified in Task 1 to provide cost-effective practices. Santa Cruz METRO may wish to partner with these organizations to provide:

- Distribution channels for printed information.
- Translation assistance for LEP persons.
- Educational and outreach opportunities to help improve access for LEP persons.

In addition, Santa Cruz METRO may research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

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Language Assistance Plan for Limited English Proficient (LEP) Persons

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground 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 from the FTA. Santa Cruz METRO prepared a Four-Factor Analysis to focus its attention on the needs of the LEP populations that it serves.

Plan for Implementation

I. Identify LEP individuals who need language assistance.

Research and field work completed in the four-factor analysis establish that the ethnic make-up of the County of Santa Cruz, Santa Cruz METRO's service area, is dominated by whites and Latinos who combine to make up more than 91% of the County's total population of 262,289.²² Of the county population, 37.8% speak a language other than English, and 12.1% or 31,738 are individuals with Limited English Proficiency (LEP).²³ Of this group, 85.2% speak Spanish or Spanish-Creole, 10.2% speak Asian/Pacific Island languages, 4.1% speak Other Indo-European languages, and 5.6% speak Chinese.²⁴ A large proportion of the Spanish-speaking LEP persons, approximately 17,641 people reside within the City of Watsonville.²⁵

Information collected from the United Transportation Union (UTU) Committee of Adjustments, the Union that represents Santa Cruz METRO's fixed-route coach operators, and paratransit drivers, reservationists and dispatchers, indicates that Santa Cruz METRO serves a multi-lingual community in which staff comes into contact with LEP Spanish-speaking persons on a daily basis. Santa Cruz METRO's customer service and

²² 2017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²³ 2017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²⁴ 2017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²⁵ American Community Survey of the U.S. Census Bureau (2011-2015) 5-year Estimates.

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administration staff has also indicated that they have contact with LEP persons speaking Spanish on a daily basis.

II. Language assistance measures.

Santa Cruz METRO currently has in place numerous language assistance measures that are set forth in the Four-Factor Analysis for the Spanish-speaking LEP population. Santa Cruz METRO's intentions are to continue to utilize these measures. Front-line employees are prepared to communicate orally with LEP Spanish-speakers. In addition, some staff can communicate in writing with LEP Spanish-speakers, as well. It is critical that Santa Cruz METRO connect in a consistent and positive way with the LEP population, which will also insure that Santa Cruz METRO transit services are readily accessible to all LEP persons.

Written Language:

Santa Cruz METRO staff receives written communications in different ways from LEP persons who write/read Spanish. Individuals write to the Santa Cruz METRO's Board of Directors about a concern, an interest, or to request additional transit services. They may also file a tort claim seeking compensation for injuries sustained while utilizing Santa Cruz METRO's transit services or file complaints regarding the transit service provided, or what transit service was not provided.

When a written communication in Spanish is received at the Santa Cruz METRO's Administration Offices, 110 Vernon Street, Santa Cruz, CA, it is forwarded to the Executive Assistant, who will insure that the document is provided to the HR Generalist or Santa Cruz METRO's contracted translator for translation into English and translation of the response into the native Spanish language.

- When a written communication in Spanish is received at Santa Cruz METRO's ParaCruz Offices, 2880 Research Park Drive #160, Santa Cruz, CA, it is forwarded to a bilingual Customer Service Representative for translation into English and translation of the response into the native language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish on METRO's website.
- When a written communication in Spanish is received at the Santa Cruz METRO's Operations Department, Santa Cruz, CA, it is forwarded to the Executive Assistant for translation into English and translation of the response into the native language.

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- When a written communication in Spanish is received at the Santa Cruz METRO's Customer Service Offices, Pacific Station, 920 Pacific Avenue, Santa Cruz, CA, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. Complex and legal documents received at the Customer Service Office are forwarded to the Executive Assistant for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff (831) 425-8600 are available to provide Spanish translation services by telephone or in person to customers.
- Currently, 49.7% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 87.5% of the ParaCruz Operators are bilingual and able to provide language assistance to Spanish-speaking passengers. In addition, four of Santa Cruz METRO's transit supervisors are bilingual.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the Administrative offices in person, the Executive Assistant will be contacted. The Executive Assistant will contact the HR Generalist. If the HR Generalist is not available, the contracted translator that Santa Cruz METRO uses will be contacted. Some Santa Cruz METRO bus operators and Paratransit operators are bilingual (English/Spanish) to provide bilingual assistance to passengers.

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests for oral and written skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as a translator. If this is not possible, then the bus operator shall provide the customer with the "*I-Speak*" card and have the passenger point to the correct language. The passenger can then use their cell phone to obtain free language assistance. If available, the bus operator could also direct the passenger to translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit

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operator, the operator may open one-on-one communication with a bilingual dispatcher utilizing the operator's hand held radio.

The competency of the translation providers listed above is assured. Each has demonstrated the ability to provide accurate oral and written translation and is familiar with terminology associated with public transit.

III. Training Staff

Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, paratransit personnel, dispatchers, transit supervisors, customer service personnel, customer service coordinators, administrative staff and management.

IV. Providing Notice to LEP Persons

Santa Cruz METRO incorporates a variety of methods to communicate with transit users and the public. Route and printed schedule information is available in English and Spanish in the *Headways Magazine*, on Santa Cruz METRO's website and at the Customer Service Booth at METRO Center. In addition, Santa Cruz METRO's fixed route buses have bus cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that language assistance is available, if needed. Santa Cruz METRO ParaCruz customer Guide is available in English and Spanish. Santa Cruz METRO has a sign on the bulletin board at the Administrative office, the Pacific Station Transit Center and the Watsonville Transit Center, which indicates that free language assistance is available if requested in a timely manner. All public hearings that require notification to the public are posted in English/Spanish throughout Santa Cruz METRO's service area, in local newspapers, and on Santa Cruz METRO's website.

V. New LEP Assistance Measures

Dependent on funding resources and available staff, Santa Cruz METRO will be implementing new measures to reach out to and connect with its LEP population. Taking these additional steps will insure that the LEP persons who utilize Santa Cruz METRO's services will have the same access to transit information, safety and security measures as those who speak English. Additionally, Santa Cruz METRO has obtained "*I Speak*" cards for its Administrative office and transit center receptionist areas so that as LEP customers seek transit information, Santa Cruz METRO employees who are not bilingual can respond adequately without having to send the person to someone else. Further, Santa Cruz METRO will authorize the use of telephone translation services when bilingual staff is not

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available. Additionally, Santa Cruz METRO will be encouraging its advertisers to provide bilingual advertisements (Spanish/English) and (Chinese/English).

VI. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Monitoring of the program will be assigned to the Operations Manager: Fixed Route. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO will be making outreach efforts to the community organizations that it identified and communicated with during this process.

The Department of Transportation (DOT) guidance also recommends internal monitoring by performing ride checks, in which LEP persons are engaged to ride and report on their experience. It should be noted that this activity is designed to collect information on LEP implementation, not monitor the performance of any specific employees resulting in corrective or disciplinary action.

Based on the feedback received, Santa Cruz METRO may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures that are proven to be ineffective for the LEP population.

If service is expanded into areas with high concentrations of LEP persons, Santa Cruz METRO should consider modifying the implementation plan as needed in order to ensure meaningful access by previously un-served LEP persons.

Title VI Program 2019 Report

Advisory Committees

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Santa Cruz METRO (METRO) is a transit district formed pursuant to Public Utilities Code section 98100 et seq. The METRO Board of Directors is appointed by other bodies (cities and county in Metro's jurisdiction). METRO receives advisory information from two committees, the METRO Advisory Committee (MAC) and the Elderly and Disabled Transportation Advisory Committee (E&D TAC).

Membership on MAC

The MAC shall be composed of no greater than 7 members appointed by the Board of Directors (BOD). All MAC members shall serve for a term of four (4) years and will serve at the pleasure of the Board of Directors. Members wishing to resign from an appointment may submit such resignation to the CEO/General Manager.

The METRO Board of Directors shall nominate individuals to be considered for appointment as members of the MAC. Additionally, Santa Cruz County residents who have submitted an application directly to METRO shall be considered. Annually, the METRO Board Chair shall appoint an Ad Hoc Committee composed of four members of the Board who shall meet as needed to review the list of Board nominees and other citizen applications and make appointment recommendations to the full Board. Appointments to the MAC shall be made by the METRO Board of Directors.

In this process, the Board strives to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. To the extent it is practical, representation on MAC will be regular riders of the system and will include representatives of the following consumer groups:

- i. At least one member from the Disability community.
- ii. At least one member from University of California, Santa Cruz, who is either a student or employee of the same.
- iii. At least one member who is a commuter using the Highway 17 service.
- iv. At least one member of the Disadvantaged Business Community.
- v. At least one member from Cabrillo College, who is either a student or an employee of the same.
- vi. At least one member who is a rider of Paratransit.

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Vacancies on MAC

When a vacancy is created or a MAC member's term expires, the METRO Board shall be solicited for nominations. The METRO Board nomination period shall be open for thirty (30) days following the notification to METRO Board Members of the vacancy(s). The METRO Board shall be notified of the open nomination period via email correspondence. Following the conclusion of the thirty-day nomination period, the Ad Hoc Committee shall convene and review current MAC application on file and current Board Member nominations. The Ad Hoc Committee shall then make new appointee recommendation(s) to the full METRO Board for consideration and approval to fill the expired seat, or the remainder of the vacated MAC member's term.

Membership on E&D TAC

The Santa Cruz County Regional Transportation Commission (SCCRTC) selects members for the E&D TAC. Santa Cruz METRO has no authority over or influence on the selection process. The racial composition of the E&D TAC members is not known at this time.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic/ Latino	African American	Asian	Native American	Declined to Participate
Service Area Population	64.1%	42.5%	1.2%	5.5%	0.9%	
METRO Advisory Committee	50%	0%	0%	0%	0%	50%

Title VI Program 2019 Report

Facility Site Equity Analysis

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Santa Cruz METRO did not engage in the construction of any new sites or facilities during the time frame covered by the Title VI review period, or since that time. Furthermore, if/when any new facilities are considered, we will conduct the requisite site equity analysis.

Redlined Documents

Language Assistance Plan ~~Improving Access for People with~~

Limited English Proficiency Proficient (LEP) Persons

Implementation Plan

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Santa Cruz Metropolitan Transit District

110 Vernon Street
Santa Cruz, CA 95060

www.scmttd.com

(831) 426-6080

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Improving Access Language Assistance Plan for People with Limited English Proficiency Proficient (LEP) Persons

Four-Factor Analysis

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a public transit agency that provides fixed route and paratransit services throughout the County of Santa Cruz and its regional area. Santa Cruz METRO conducted this analysis to meet its requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP).

The purpose is to ensure that no person 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 from the Federal Transit Administration (FTA). By conducting this analysis, Santa Cruz METRO is better able to determine the appropriate mix of language assistance necessary for its customers and potential customers to access its transportation services. This analysis is designed to comport with the Department of Transportation (DOT) LEP Guidance.

Analysis Using Four Factor Framework:

Santa Cruz METRO conducted the following analysis using the four factors identified in the DOT's LEP Guidance:

I. Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.

Task 1, Step 1: Examine prior experiences with LEP individuals.

The County of Santa Cruz's ethnic makeup continues to be dominated by ~~whites~~Whites and Latinos, who combine to make up more than 91 percent of the population.¹ Additionally, Santa Cruz County has experienced a growing Latino population in the last decade.² The City of Watsonville grew 15.7 percent from 2000 to 2010, increasing from 44,265 people to 51,199.³

¹ ~~2010 U.S. Census.~~ [2015 County Demographics from Santa Cruz County Chamber of Commerce.](#)

² 2010 U.S. Census.

³ 2010 U.S. Census.

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Watsonville's growth is largely attributable to an expansion of the city's already strong Latino majority, who make up 81 percent of its population.⁴

The University of California at Santa Cruz (UCSC) which Santa Cruz METRO serves brings people from all over California to Santa Cruz. A large majority of the ~~16,451~~19,700 undergraduate and graduate students come from the San Francisco and Monterey Bay Areas and Southern California. UCSC also attracts students from the Central Valley and adjacent areas. According to UCSC Institutional Research Office (Student data from ~~2010-11 3rd~~2018 Fall Quarter ~~Average~~) undergraduate and graduate students at UCSC, ~~45~~31.3% identified themselves as white, ~~22~~26.3% Asian/~~Pacific Islander~~, ~~19~~, ~~25~~% Latino, ~~34~~.~~2~~% African American, ~~10~~.~~85~~% Native American and ~~9~~% ~~Other /unknown~~. ~~Less than 2%~~2.2% Unknown. Only 9.7% of the student population ~~was~~identified themselves as International.⁵

Santa Cruz METRO Staff conducted a poll to obtain the number of LEP persons who come into contact with Santa Cruz METRO's services on a daily basis. This poll was conducted by Santa Cruz METRO's Customer Service personnel, Paratransit Reservationists, Accessible Services Coordinator, and the ADA Eligibility Coordinator. Individuals who contacted Santa Cruz METRO were counted for the four weeks of October 2011. In most cases, the information requested from Santa Cruz METRO related to the use of transit services including requests for route and schedule information, fare information and transfers (Survey Results; Appendix B.1).

The Administrative Staff (Administration/ Reception) indicated that they have a minimum of five contacts per week from LEP persons who generally are Spanish speakers (Survey Results; Appendix B.1). Santa Cruz METRO's poll confirms that approximately 89% of the LEP population served by Santa Cruz METRO speaks Spanish. English-speaking family members or friends are sometimes, but not always, available to help with translation when needed.

Santa Cruz METRO's fixed-route transit operators report daily interactions with LEP persons, who are primarily Spanish speakers. During 2011, Santa Cruz METRO conducted 592 paratransit eligibility assessments and, of those, 50 individuals required a Spanish/English translator (Santa Cruz METRO ParaCruz Records).

Task 1, Step 2: Become familiar with data from the U.S. Census.

The ~~2010~~2017 American Community Survey of the U.S. Census Bureau⁶ describes the languages spoken in Santa Cruz County and the number of individuals speaking each language as follows:

*(See ~~chart~~table on next page)

⁴ Based on population totals received from the 2010 U.S. Census.

⁵ UCSC Office for Diversity, Equity and Inclusion (~~July 2011~~Fall Quarter-2018) website

⁶ ~~2010~~2017 American Community Survey of the U.S. Census Bureau (1-year Estimates) – Appendix B-5.

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<u>Language Spoken</u>	<u>Number of Speakers</u>	<u>Speak English “less than very well”</u>
Total population 5 years and over	<u>248,383,262,289</u>	<u>***31,738</u>
English only	<u>171,633,178,298</u>	***
Spanish/Spanish Creole	<u>63,586,65,992</u>	<u>31,602</u> <u>27,026</u>
<u>Asian/Pacific Island languages</u> <u>Chinese</u>	<u>6,210,3,525</u>	<u>1,428,769</u>
Other Indo-European languages	<u>5,464,410</u>	<u>929,1,291</u>
Other <u>Asian/Pacific Island</u> languages	<u>1,242,2,205</u>	<u>1,015,996</u>
Total:	<u>248,383,255,430</u>	<u>35,022,31,082</u>

The most significant non-English language populations speak Spanish and Chinese. More detailed information shown by Census tract is available on Appendix B.2 and B.3.

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves.

Santa Cruz METRO’s service area is defined by the County of Santa Cruz boundaries, plus a regional commuter route (Highway 17) which extends into Santa Clara County. Appendix B.4 includes a map showing the boundary of Santa Cruz METRO’s taxing district with census tracts included.

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.

Appendix B.5 contains census data on English proficiency in Santa Cruz County, listing population by language spoken at home and the percentage of those persons speaking English “less than very well.”

Task 1, Step 2C: Analyze the data you have collected.

Non-proficiency is determined by counting those who speak English in any category other than *very well*. According to the 20102017 American Community Survey, in Santa Cruz County,

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~~30.932~~% of the population (5 years and over) speaks a language other than English at home, and ~~1412.1~~% of the population in the county (or ~~35,02231,738~~ people 5 years and over) speak English *less than very well*. Of these LEP persons, ~~61.654.9~~% are foreign-born (See page 2 of Appendix B.6). **Please note that these figures apply to SC County. For information on the individual cities, see the chart on page 5.*

According to the data from the ~~2010~~2017 American Community Survey (1-year Estimates), ~~9085.2~~% of LEP persons in Santa Cruz county speak Spanish. The next largest group of LEP persons speak ~~Asian and Pacific Island languages~~Chinese, which make up ~~4.15.6~~% of the LEP population.⁷

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

The chart below shows the language spoken at home by the population five years old and over in each of the four cities that Santa Cruz METRO serves. In the City of Watsonville, approximately ~~69.970.1~~% of the population 5 years and over (or ~~31,55633,629~~ people) speak Spanish/ Spanish-Creole at home.⁸ In contrast, only ~~4.63.8~~% of the population 5 years and over (or ~~493418~~ people) in Scotts Valley speak Spanish/Spanish-Creole at home.⁹

In the City of Santa Cruz, there is a pocket of low-income residents concentrated in the Beach Flats area, which also had the highest concentration of minority households.¹⁰ According to data from the 2000 Census, 39% of the residents in the Beach Flats community are below poverty level. In addition, 82% of the individuals in this neighborhood are Spanish-speakers, and 40% are monolingual.¹¹

Language Spoken at home for the population 5 yrs. old and over ¹²	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Total Population (5 years old and over)	55,88060,266	10,72811,113	9,177600	45,14547,454
People who speak <u>only English</u> at home	43,92145,069	9,526771	7,525379	11,737853
<u>People who speak Spanish/Spanish-Creole</u> at home	7,5438,872	493418	9631,799	31,55633,629
<u>People who speak Chinese</u> at home	1,866	217	42	204

⁷ ~~2010~~2017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

⁸ American Community Survey of the U.S. Census Bureau (~~2006-2010~~2011-2015) 5-year Estimates.

⁹ American Community Survey of the U.S. Census Bureau (~~2006-2010~~2011-2015) 5-year Estimates.

¹⁰ City of Santa Cruz (2007-2014) Draft Housing Element.

¹¹ Beach Flats Community Center - <http://www.beachflatscommunitycenter.org/bfcc/Home.html>

¹² American Community Survey of the U.S. Census Bureau (~~2006-2010~~2011-2015) 5-year Estimates.

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Other languages (non-English and non-Spanish)	<u>4,416,325</u>	<u>709,924</u>	<u>689,422</u>	<u>6,852,972</u>
Total population who speak a language other than English <u>at home</u>	<u>11,959,197</u>	<u>1,202,342</u>	<u>1,652,221</u>	<u>33,408,601</u>
Language Spoken at home for the population 5 yrs. old and over¹³	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Percent of population who speak Spanish/ Spanish-Creole <u>at home</u>	<u>13.514.7%</u>	<u>4.63.8%</u>	<u>10.518.7%</u>	<u>6970.9%</u>
<u>Percent of population who speak Chinese</u>	<u>3.1%</u>	<u>1.95%</u>	<u>0.44%</u>	<u>0.43%</u>

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The chart above confirms that the majority of persons who speak Spanish at home live in the City of Watsonville. Although the percentage is much smaller in the City of Santa Cruz (13.514.7%),¹⁴ the predominant language spoken, other than English, is the same. There is also a small percentage of individuals who speak Asian and Pacific Island languages at home. Chinese at home. The city with the highest percentage of Chinese speakers is Santa Cruz with 3.1%.

Task 1, Step 3: Consult State and local sources of data.

Information received from the California Department of Education (CDE) supports the conclusion that larger concentrations of Spanish-speaking people live in Watsonville. During the 2010—112017-18 school year, the CDE reported a total of 11,12610,650 English Learners (EL) for grades K-12 in Santa Cruz County. Of those EL students, 10,7549,952 were Spanish-speakers (see Appendix B.7). The second highest concentration of non-English speakers (115385 students) for grades K-12 speak Mixteco (an indigenous language of the Aztecs).

Santa Cruz County reported a total of 919 teachers providing Specially Designed Academic Instruction in English (SDAIE), English language development (ELD), or primary language instruction to EL students in grades K-12. Pajaro Valley Unified School District reported 442 teachers providing these services to their students in Watsonville (See Appendices B.8 and B.9). The number of EL students in Santa Cruz County has increased every year since 2007, from 10,195 to 11,359 students, as illustrated on the graph in Appendix B.10.¹⁵

Task 1, Step 4: Community Organizations that serve LEP persons.

¹³ American Community Survey of the U.S. Census Bureau (2006-20102011-2015) 5-year Estimates.

¹⁴ American Community Survey of the U.S. Census Bureau (2006-20102011-2015) 5-year Estimates.

¹⁵ California Dept. of Education, Educational Demographics Office – SC County 2010-11.

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Santa Cruz METRO identified and contacted community organizations that serve LEP persons, including organizations that Santa Cruz METRO has associations with, such as, La Manzana Community Resource Center in Watsonville, and Live Oak Family Resource Center. La Manzana is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzana provides translation services for persons speaking limited English, as well as English classes for Spanish speakers. In recent years, Santa Cruz METRO has held focus groups at La Manzana to reach out to the minority, LEP community, and traditionally ride-dependent groups within the Watsonville community.

The Live Oak Family Resource Center provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. The Live Oak Resource Center is also a Santa Cruz METRO pass outlet.

Task 1, Step 4A: Identify community organizations.

LEP persons are served by many organizations in the Santa Cruz County community. Santa Cruz METRO identified community organizations and churches that provide services to LEP individuals within Santa Cruz County (See list in Appendix B.11).

Task 1, Step 4B: Contact relevant community organizations.

Santa Cruz METRO Staff created a list of community organizations that provide assistance and translation services to LEP, low-income and minority individuals. The following organizations are involved in serving LEP persons within the community, and were contacted by Santa Cruz METRO:

- Beach Flats Community Center
- Central California Alliance for Health
- Community Action Board of SC County – SC County Immigration Project
- Community Bridges
- Davenport Resource Center
- Familia Center
- First 5 Santa Cruz County
- La Manzana Community Resource Center
- Lift Line Transportation Services
- Live Oak Family Resource Center
- Mountain Community Resources
- Our Lady Help of Christians Parish
- Pajaro Valley Prevention and Student Assistance, Inc.

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- Santa Cruz County Housing Authority
- Santa Cruz Zen Center
- St. Patrick Parish
- Valley Churches United
- Volunteer Centers of Santa Cruz County, Literacy Program
- Watsonville Family YMCA

In October 2011, a letter and survey were sent to each of these organizations requesting information to assist Santa Cruz METRO on improving its LEP services that it provides. A sample letter and survey is provided in Appendix B.12.

Task 1, Step 4C: Obtain Information.

Survey Results:

Live Oak Family Resource Center provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. Most individuals in this group are high school graduates who speak English and/or Spanish. The most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for transit service to Portola and East Cliff Drive.¹⁶

Familia Center is responsive to the needs of low-income Latinos and functions as a one-stop resource center that provides parenting classes, food and clothing assistance. The educational level of this group is 6th grade or less in Spanish, therefore, rendering the group as LEP. Frequently traveled destinations are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel. The Program Director at Familia Center indicated that the best way to deliver messages to this group would be to have Santa Cruz METRO Staff come to the Center and conduct outreach directly with the group.¹⁷

Valley Churches United is a coalition of community and church volunteers that provide humanitarian aid to San Lorenzo and Scotts Valley residents. The agency also provides Santa Cruz METRO bus passes to those who are in need, as the bus stops within one block of their mission. Most individuals who receive assistance speak English. The most frequently traveled destinations are San Lorenzo Valley, Scotts Valley and the adjacent unincorporated areas. Mountain Community Resources provides translation services when needed.¹⁸

¹⁶ Survey received from Live Oak Family Resource Center.

¹⁷ Survey received from Program Director at Familia Center.

¹⁸ Survey received from Valley Churches United.

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Mountain Community Resources is a family resource center serving San Lorenzo and Scotts Valley residents. This organization assists individuals with housing, employment, counseling, domestic violence prevention and child care services. They also provide bilingual services to LEP persons. The most frequently traveled destinations are the Emeline Clinic, the Santa Cruz County Courthouse, and the Watsonville Courthouse. The group expressed concern about the timing of bus service and the 2011 service cuts. The group would like to have service restored to Big Basin Way, China Grade, Graham Hill and Zayante/Lompico. According to their Community Advocate, the best means of communication with this group would be a community survey or a community forum to receive public input.¹⁹

Santa Cruz County Immigration Project is a resource center that provides free general information regarding immigration topics. They provide assistance with replacement green cards and citizenship papers, as well as offering workshops on immigrant topics. Most individuals in this group speak Spanish or one of the indigenous languages of Mexico. The educational level of this group is low and most of their clients have less than six years of formal education. Public transit is used by this group to attend medical appointments, access local schools, and the county court house. In addition, this group relies on public transit to get to/from work, school, shopping and appointments.²⁰

II. Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2, Step 1: Review the relevant program, activities and services you provide.

As identified in Task 1, LEP individuals inquire about, use, and are affected by the services that Santa Cruz METRO provides on a daily basis. Operational services include fixed route service and ADA Paratransit service (ParaCruz). LEP individuals also come into contact with Santa Cruz METRO Staff on a daily basis by calling Santa Cruz METRO's Customer Service Center, the Administrative Office, and the Reservationists at ParaCruz, as well as using Santa Cruz METRO's website, www.scmtd.com.

Task 2, Step 2: Review information obtained from community organizations.

Individuals from the Live Oak Family Resource Center indicated that their most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for service to Portola and East Cliff Drive.

¹⁹ Survey received from Mountain Community Resources.

²⁰ Survey received from Santa Cruz County Immigration Project.

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Frequently traveled destinations for individuals at Familia Center are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel.

Santa Cruz METRO conducted a survey of community organizations in the Fall of 2011, with the results summarized above. In addition to its current efforts to reach the LEP community, Santa Cruz METRO plans to meet with some of these organizations by the end of the 2012 calendar year to ask LEP persons whether they are aware of the types of language assistance Santa Cruz METRO provides and to discuss which forms of communication are most helpful. Santa Cruz METRO would also like to find out which, if any, additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO has submitted questions which address the LEP community in the Santa Cruz County Regional Transportation Commission's (SCCRTC) survey, which will be conducted in the Spring of 2012.

Task 2, Step 3: Consult directly with LEP persons.

Santa Cruz METRO held focus groups from July 2010 through August 2011 in an effort to actively engage the Watsonville Community in the transit planning process and receive public input on Santa Cruz METRO's current services. The focus groups targeted seniors, low-income residents, LEP residents, youth, and recently-released prison inmates. Moore and Associates staff assisted Santa Cruz METRO in facilitating these meetings and translation services were available through the social service agency, if needed. In general, the issues raised by focus group attendees fell into four broad categories: (1) new areas to be served; (2) enhancements; (3) Capital/Technology; and (4) policy.

Focus group attendees indicated that the west side of Watsonville is growing faster than the rest of Watsonville. They also expressed a need for more frequent service on existing routes, and stated that Route 69 needs more capacity, as the bus is always full. Attendees suggested that there be more bike racks on buses and that all crosswalks near bus stops should be improved.

They also expressed a need for benches at the bus stops on Lincoln Street, and the bus stop in front of the Social Security office, which has no sidewalk, shelter, or bench. The focus groups indicated that the bus stops along Green Valley, Lincoln, Pennsylvania, Freedom, Clifford, and at Pajaro Valley High School need improvements.

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset

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Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request.²¹

III. Factor 3: The importance to LEP persons of your program, activities, and services.

Task 3, Step 1: Identify your agency's most critical services.

Using public transportation is very important to LEP persons as indicated from survey results. Santa Cruz METRO's most critical services are:

- Fixed Route transit services.
- Paratransit services.
- UCSC service.
- Highway 17 Express service.

If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from Santa Cruz METRO which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information about how to ride and purchase tickets/passes
- Public hearing announcements
- Safety and security announcements
- Complaint Forms
- Information about Santa Cruz METRO's ParaCruz service & eligibility
- Information needed to correctly book daily paratransit rides

Task 3, Step 2: Review input from community organizations and LEP persons

Concentrations of LEP Spanish-speaking riders use Santa Cruz METRO fixed routes 71, 75 and 69W. In addition, routes 72, 74, 79 and 69A, which either begin or end in Watsonville, have high concentrations of Spanish-speaking riders.

IV. Factor 4: The resources available to the recipient and costs

²¹ Santa Cruz Metro – Preliminary Results from Watsonville Transit Study conducted by Moore & Associates, Inc.

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Task 4, Step 1: ~~Inventory language assistance measures currently being provided, along with associated costs~~ Current Language Assistance Measures.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. ~~Several of our~~ Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to ~~Santa Cruz METRO's~~ the LEP population ~~on an as needed basis~~ with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides a premium pay to those employees who qualify as able to speak/read/write Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling a trip.
- A bilingual (Spanish) interpreter is present for translation services at ~~the monthly~~ every Board of Directors' ~~Meetings~~ Meeting.
- ~~Santa Cruz METRO's~~ Title VI Posters are displayed on all fixed route ~~buses have Bus Cards and Paratransit vehicles~~ (English/Spanish) ~~informing to inform~~ passengers of their rights under Title VI of the Civil Rights Act, ~~and informing~~.
- Language Assistance Posters are displayed on all fixed route and Paratransit vehicles to inform passengers that Language ~~assistance~~ Assistance is available in Spanish, if needed.
- Santa Cruz METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO's ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO's website in both languages.
- Vital documents and information on Santa Cruz METRO's website is translated into Spanish.
- ~~Santa Cruz METRO has a sign~~ Language Assistance Posters (English / Spanish) are displayed on its ~~the~~ bulletin ~~board~~ boards at the Administrative office ~~and at Metro, Watsonville Transit Center and the Pacific Station, which indicates that free Transit Center. These posters state "Free language assistance is available if requested in a timely manner."~~
- All public hearings that require notification to the public are posted in English and Spanish throughout Santa Cruz METRO's service area and in local newspapers.

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- Santa Cruz METRO's *Headways Magazine* is provided in English and Spanish. The *Headways Magazine* contains all transit-related information on transit routes and schedules.
- Bilingual "I Speak" Cards have been provided to Front-Line employees. These employees include: Bus Operators, Paratransit Operators, Customer Service Representatives, Transit Supervisors, Administrative Assistants, Customer Service Coordinators, Executive Assistant and Security Staff.
- Spanish language services are available at the Customer Service Booth at the Santa Cruz METRO Center (Pacific Station).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual speakers (English/Spanish).
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO's bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO's transit centers is in English and Spanish.

The cost of providing these services has been less than \$10,000 annually depending on the number of public hearings that are held each year.

Task 4, Step 2: ~~Determine what, if any additional services are needed to provide meaningful access~~ Additional Language Assistance Measures to be Provided.

Due to the small size of the agency, limited resources and consideration of the language assistance services already provided, Santa Cruz METRO should focus its language assistance measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

- ~~"I Speak" cards in Spanish for each reception area.~~
- ~~Availability for Reception/Staff to Telephone translation services when necessary.~~
- Translation of all vital documents, including the Title VI Non-Discrimination Notice, Title VI Complaint Form and Complaint Process into Chinese. (to be completed by June 30, 2019).
- Access to a Language Line that will allow all LEP customers to call a translation service for free language assistance with their transit needs. (to be completed by June 14, 2019).

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- “I-Speak” Cards will be placed on all fixed route buses and at the Watsonville and Pacific Station Transit Centers. (to be completed by June 14, 2019).
- Language Assistance Training to be provided to all Front-Line employees who have frequent contact with LEP customers. (to be completed by July 26, 2019).
- Encouraging advertisers with Santa Cruz METRO to provide their advertisements in both English and Spanish, or English and Chinese.
- Provide Translation in Chinese of all future Notices re: Fare Changes, Service Changes, and Holiday Schedules.

Task 4, Step 3: Analyze your budget.

Like most public agencies, Santa Cruz METRO is constrained by several factors, including staff and funding resources. Santa Cruz METRO Grants/Legislative Analyst will be directed to seek monies which could pay for the electronic translators that would assist with translation in any language. “I-Speak” cards will be created with administrative funds that are available. The Operations and Maintenance Departments will provide necessary funding for the translation of the safety and security information at the transit centers.

Task 4, Step 4: Consider cost effective practices for providing language services.

Santa Cruz METRO may wish to collaborate with the community organizations identified in Task 1 to provide cost-effective practices. Santa Cruz METRO may wish to partner with these organizations to provide:

- Distribution channels for printed information.
- Translation assistance for LEP persons.
- Educational and outreach opportunities to help improve access for LEP persons.

In addition, Santa Cruz METRO may research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

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Improving Access Language Assistance Plan for People with Limited English Proficiency (LEP) Persons

~~Language Assistance Plan~~

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground 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 from the FTA. Santa Cruz METRO prepared a Four-Factor Analysis to focus its attention on the needs of the LEP populations that it serves.

Plan for Implementation

I. Identify LEP individuals who need language assistance.

Research and field work completed in the four-factor analysis establish that the ethnic make-up of the County of Santa Cruz, Santa Cruz METRO's service area, is dominated by whites and Latinos who combine to make up more than 91% of the County's total population of 262,382,289.²² Of the county population, 29.937.8% speak a language other than English, and 14.412.1% or 36,99331,738 are individuals with Limited English Proficiency (LEP).²³ Of this group, 9085.2% speak Spanish or Spanish-Creole, 4.110.2% speak Asian/Pacific Island languages, and 2.74.1% speak other/Other Indo-European languages, and 5.6% speak Chinese.²⁴ A large proportion of the Spanish-speaking LEP persons, approximately 31,55617,641 people reside within the City of Watsonville.²⁵

Information collected from the United Transportation Union (UTU) Committee of Adjustments, the Union that represents Santa Cruz METRO's fixed-route coach operators, and paratransit drivers, reservationists and dispatchers, indicates that Santa Cruz METRO serves a multi-lingual community in which staff comes into contact with LEP Spanish-

²² 20102017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²³ 2017 American Community Survey of the U.S. Census Bureau (2006-2010) 51-year Estimates).

²⁴ 20102017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²⁵ American Community Survey of the U.S. Census Bureau (2006-20102011-2015) 5-year Estimates.

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speaking persons on a daily basis. Santa Cruz METRO's customer service and administration staff has also indicated that they have contact with LEP persons speaking Spanish on a daily basis.

II. Language assistance measures.

Santa Cruz METRO currently has in place numerous language assistance measures that are set forth in the Four-Factor Analysis for the Spanish-speaking LEP population. Santa Cruz METRO's intentions are to continue to utilize these measures. ~~In addition, Santa Cruz METRO staff needs to be~~Front-line employees are prepared to communicate orally ~~and with LEP Spanish-speakers. In addition, some staff can communicate~~ in writing with LEP Spanish-speakers~~-, as well.~~ It is critical that Santa Cruz METRO connect in a consistent and positive way with the LEP population, which will also insure that Santa Cruz METRO transit services are readily accessible to ~~the~~all LEP persons.

Written Language:

Santa Cruz METRO staff receives written communications in different ways from LEP persons who write/read Spanish. Individuals write to the Santa Cruz METRO's Board of Directors about a concern, an interest, or to request additional transit services. They may also file a tort claim seeking compensation for injuries sustained while utilizing Santa Cruz METRO's transit services or file complaints regarding the transit service provided, or what transit service was not provided.

When a written communication in Spanish is received at the Santa Cruz METRO's Administration Offices, 110 Vernon Street, Santa Cruz, CA, it is forwarded to the Executive Assistant, who will insure that the document is provided to the HR Generalist or Santa Cruz METRO's contracted translator for translation into English and translation of the response into the native Spanish language.

- When a written communication in Spanish is received at ~~the~~ Santa Cruz METRO's ParaCruz Offices, 2880 Research Park Drive #160, Santa Cruz, CA, it is forwarded to a bilingual Customer Service Representative for translation into English and translation of the response into the native language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish on METRO's website.

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- When a written communication in Spanish is received at the Santa Cruz METRO's Operations Department, Santa Cruz, CA, it is forwarded to the Executive Assistant for translation into English and translation of the response into the native language.
- When a written communication in Spanish is received at the Santa Cruz METRO's Customer Service Offices, Pacific Station, 920 Pacific Avenue, Santa Cruz, CA, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. Complex and legal documents received at the Customer Service Office are forwarded to the Executive Assistant for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff (831) 425-~~8600~~are 8600 are available to provide Spanish translation services by telephone or in person to customers.
- Currently, 49.7% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 87.5% of the ParaCruz Operators are bilingual and able to provide language assistance to Spanish-speaking passengers. In addition, four of Santa Cruz METRO's transit supervisors are bilingual.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the Administrative offices in person, the Executive Assistant will be contacted. The Executive Assistant will contact the HR Generalist. If the HR Generalist is not available, the contracted translator that Santa Cruz METRO uses will be contacted. Some Santa Cruz METRO bus operators and Paratransit operators are bilingual (English/Spanish) to provide bilingual assistance to passengers.

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests for oral and written skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as a translator, ~~or~~. If this is not possible, then the driver could bus operator shall provide the customer with the

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~~“I-Speak” card and have the passenger point to the correct language. The passenger can then use their cell phone number for Customer Service (831) 425-8600 for translation to obtain free language assistance. If available, the bus operator could also direct the passenger to translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit operator, the operator may open one-on-one communication with a bilingual dispatcher utilizing the operator’s hand held radio.~~

~~It is important for Santa Cruz METRO to ensure the competency of its oral and written translation services. Santa Cruz METRO requires testing in order to be eligible for bilingual pay.~~

The competency of the translation providers listed above is assured. Each has demonstrated the ability to provide accurate oral and written translation and is familiar with terminology associated with public transit.

III. Training Staff

Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, paratransit personnel, dispatchers, transit supervisors, customer service personnel, customer service coordinators, administrative staff and management.

IV. Providing Notice to LEP Persons

Santa Cruz METRO incorporates a variety of methods to communicate with transit users and the public. Route and printed schedule information is available in English and Spanish in the *Headways Magazine*, on Santa Cruz METRO’s website and at the Customer Service Booth at METRO Center. In addition, Santa Cruz METRO’s fixed route buses have bus cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that language assistance is available, if needed. Santa Cruz METRO ParaCruz customer Guide is available in English and Spanish. Santa Cruz METRO has a sign on the bulletin board at the Administrative office ~~and at METRO,~~ the Pacific Station Transit Center and the Watsonville Transit Center, which indicates that free language assistance is available if requested in a timely manner. All public hearings that require notification to the public are posted in English/Spanish throughout Santa Cruz METRO’s service area, in local newspapers, and on Santa Cruz METRO’s website.

V. New LEP Assistance Measures

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Dependent on funding resources and available staff, Santa Cruz METRO will be implementing ~~five~~ new measures to reach out to and connect with its LEP population. ~~The first, taking this action~~ Taking these additional steps will insure that the LEP persons who utilize Santa Cruz METRO's services will have the same access to transit information, safety and security measures as those who speak English. Additionally, Santa Cruz METRO has obtained "*I Speak*" cards for its Administrative office and transit center receptionist areas so that as LEP customers seek transit information, Santa Cruz METRO employees who ~~do~~ are not ~~speaking Spanish~~ bilingual can respond adequately without having to send the person to someone else. Further, Santa Cruz METRO will authorize the use of telephone translation services when bilingual staff is not available. Additionally, Santa Cruz METRO will be encouraging its advertisers to provide bilingual advertisements. ~~Finally, Santa Cruz METRO will be seeking to purchase electronic translators which can be located at each transit center and each Santa Cruz METRO administrative reception area so that if an individual needs transit-related information, no matter the language, Santa Cruz METRO staff can provide it.~~ (Spanish/English) and (Chinese/English).

VI. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Monitoring of the program will be assigned to the Operations Manager: Fixed Route. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO will be making outreach efforts to the community organizations that it identified and communicated with during this process.

The Department of Transportation (DOT) guidance also recommends internal monitoring by performing ride checks, in which LEP persons are engaged to ride and report on their experience. It should be noted that this activity is designed to collect information on LEP implementation, not monitor the performance of any specific employees resulting in corrective or disciplinary action.

Based on the feedback received, Santa Cruz METRO may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures that are proven to be ineffective for the LEP population.

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If service is expanded into areas with high concentrations of LEP persons, Santa Cruz METRO should consider modifying the implementation plan as needed in order to ensure meaningful access by previously un-served LEP persons.

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Santa Cruz METRO (METRO) is a transit district formed pursuant to Public Utilities Code section 98100 et seq. The METRO Board of Directors is appointed by other bodies (cities and county in Metro's jurisdiction). METRO receives advisory information from two committees, the METRO Advisory Committee (MAC) and the Elderly and Disabled Transportation Advisory Committee (E&D TAC).

Membership on MAC

The MAC shall be composed of no greater than 7 members appointed by the Board of Directors (BOD). All MAC members shall serve for a term of four (4) years and will serve at the pleasure of the Board of Directors. Members wishing to resign from an appointment may submit such resignation to the CEO/General Manager.

The METRO Board of Directors shall nominate individuals to be considered for appointment as members of the MAC. Additionally, Santa Cruz County residents who have submitted an application directly to METRO shall be considered. Annually, the METRO Board Chair shall appoint an Ad Hoc Committee composed of four members of the Board who shall meet as needed to review the list of Board nominees and other citizen applications and make appointment recommendations to the full Board. Appointments to the MAC shall be made by the METRO Board of Directors.

In this process, the Board strives to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. To the extent it is practical, representation on MAC will be regular riders of the system and will include representatives of the following consumer groups:

- i. At least one member from the Disability community.
- ii. At least one member from University of California, Santa Cruz, who is either a student or employee of the same.
- iii. At least one member who is a commuter using the Highway 17 service.
- iv. At least one member of the Disadvantaged Business Community.
- v. At least one member from Cabrillo College, who is either a student or an employee of the same.
- vi. At least one member who is a rider of Paratransit.

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Vacancies on MAC

When a vacancy is created or a MAC member's term expires, the METRO Board shall be solicited for nominations. The METRO Board nomination period shall be open for thirty (30) days following the notification to METRO Board Members of the vacancy(s). The METRO Board shall be notified of the open nomination period via email correspondence. Following the conclusion of the thirty-day nomination period, the Ad Hoc Committee shall convene and review current MAC application on file and current Board Member nominations. The Ad Hoc Committee shall then make new appointee recommendation(s) to the full METRO Board for consideration and approval to fill the expired seat, or the remainder of the vacated MAC member's term.

Membership on E&D TAC

The Santa Cruz County Regional Transportation Commission (SCCRTC) selects members for the E&D TAC. Santa Cruz METRO has no authority over or influence on the selection process. The racial composition of the E&D TAC members is not known at this time.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic/ Latino	African American	Asian	Native American	<u>Declined to Participate</u>
Service Area Population	64.1%	42.5%	1.2%	5.5%	0.9%	
METRO Advisory Committee	33 50%	0%	0%	0%	0%	50%

Language Assistance Plan ~~Improving Access for People with~~

Limited English Proficiency Proficient (LEP) Persons

Implementation Plan

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Santa Cruz Metropolitan Transit District

110 Vernon Street
Santa Cruz, CA 95060

www.scmttd.com

(831) 426-6080

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Improving Access Language Assistance Plan for People with Limited English Proficiency Proficient (LEP) Persons

Four-Factor Analysis

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a public transit agency that provides fixed route and paratransit services throughout the County of Santa Cruz and its regional area. Santa Cruz METRO conducted this analysis to meet its requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP).

The purpose is to ensure that no person 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 from the Federal Transit Administration (FTA). By conducting this analysis, Santa Cruz METRO is better able to determine the appropriate mix of language assistance necessary for its customers and potential customers to access its transportation services. This analysis is designed to comport with the Department of Transportation (DOT) LEP Guidance.

Analysis Using Four Factor Framework:

Santa Cruz METRO conducted the following analysis using the four factors identified in the DOT's LEP Guidance:

I. Factor 1: The number and proportion of LEP persons served or encountered in the eligible service population.

Task 1, Step 1: Examine prior experiences with LEP individuals.

The County of Santa Cruz's ethnic makeup continues to be dominated by ~~whites~~Whites and Latinos, who combine to make up more than 91 percent of the population.¹ Additionally, Santa Cruz County has experienced a growing Latino population in the last decade.² The City of Watsonville grew 15.7 percent from 2000 to 2010, increasing from 44,265 people to 51,199.³

¹ ~~2010 U.S. Census.~~ [2015 County Demographics from Santa Cruz County Chamber of Commerce.](#)

² 2010 U.S. Census.

³ 2010 U.S. Census.

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Watsonville's growth is largely attributable to an expansion of the city's already strong Latino majority, who make up 81 percent of its population.⁴

The University of California at Santa Cruz (UCSC) which Santa Cruz METRO serves brings people from all over California to Santa Cruz. A large majority of the ~~16,451~~19,700 undergraduate and graduate students come from the San Francisco and Monterey Bay Areas and Southern California. UCSC also attracts students from the Central Valley and adjacent areas. According to UCSC Institutional Research Office (Student data from ~~2010-11 3rd~~2018 Fall Quarter ~~Average~~) undergraduate and graduate students at UCSC, ~~45~~31.3% identified themselves as white, ~~22~~26.3% Asian/~~Pacific Islander~~, ~~19~~, ~~25~~% Latino, ~~34~~.~~2~~% African American, ~~10~~.~~85~~% Native American and ~~9~~% ~~Other /unknown~~. ~~Less than 2%~~2.2% Unknown. Only 9.7% of the student population ~~was~~identified themselves as International.⁵

Santa Cruz METRO Staff conducted a poll to obtain the number of LEP persons who come into contact with Santa Cruz METRO's services on a daily basis. This poll was conducted by Santa Cruz METRO's Customer Service personnel, Paratransit Reservationists, Accessible Services Coordinator, and the ADA Eligibility Coordinator. Individuals who contacted Santa Cruz METRO were counted for the four weeks of October 2011. In most cases, the information requested from Santa Cruz METRO related to the use of transit services including requests for route and schedule information, fare information and transfers (Survey Results; Appendix B.1).

The Administrative Staff (Administration/ Reception) indicated that they have a minimum of five contacts per week from LEP persons who generally are Spanish speakers (Survey Results; Appendix B.1). Santa Cruz METRO's poll confirms that approximately 89% of the LEP population served by Santa Cruz METRO speaks Spanish. English-speaking family members or friends are sometimes, but not always, available to help with translation when needed.

Santa Cruz METRO's fixed-route transit operators report daily interactions with LEP persons, who are primarily Spanish speakers. During 2011, Santa Cruz METRO conducted 592 paratransit eligibility assessments and, of those, 50 individuals required a Spanish/English translator (Santa Cruz METRO ParaCruz Records).

Task 1, Step 2: Become familiar with data from the U.S. Census.

The ~~2010~~2017 American Community Survey of the U.S. Census Bureau⁶ describes the languages spoken in Santa Cruz County and the number of individuals speaking each language as follows:

*(See ~~chart~~table on next page)

⁴ Based on population totals received from the 2010 U.S. Census.

⁵ UCSC Office for Diversity, Equity and Inclusion (~~July 2011~~Fall Quarter-2018) website

⁶ ~~2010~~2017 American Community Survey of the U.S. Census Bureau (1-year Estimates) – Appendix B-5.

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<u>Language Spoken</u>	<u>Number of Speakers</u>	<u>Speak English “less than very well”</u>
Total population 5 years and over	<u>248,383,262,289</u>	<u>***31,738</u>
English only	<u>171,633,178,298</u>	***
Spanish/Spanish Creole	<u>63,586,65,992</u>	<u>31,602</u> <u>27,026</u>
<u>Asian/Pacific Island languages</u> <u>Chinese</u>	<u>6,210,3,525</u>	<u>1,428,769</u>
Other Indo-European languages	<u>5,464,410</u>	<u>929,1,291</u>
Other <u>Asian/Pacific Island</u> languages	<u>1,242,2,205</u>	<u>1,015,996</u>
Total:	<u>248,383,255,430</u>	<u>35,022,31,082</u>

The most significant non-English language populations speak Spanish and Chinese. More detailed information shown by Census tract is available on Appendix B.2 and B.3.

Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves.

Santa Cruz METRO’s service area is defined by the County of Santa Cruz boundaries, plus a regional commuter route (Highway 17) which extends into Santa Clara County. Appendix B.4 includes a map showing the boundary of Santa Cruz METRO’s taxing district with census tracts included.

Task 1, Step 2B: Obtain Census data on the LEP population in your service area.

Appendix B.5 contains census data on English proficiency in Santa Cruz County, listing population by language spoken at home and the percentage of those persons speaking English “less than very well.”

Task 1, Step 2C: Analyze the data you have collected.

Non-proficiency is determined by counting those who speak English in any category other than *very well*. According to the 20102017 American Community Survey, in Santa Cruz County,

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~~30.932~~% of the population (5 years and over) speaks a language other than English at home, and ~~1412.1~~% of the population in the county (or ~~35,02231,738~~ people 5 years and over) speak English *less than very well*. Of these LEP persons, ~~61.654.9~~% are foreign-born (See page 2 of Appendix B.6). **Please note that these figures apply to SC County. For information on the individual cities, see the chart on page 5.*

According to the data from the ~~2010~~2017 American Community Survey (1-year Estimates), ~~9085.2~~% of LEP persons in Santa Cruz county speak Spanish. The next largest group of LEP persons speak ~~Asian and Pacific Island languages~~Chinese, which make up ~~4.15.6~~% of the LEP population.⁷

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.

The chart below shows the language spoken at home by the population five years old and over in each of the four cities that Santa Cruz METRO serves. In the City of Watsonville, approximately ~~69.970.1~~% of the population 5 years and over (or ~~31,55633,629~~ people) speak Spanish/ Spanish-Creole at home.⁸ In contrast, only ~~4.63.8~~% of the population 5 years and over (or ~~493418~~ people) in Scotts Valley speak Spanish/Spanish-Creole at home.⁹

In the City of Santa Cruz, there is a pocket of low-income residents concentrated in the Beach Flats area, which also had the highest concentration of minority households.¹⁰ According to data from the 2000 Census, 39% of the residents in the Beach Flats community are below poverty level. In addition, 82% of the individuals in this neighborhood are Spanish-speakers, and 40% are monolingual.¹¹

Language Spoken at home for the population 5 yrs. old and over ¹²	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Total Population (5 years old and over)	55,88060,266	10,72811,113	9,177600	45,14547,454
People who speak <u>only English</u> at home	43,92145,069	9,526771	7,525379	11,737853
<u>People who speak Spanish/Spanish-Creole</u> at home	7,5438,872	493418	9631,799	31,55633,629
<u>People who speak Chinese</u> at home	1,866	217	42	204

⁷ ~~2010~~2017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

⁸ American Community Survey of the U.S. Census Bureau (~~2006-2010~~2011-2015) 5-year Estimates.

⁹ American Community Survey of the U.S. Census Bureau (~~2006-2010~~2011-2015) 5-year Estimates.

¹⁰ City of Santa Cruz (2007-2014) Draft Housing Element.

¹¹ Beach Flats Community Center - <http://www.beachflatscommunitycenter.org/bfcc/Home.html>

¹² American Community Survey of the U.S. Census Bureau (~~2006-2010~~2011-2015) 5-year Estimates.

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Other languages (non-English and non-Spanish)	4,416,325	709,924	689,422	6,852,972
Total population who speak a language other than English at home	11,959,15,197	1,202,342	1,652,221	33,408,35,601
Language Spoken at home for the population 5 yrs. old and over¹³	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Percent of population who speak Spanish/ Spanish-Creole at home	13.514.7%	4.63.8%	10.518.7%	6970.9%
<u>Percent of population who speak Chinese</u>	<u>3.1%</u>	<u>1.95%</u>	<u>0.44%</u>	<u>0.43%</u>

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The chart above confirms that the majority of persons who speak Spanish at home live in the City of Watsonville. Although the percentage is much smaller in the City of Santa Cruz (~~13.514.7%~~),¹⁴ the predominant language spoken, other than English, is the same. There is also a small percentage of individuals who speak Asian and Pacific Island languages at home.Chinese at home. The city with the highest percentage of Chinese speakers is Santa Cruz with 3.1%.

Task 1, Step 3: Consult State and local sources of data.

Information received from the California Department of Education (CDE) supports the conclusion that larger concentrations of Spanish-speaking people live in Watsonville. During the ~~2010—11~~2017-18 school year, the CDE reported a total of ~~11,126~~10,650 English Learners (EL) for grades K-12 in Santa Cruz County. Of those EL students, ~~10,754~~9,952 were Spanish-speakers (see Appendix B.7). The second highest concentration of non-English speakers (~~115~~385 students) for grades K-12 speak Mixteco (an indigenous language of the Aztecs).

Santa Cruz County reported a total of 919 teachers providing Specially Designed Academic Instruction in English (SDAIE), English language development (ELD), or primary language instruction to EL students in grades K-12. Pajaro Valley Unified School District reported 442 teachers providing these services to their students in Watsonville (See Appendices B.8 and B.9). The number of EL students in Santa Cruz County has increased every year since 2007, from 10,195 to 11,359 students, as illustrated on the graph in Appendix B.10.¹⁵

Task 1, Step 4: Community Organizations that serve LEP persons.

¹³ American Community Survey of the U.S. Census Bureau (2006-2010)2011-2015) 5-year Estimates.

¹⁴ American Community Survey of the U.S. Census Bureau (2006-2010)2011-2015) 5-year Estimates.

¹⁵ California Dept. of Education, Educational Demographics Office – SC County 2010-11.

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Santa Cruz METRO identified and contacted community organizations that serve LEP persons, including organizations that Santa Cruz METRO has associations with, such as, La Manzana Community Resource Center in Watsonville, and Live Oak Family Resource Center. La Manzana is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzana provides translation services for persons speaking limited English, as well as English classes for Spanish speakers. In recent years, Santa Cruz METRO has held focus groups at La Manzana to reach out to the minority, LEP community, and traditionally ride-dependent groups within the Watsonville community.

The Live Oak Family Resource Center provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. The Live Oak Resource Center is also a Santa Cruz METRO pass outlet.

Task 1, Step 4A: Identify community organizations.

LEP persons are served by many organizations in the Santa Cruz County community. Santa Cruz METRO identified community organizations and churches that provide services to LEP individuals within Santa Cruz County (See list in Appendix B.11).

Task 1, Step 4B: Contact relevant community organizations.

Santa Cruz METRO Staff created a list of community organizations that provide assistance and translation services to LEP, low-income and minority individuals. The following organizations are involved in serving LEP persons within the community, and were contacted by Santa Cruz METRO:

- Beach Flats Community Center
- Central California Alliance for Health
- Community Action Board of SC County – SC County Immigration Project
- Community Bridges
- Davenport Resource Center
- Familia Center
- First 5 Santa Cruz County
- La Manzana Community Resource Center
- Lift Line Transportation Services
- Live Oak Family Resource Center
- Mountain Community Resources
- Our Lady Help of Christians Parish
- Pajaro Valley Prevention and Student Assistance, Inc.

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- Santa Cruz County Housing Authority
- Santa Cruz Zen Center
- St. Patrick Parish
- Valley Churches United
- Volunteer Centers of Santa Cruz County, Literacy Program
- Watsonville Family YMCA

In October 2011, a letter and survey were sent to each of these organizations requesting information to assist Santa Cruz METRO on improving its LEP services that it provides. A sample letter and survey is provided in Appendix B.12.

Task 1, Step 4C: Obtain Information.

Survey Results:

Live Oak Family Resource Center provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons. Most individuals in this group are high school graduates who speak English and/or Spanish. The most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for transit service to Portola and East Cliff Drive.¹⁶

Familia Center is responsive to the needs of low-income Latinos and functions as a one-stop resource center that provides parenting classes, food and clothing assistance. The educational level of this group is 6th grade or less in Spanish, therefore, rendering the group as LEP. Frequently traveled destinations are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel. The Program Director at Familia Center indicated that the best way to deliver messages to this group would be to have Santa Cruz METRO Staff come to the Center and conduct outreach directly with the group.¹⁷

Valley Churches United is a coalition of community and church volunteers that provide humanitarian aid to San Lorenzo and Scotts Valley residents. The agency also provides Santa Cruz METRO bus passes to those who are in need, as the bus stops within one block of their mission. Most individuals who receive assistance speak English. The most frequently traveled destinations are San Lorenzo Valley, Scotts Valley and the adjacent unincorporated areas. Mountain Community Resources provides translation services when needed.¹⁸

¹⁶ Survey received from Live Oak Family Resource Center.

¹⁷ Survey received from Program Director at Familia Center.

¹⁸ Survey received from Valley Churches United.

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Mountain Community Resources is a family resource center serving San Lorenzo and Scotts Valley residents. This organization assists individuals with housing, employment, counseling, domestic violence prevention and child care services. They also provide bilingual services to LEP persons. The most frequently traveled destinations are the Emeline Clinic, the Santa Cruz County Courthouse, and the Watsonville Courthouse. The group expressed concern about the timing of bus service and the 2011 service cuts. The group would like to have service restored to Big Basin Way, China Grade, Graham Hill and Zayante/Lompico. According to their Community Advocate, the best means of communication with this group would be a community survey or a community forum to receive public input.¹⁹

Santa Cruz County Immigration Project is a resource center that provides free general information regarding immigration topics. They provide assistance with replacement green cards and citizenship papers, as well as offering workshops on immigrant topics. Most individuals in this group speak Spanish or one of the indigenous languages of Mexico. The educational level of this group is low and most of their clients have less than six years of formal education. Public transit is used by this group to attend medical appointments, access local schools, and the county court house. In addition, this group relies on public transit to get to/from work, school, shopping and appointments.²⁰

II. Factor 2: The frequency with which LEP individuals come into contact with your programs, activities, and services.

Task 2, Step 1: Review the relevant program, activities and services you provide.

As identified in Task 1, LEP individuals inquire about, use, and are affected by the services that Santa Cruz METRO provides on a daily basis. Operational services include fixed route service and ADA Paratransit service (ParaCruz). LEP individuals also come into contact with Santa Cruz METRO Staff on a daily basis by calling Santa Cruz METRO's Customer Service Center, the Administrative Office, and the Reservationists at ParaCruz, as well as using Santa Cruz METRO's website, www.scmttd.com.

Task 2, Step 2: Review information obtained from community organizations.

Individuals from the Live Oak Family Resource Center indicated that their most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for service to Portola and East Cliff Drive.

¹⁹ Survey received from Mountain Community Resources.

²⁰ Survey received from Santa Cruz County Immigration Project.

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Frequently traveled destinations for individuals at Familia Center are Watsonville and the Palo Alto Medical Clinic in downtown Watsonville. The group expressed a need for transit service to the Santa Cruz City Schools Office on Old San Jose Road in Soquel.

Santa Cruz METRO conducted a survey of community organizations in the Fall of 2011, with the results summarized above. In addition to its current efforts to reach the LEP community, Santa Cruz METRO plans to meet with some of these organizations by the end of the 2012 calendar year to ask LEP persons whether they are aware of the types of language assistance Santa Cruz METRO provides and to discuss which forms of communication are most helpful. Santa Cruz METRO would also like to find out which, if any, additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO has submitted questions which address the LEP community in the Santa Cruz County Regional Transportation Commission's (SCCRTC) survey, which will be conducted in the Spring of 2012.

Task 2, Step 3: Consult directly with LEP persons.

Santa Cruz METRO held focus groups from July 2010 through August 2011 in an effort to actively engage the Watsonville Community in the transit planning process and receive public input on Santa Cruz METRO's current services. The focus groups targeted seniors, low-income residents, LEP residents, youth, and recently-released prison inmates. Moore and Associates staff assisted Santa Cruz METRO in facilitating these meetings and translation services were available through the social service agency, if needed. In general, the issues raised by focus group attendees fell into four broad categories: (1) new areas to be served; (2) enhancements; (3) Capital/Technology; and (4) policy.

Focus group attendees indicated that the west side of Watsonville is growing faster than the rest of Watsonville. They also expressed a need for more frequent service on existing routes, and stated that Route 69 needs more capacity, as the bus is always full. Attendees suggested that there be more bike racks on buses and that all crosswalks near bus stops should be improved.

They also expressed a need for benches at the bus stops on Lincoln Street, and the bus stop in front of the Social Security office, which has no sidewalk, shelter, or bench. The focus groups indicated that the bus stops along Green Valley, Lincoln, Pennsylvania, Freedom, Clifford, and at Pajaro Valley High School need improvements.

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset

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Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request.²¹

III. Factor 3: The importance to LEP persons of your program, activities, and services.

Task 3, Step 1: Identify your agency's most critical services.

Using public transportation is very important to LEP persons as indicated from survey results. Santa Cruz METRO's most critical services are:

- Fixed Route transit services.
- Paratransit services.
- UCSC service.
- Highway 17 Express service.

If limited English is a barrier to using these services then the consequences for the individual are serious, including limited access to obtain health care, education, or employment. Critical information from Santa Cruz METRO which can affect access includes:

- Route and schedule information
- Fare and payment information
- Information about how to ride and purchase tickets/passes
- Public hearing announcements
- Safety and security announcements
- Complaint Forms
- Information about Santa Cruz METRO's ParaCruz service & eligibility
- Information needed to correctly book daily paratransit rides

Task 3, Step 2: Review input from community organizations and LEP persons

Concentrations of LEP Spanish-speaking riders use Santa Cruz METRO fixed routes 71, 75 and 69W. In addition, routes 72, 74, 79 and 69A, which either begin or end in Watsonville, have high concentrations of Spanish-speaking riders.

IV. Factor 4: The resources available to the recipient and costs

²¹ Santa Cruz Metro – Preliminary Results from Watsonville Transit Study conducted by Moore & Associates, Inc.

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Task 4, Step 1: ~~Inventory language assistance measures currently being provided, along with associated costs~~ Current Language Assistance Measures.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. ~~Several of our~~ Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to ~~Santa Cruz METRO's~~ the LEP population ~~on an as needed basis~~ with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides a premium pay to those employees who qualify as able to speak/read/write Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling a trip.
- A bilingual (Spanish) interpreter is present for translation services at ~~the monthly~~ every Board of Directors' ~~Meetings~~ Meeting.
- ~~Santa Cruz METRO's~~ Title VI Posters are displayed on all fixed route ~~buses have Bus Cards and Paratransit vehicles~~ (English/Spanish) ~~informing to inform~~ passengers of their rights under Title VI of the Civil Rights Act, ~~and informing~~.
- Language Assistance Posters are displayed on all fixed route and Paratransit vehicles to inform passengers that Language ~~assistance~~ Assistance is available in Spanish, if needed.
- Santa Cruz METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO's ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO's website in both languages.
- Vital documents and information on Santa Cruz METRO's website is translated into Spanish.
- ~~Santa Cruz METRO has a sign~~ Language Assistance Posters (English / Spanish) are displayed on its ~~the~~ bulletin ~~board~~ boards at the Administrative office ~~and at Metro, Watsonville Transit Center and the Pacific Station, which indicates that free Transit Center. These posters state "Free language assistance is available if requested in a timely manner."~~
- All public hearings that require notification to the public are posted in English and Spanish throughout Santa Cruz METRO's service area and in local newspapers.

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- Santa Cruz METRO's *Headways Magazine* is provided in English and Spanish. The Headways Magazine contains all transit-related information on transit routes and schedules.
- Bilingual "I Speak" Cards have been provided to Front-Line employees. These employees include: Bus Operators, Paratransit Operators, Customer Service Representatives, Transit Supervisors, Administrative Assistants, Customer Service Coordinators, Executive Assistant and Security Staff.
- Spanish language services are available at the Customer Service Booth at the Santa Cruz METRO Center (Pacific Station).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual speakers (English/Spanish).
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO's bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO's transit centers is in English and Spanish.

The cost of providing these services has been less than \$10,000 annually depending on the number of public hearings that are held each year.

Task 4, Step 2: ~~Determine what, if any additional services are needed to provide meaningful access~~ Additional Language Assistance Measures to be Provided.

Due to the small size of the agency, limited resources and consideration of the language assistance services already provided, Santa Cruz METRO should focus its language assistance measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

- ~~"I Speak" cards in Spanish for each reception area.~~
- ~~Availability for Reception/Staff to Telephone translation services when necessary.~~
- Translation of all vital documents, including the Title VI Non-Discrimination Notice, Title VI Complaint Form and Complaint Process into Chinese. (to be completed by June 30, 2019).
- Access to a Language Line that will allow all LEP customers to call a translation service for free language assistance with their transit needs. (to be completed by June 14, 2019).

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- “I-Speak” Cards will be placed on all fixed route buses and at the Watsonville and Pacific Station Transit Centers. (to be completed by June 14, 2019).
- Language Assistance Training to be provided to all Front-Line employees who have frequent contact with LEP customers. (to be completed by July 26, 2019).
- Encouraging advertisers with Santa Cruz METRO to provide their advertisements in both English and Spanish, or English and Chinese.
- Provide Translation in Chinese of all future Notices re: Fare Changes, Service Changes, and Holiday Schedules.

Task 4, Step 3: Analyze your budget.

Like most public agencies, Santa Cruz METRO is constrained by several factors, including staff and funding resources. Santa Cruz METRO Grants/Legislative Analyst will be directed to seek monies which could pay for the electronic translators that would assist with translation in any language. “I-Speak” cards will be created with administrative funds that are available. The Operations and Maintenance Departments will provide necessary funding for the translation of the safety and security information at the transit centers.

Task 4, Step 4: Consider cost effective practices for providing language services.

Santa Cruz METRO may wish to collaborate with the community organizations identified in Task 1 to provide cost-effective practices. Santa Cruz METRO may wish to partner with these organizations to provide:

- Distribution channels for printed information.
- Translation assistance for LEP persons.
- Educational and outreach opportunities to help improve access for LEP persons.

In addition, Santa Cruz METRO may research and pursue language assistance products and translation services developed and paid for by local, regional, or state government agencies.

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Improving Access Language Assistance Plan for People with Limited English Proficiency (LEP) Persons

~~Language Assistance Plan~~

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground 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 from the FTA. Santa Cruz METRO prepared a Four-Factor Analysis to focus its attention on the needs of the LEP populations that it serves.

Plan for Implementation

I. Identify LEP individuals who need language assistance.

Research and field work completed in the four-factor analysis establish that the ethnic make-up of the County of Santa Cruz, Santa Cruz METRO's service area, is dominated by whites and Latinos who combine to make up more than 91% of the County's total population of 262,382,289.²² Of the county population, 29.937.8% speak a language other than English, and 14.412.1% or 36,99331,738 are individuals with Limited English Proficiency (LEP).²³ Of this group, 9085.2% speak Spanish or Spanish-Creole, 4.110.2% speak Asian/Pacific Island languages, and 2.74.1% speak other Other Indo-European languages, and 5.6% speak Chinese.²⁴ A large proportion of the Spanish-speaking LEP persons, approximately 31,55617,641 people reside within the City of Watsonville.²⁵

Information collected from the United Transportation Union (UTU) Committee of Adjustments, the Union that represents Santa Cruz METRO's fixed-route coach operators, and paratransit drivers, reservationists and dispatchers, indicates that Santa Cruz METRO serves a multi-lingual community in which staff comes into contact with LEP Spanish-

²² 20102017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²³ 2017 American Community Survey of the U.S. Census Bureau (2006-2010) 51-year Estimates).

²⁴ 20102017 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²⁵ American Community Survey of the U.S. Census Bureau (2006-20102011-2015) 5-year Estimates.

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speaking persons on a daily basis. Santa Cruz METRO's customer service and administration staff has also indicated that they have contact with LEP persons speaking Spanish on a daily basis.

II. Language assistance measures.

Santa Cruz METRO currently has in place numerous language assistance measures that are set forth in the Four-Factor Analysis for the Spanish-speaking LEP population. Santa Cruz METRO's intentions are to continue to utilize these measures. ~~In addition, Santa Cruz METRO staff needs to be~~ Front-line employees are prepared to communicate orally ~~and with LEP Spanish-speakers.~~ In addition, some staff can communicate in writing with LEP Spanish-speakers, as well. It is critical that Santa Cruz METRO connect in a consistent and positive way with the LEP population, which will also insure that Santa Cruz METRO transit services are readily accessible to ~~the~~ all LEP persons.

Written Language:

Santa Cruz METRO staff receives written communications in different ways from LEP persons who write/read Spanish. Individuals write to the Santa Cruz METRO's Board of Directors about a concern, an interest, or to request additional transit services. They may also file a tort claim seeking compensation for injuries sustained while utilizing Santa Cruz METRO's transit services or file complaints regarding the transit service provided, or what transit service was not provided.

When a written communication in Spanish is received at the Santa Cruz METRO's Administration Offices, 110 Vernon Street, Santa Cruz, CA, it is forwarded to the Executive Assistant, who will insure that the document is provided to the HR Generalist or Santa Cruz METRO's contracted translator for translation into English and translation of the response into the native Spanish language.

- When a written communication in Spanish is received at ~~the~~ Santa Cruz METRO's ParaCruz Offices, 2880 Research Park Drive #160, Santa Cruz, CA, it is forwarded to a bilingual Customer Service Representative for translation into English and translation of the response into the native language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish on METRO's website.

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- When a written communication in Spanish is received at the Santa Cruz METRO's Operations Department, Santa Cruz, CA, it is forwarded to the Executive Assistant for translation into English and translation of the response into the native language.
- When a written communication in Spanish is received at the Santa Cruz METRO's Customer Service Offices, Pacific Station, 920 Pacific Avenue, Santa Cruz, CA, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. Complex and legal documents received at the Customer Service Office are forwarded to the Executive Assistant for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff (831) 425-~~8600~~are 8600 are available to provide Spanish translation services by telephone or in person to customers.
- Currently, 49.7% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 87.5% of the ParaCruz Operators are bilingual and able to provide language assistance to Spanish-speaking passengers. In addition, four of Santa Cruz METRO's transit supervisors are bilingual.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the Administrative offices in person, the Executive Assistant will be contacted. The Executive Assistant will contact the HR Generalist. If the HR Generalist is not available, the contracted translator that Santa Cruz METRO uses will be contacted. Some Santa Cruz METRO bus operators and Paratransit operators are bilingual (English/Spanish) to provide bilingual assistance to passengers.

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests for oral and written skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as a translator, ~~or~~. If this is not possible, then the driver could bus operator shall provide the customer with the

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~~“I-Speak” card and have the passenger point to the correct language. The passenger can then use their cell phone number for Customer Service (831) 425-8600 for translation to obtain free language assistance. If available, the bus operator could also direct the passenger to translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit operator, the operator may open one-on-one communication with a bilingual dispatcher utilizing the operator’s hand held radio.~~

~~It is important for Santa Cruz METRO to ensure the competency of its oral and written translation services. Santa Cruz METRO requires testing in order to be eligible for bilingual pay.~~

The competency of the translation providers listed above is assured. Each has demonstrated the ability to provide accurate oral and written translation and is familiar with terminology associated with public transit.

III. Training Staff

Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, paratransit personnel, dispatchers, transit supervisors, customer service personnel, customer service coordinators, administrative staff and management.

IV. Providing Notice to LEP Persons

Santa Cruz METRO incorporates a variety of methods to communicate with transit users and the public. Route and printed schedule information is available in English and Spanish in the *Headways Magazine*, on Santa Cruz METRO’s website and at the Customer Service Booth at METRO Center. In addition, Santa Cruz METRO’s fixed route buses have bus cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that language assistance is available, if needed. Santa Cruz METRO ParaCruz customer Guide is available in English and Spanish. Santa Cruz METRO has a sign on the bulletin board at the Administrative office ~~and at METRO,~~ the Pacific Station Transit Center and the Watsonville Transit Center, which indicates that free language assistance is available if requested in a timely manner. All public hearings that require notification to the public are posted in English/Spanish throughout Santa Cruz METRO’s service area, in local newspapers, and on Santa Cruz METRO’s website.

V. New LEP Assistance Measures

Attachment A

Dependent on funding resources and available staff, Santa Cruz METRO will be implementing ~~five~~ new measures to reach out to and connect with its LEP population. ~~The first, taking this action~~ Taking these additional steps will insure that the LEP persons who utilize Santa Cruz METRO's services will have the same access to transit information, safety and security measures as those who speak English. Additionally, Santa Cruz METRO has obtained "*I Speak*" cards for its Administrative office and transit center receptionist areas so that as LEP customers seek transit information, Santa Cruz METRO employees who ~~do~~ are not ~~speaking Spanish~~ bilingual can respond adequately without having to send the person to someone else. Further, Santa Cruz METRO will authorize the use of telephone translation services when bilingual staff is not available. Additionally, Santa Cruz METRO will be encouraging its advertisers to provide bilingual advertisements. ~~Finally, Santa Cruz METRO will be seeking to purchase electronic translators which can be located at each transit center and each Santa Cruz METRO administrative reception area so that if an individual needs transit-related information, no matter the language, Santa Cruz METRO staff can provide it.~~ (Spanish/English) and (Chinese/English).

VI. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Monitoring of the program will be assigned to the Operations Manager: Fixed Route. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO will be making outreach efforts to the community organizations that it identified and communicated with during this process.

The Department of Transportation (DOT) guidance also recommends internal monitoring by performing ride checks, in which LEP persons are engaged to ride and report on their experience. It should be noted that this activity is designed to collect information on LEP implementation, not monitor the performance of any specific employees resulting in corrective or disciplinary action.

Based on the feedback received, Santa Cruz METRO may make incremental changes to the type of written and oral language assistance provided. Evaluation may result in expansion of language assistance measures that are effective, or the modification or elimination of measures that are proven to be ineffective for the LEP population.

Attachment A

If service is expanded into areas with high concentrations of LEP persons, Santa Cruz METRO should consider modifying the implementation plan as needed in order to ensure meaningful access by previously un-served LEP persons.

Attachment A

Santa Cruz METRO (METRO) is a transit district formed pursuant to Public Utilities Code section 98100 et seq. The METRO Board of Directors is appointed by other bodies (cities and county in Metro's jurisdiction). METRO receives advisory information from two committees, the METRO Advisory Committee (MAC) and the Elderly and Disabled Transportation Advisory Committee (E&D TAC).

Membership on MAC

The MAC shall be composed of no greater than 7 members appointed by the Board of Directors (BOD). All MAC members shall serve for a term of four (4) years and will serve at the pleasure of the Board of Directors. Members wishing to resign from an appointment may submit such resignation to the CEO/General Manager.

The METRO Board of Directors shall nominate individuals to be considered for appointment as members of the MAC. Additionally, Santa Cruz County residents who have submitted an application directly to METRO shall be considered. Annually, the METRO Board Chair shall appoint an Ad Hoc Committee composed of four members of the Board who shall meet as needed to review the list of Board nominees and other citizen applications and make appointment recommendations to the full Board. Appointments to the MAC shall be made by the METRO Board of Directors.

In this process, the Board strives to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. To the extent it is practical, representation on MAC will be regular riders of the system and will include representatives of the following consumer groups:

- i. At least one member from the Disability community.
- ii. At least one member from University of California, Santa Cruz, who is either a student or employee of the same.
- iii. At least one member who is a commuter using the Highway 17 service.
- iv. At least one member of the Disadvantaged Business Community.
- v. At least one member from Cabrillo College, who is either a student or an employee of the same.
- vi. At least one member who is a rider of Paratransit.

Attachment A

Vacancies on MAC

When a vacancy is created or a MAC member's term expires, the METRO Board shall be solicited for nominations. The METRO Board nomination period shall be open for thirty (30) days following the notification to METRO Board Members of the vacancy(s). The METRO Board shall be notified of the open nomination period via email correspondence. Following the conclusion of the thirty-day nomination period, the Ad Hoc Committee shall convene and review current MAC application on file and current Board Member nominations. The Ad Hoc Committee shall then make new appointee recommendation(s) to the full METRO Board for consideration and approval to fill the expired seat, or the remainder of the vacated MAC member's term.

Membership on E&D TAC

The Santa Cruz County Regional Transportation Commission (SCCRTC) selects members for the E&D TAC. Santa Cruz METRO has no authority over or influence on the selection process. The racial composition of the E&D TAC members is not known at this time.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic/ Latino	African American	Asian	Native American	<u>Declined to Participate</u>
Service Area Population	64.1%	42.5%	1.2%	5.5%	0.9%	
METRO Advisory Committee	33 50%	0%	0%	0%	0%	50%

Attachment B



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

REGION 9
Arizona, California,
Hawaii, Nevada, Guam,
American Samoa, and the
Northern Mariana Islands

90 7th Street, Suite 15-300
San Francisco, CA 94103

888 South Figueroa Street
Suite 440
Los Angeles, CA 90017-5467
213-202-3950

June 25, 2019

Wondimu Mengistu, Grants/Legislative Analyst
Santa Cruz Metropolitan Transit District, Recipient ID: 1675
110 Vernon Street
Santa Cruz, CA 95060

Re: Triennial Title VI Program Update Concur Letter

Dear Mr. Mengistu:

The Federal Transit Administration (FTA) has received and reviewed Santa Cruz Metropolitan Transit District's Title VI program submitted on May 17, 2019. This Title VI program will be effective June 1, 2019 - May 31, 2022. The Department of Transportation (DOT) requires recipients of DOT funds to demonstrate compliance with Title VI of the Civil Rights Act of 1964 through regular compliance reports. The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Grantees" sets forth the information that should be included in these updates, and requires they be submitted as Title VI Programs submitted every three years.

FTA's review of your Title VI program considered all elements required by the Department of Transportation regulations found at 49 C.F.R. § 21, as outlined in Circular 4702.1B. The Review Assessment attached to this letter identifies the specific areas reviewed, any concerns, and relevant reviewer comments. To assure you are implementing Title VI program requirements in accordance with the regulations, you must promptly address and correct any concerns identified with a "no" in the Review Assessment. Your program status is now *Concur*. Your next triennial Title VI program submission is due to FTA on April 1, 2022. Please retain documentation as needed to demonstrate the corrections noted have been addressed. FTA typically verifies corrections have been made and implemented at the next oversight opportunity, but can request this information at any time.

Your Title VI program demonstrates your agency has the procedures and resources to ensure public transportation services are provided in a nondiscriminatory manner, as required by Title VI of the Civil Rights Act of 1964. FTA's review and concurrence on a Title VI program does not relieve recipients from the requirements and responsibilities outlined in Circular 4702.1B or of the DOT Title VI regulation at 49 CFR part 21. You must properly implement your program to ensure nondiscriminatory service, including full and fair participation in public transportation decision-making, and meaningful access to transit-related programs and activities by persons with limited English proficiency. If you use contractors or have subrecipients, you must monitor their compliance with Title VI. You can find these monitoring responsibilities in Chapter 2,

13-07B.1

Attachment B

Section 6 (Contractors) and Chapter 3, Section 12 (Subrecipients) in the FTA Title VI Circular. As a basic requirement for Title VI compliance, you must develop a language assistance plan (LAP). Your LAP must include a Four Factor Analysis—you can find information on this analysis in Chapter 3, Section 6 of the FTA Title VI Circular. If you believe that your agency only serves an English-speaking population, you still must complete a Four Factor Analysis to demonstrate this.

FTA is committed to providing technical assistance to help correct your Title VI program and to implement your program consistent with the regulations and guidance. In order to preserve paper, we are issuing this letter electronically via email and it is attached to your profile in TrAMS. Please do not hesitate to contact me directly at (415) 734-9464 or at lynette.little@dot.gov if you have any questions.

Sincerely,



Lynette Little
Civil Rights Officer, Region 9

cc: Ray Tellis, FTA Region 9, Regional Administrator
Monica McCallum, FTA Civil Rights, Director of Regional Operations

Attachment B

Title VI Program Review Assessment:

Items below identified as “YES” are included in the Title VI program review, and no changes are needed. Items identified as “NO” were not included or were insufficient and must be corrected. Carefully address all insufficient items, as indicated in this review letter, to ensure you are implementing your Title VI program in accordance with the regulations.

Chapter 3: GENERAL REQUIREMENTS AND GUIDELINES

Does the program submission include appropriate documentation demonstrating that the transit board of directors has approved the Title VI program? *Yes*

Public Notice

Does the submission include a copy of the public notice informing the public of the protections against discrimination afforded to them under Title VI? *Yes*

Is there a list of public locations where the notice is posted? *Yes*

Did you verify the notice is posted on the agency’s website and in public areas of the agency’s offices? *Yes*

Does the public notice include how to request additional information on your Title VI obligations? *Yes*

Does the public notice include how to file a complaint? *Yes*

Complaint Procedures

Did you include the (internal to the agency) procedures for investigating and tracking Title VI complaints filed against them? *Yes*

Did you include the instructions it gives to members of the public about how to file a Title VI discrimination complaint? *Yes*

Are the procedures for filing a Title VI discrimination complaint available on the agency website? *Yes*

Complaint Form

Does the program include a copy of the complaint form that specifies the three classes protected by Title VI (race, color, and national origin)? *Yes*

Is the complaint form available on the agency’s website? *Yes*

Attachment B

Did you include a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and/or complaints naming the grantee? *No*

Public Participation Plan

Did you include a Public Participation Plan that describes the proactive strategies, procedures, and desired outcomes of public participation activities? *Yes*

Does the Public Participation Plan include information on how the grantee considers the needs of, and engages minority and LEP populations in public participation activities? *Yes*

Did you summarize the public outreach and involvement activities undertaken in the last 3 years? *Yes*

Board Selections

Did you select members to transit-related, non-elected planning boards, advisory councils or committees? *Yes*

If you select members, did you provide a table with a racial breakdown of the membership of those boards, councils, or committees? *Yes*

Did you describe how they encourage minorities to participate on these boards, councils, and committees? *Yes*

Subrecipient

Does the program indicate if you have subrecipients? *No - No subrecipients*

If you have subrecipients, did you provide the monitoring procedures and/or efforts you use to ensure subrecipients comply with Title VI? *Not Included*

Did you describe the process used to provide assistance to subrecipients, when needed? *Not Included*

LEP Four-Factor Analysis & Plan

Did you include a Language Assistance Plan? *Yes*

Does the Language Assistance Plan include a Four-Factor Analysis that determines the appropriate level of LEP assistance and outreach efforts needed? *Yes*

Did your Language Assistance Plan NOT include something? *Not Included*

Attachment B

Facility Site Equity Analysis

Did you identify a site or location for a new facility (excluding bus shelters) or construct a facility during the period covered by your program? *No*

Did you complete and submit an equity analysis conducted during the planning stage for all projects requiring land acquisition and the displacement of persons from their residences and businesses? *Not Included*

Did the site analysis include outreach to persons potentially impacted by the siting of facilities? *Not Included*

Did the site analysis compare the equity impacts of alternative locations prior to selecting the preferred site? *Not Included*

Did you give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result? *Not Included*

Did you determine that the location of the project will result in a disparate impact on the basis of race, color, or national origin? *Not Included*

Did you provide a substantial legitimate justification for the project location? To do so, you must demonstrate that either 1) no alternative locations are available, or 2) any alternative locations, if identified, would result in the same or more disparate impact on the basis of race, color, or national origin. *Not Included*

Chapter 4: FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

Service Standards

Did you include your service standards and policies for each specific fixed route mode of service you provide? *Yes*

Which service standards, if any, are NOT included? *No service standards were missing from the submission*

Service Policies

Are the current service policies included? *Yes*

Is there a description of how service policies are adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin? *Yes*

Attachment B

Which service policies, if any, are NOT included? *None - All service policies are included*

Large Urbanized Fixed Route Requirements

Demographic Data

Are demographic and service profile maps and charts (demographic data) included? *Not Included*

Is the demographic data current as of the most recent decennial census or American Community Survey? *Not Included*

Does the program include a description of how demographic data is prepared prior to proposed service reductions or eliminations? *Not Included*

Does the demographic data include a base map of the transit service area? *Not Included*

Does the base map include overlays of the required data? *Not Included*

Do the demographic maps appropriately identify areas where the minority population exceeds that of the service area as a whole? *Not Included*

Do the demographic maps appropriately identify areas where the low-income population exceeds that of the service area as a whole? *Not Included*

Ridership Surveys

Do you collect demographic ridership and travel patterns using customer surveys? *Not Included*

Which requirements of the ridership and travel pattern surveys are NOT met, if any? *Not Included*

Monitoring

Do you include the results of monitoring service standards and policies? *Not Included*

Which required transit monitoring methods are NOT included, if any? *Not Included*

SAFE Analysis

Did you include the written policies and procedures for your service and fare equity analyses process? *Not Included*

Attachment B

What required service and fare equity analysis policies or procedures are missing, if any? *Not Included*

Did you identify any service and/or fare equity analyses from the last 3 years? *Not Included*

Did you include the results of the service and/or fare equity analyses conducted in the last 3 years? *Not Included*

If there were service and/or fare equity analyses conducted in the last 3 years, what required documentation is NOT included, if any? *Not Included*

Chapter 5: REQUIREMENTS FOR STATES

Did you submit a demographic profile of the State? *Not Included*

Does the demographic profile of the State include identification of the locations of minority populations in the aggregate? *Not Included*

Have you provided demographic maps analyzing funding distribution? *Not Included*

Have the demographic maps been subjected to a disparate impact analysis? *Not Included*

Have you described your planning process that identifies the transportation needs of minority populations? *Not Included*

What requirements for planning activities were NOT included, if any? *Not Included*

Have you provided your subrecipients monitoring procedures? *Not Included*

Did you include the procedures you use to pass through FTA financial assistance to subrecipients in a non-discriminatory manner? *Not Included*

Did you include the procedures you use to provide assistance to potential subrecipients applying for funding? *Not Included*

Did you include its efforts to assist and support potential subrecipients, including efforts to assist those that would serve predominantly minority populations? *Not Included*

What program administration requirements are NOT included, if any? *Not Included*

Attachment B

Chapter 6: REQUIREMENTS FOR MPOS (METROPOLITAN TRANSPORTATION PLANNING ORGANIZATIONS

Have you provided a demographic profile of your minority populations? *Yes*

Have you provided a description of the planning process related to mobility needs of minority populations? *Yes*

Have you provided demographic maps analyzing funding distribution? *Yes*

Were there documentation requirements for planning activities that were NOT included? *Not Included*

Did you include the procedures you use to pass through FTA financial assistance to subrecipients in a non-discriminatory manner? *Yes*

Is there a description of the procedures the MPO uses to provide assistance to potential subrecipients applying for funding? *Yes*

Did you include its efforts to assist and support potential subrecipients, including efforts to assist those that would serve predominantly minority populations? *Yes*

What program administration requirements are NOT included, if any? *Not Included*

FTA Reviewer Comments:

Santa Cruz Metropolitan Transit District

Thank you for the revision. All required elements were contained in the submission.

Also, please visit the FTA Civil Rights webpage for more information:

<https://www.transit.dot.gov/title6>

Attachment C



BEFORE THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Resolution No.
On the Motion of Director:
Duly Seconded by Director:
The Following Resolution is Adopted:

RESOLUTION ADOPTING THE AMENDED TITLE VI PROGRAM REPORT THAT WAS ACCEPTED BY THE FEDERAL TRANSIT ADMINISTRATION PURSUANT TO TITLE 49 OF THE CODE OF FEDERAL REGULATIONS, PART 21 (49CFR 21)

WHEREAS, Title VI of the Civil Rights Act of 1964 states that, “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance”; and

WHEREAS, the Santa Cruz Metropolitan Transit District (METRO) receives federal financial assistance from the Federal Transit Administration (FTA) for the provision of public transit service; and

WHEREAS, the FTA prescribes the method and delivers guidance to public transit operators to comply with Title VI in accordance with the regulations in *Title 49 Code of Federal Regulations, part 21 (49CFR 21)*; and

WHEREAS, METRO staff and Legal Counsel recommend adoption of METRO's amended Title VI Program Submittal, including the Title VI Regulation and Complaint Procedure (Chapter 1 to Title VI of the Administrative Code).

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, that it hereby determines and orders as follows:

1. The amended Title VI Program Submittal, effective June 1, 2019 – May 31, 2022, is hereby adopted.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on September 27, 2019, by the following vote:

AYES: DIRECTORS –

Attachment C

Resolution # _____
Page 2 of 2

NOES: DIRECTORS –

ABSENT: DIRECTORS –

ABSTAIN: DIRECTORS –

ED BOTTORFF
Chairperson

ATTEST:

ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:

JULIE A. SHERMAN
General Counsel



DATE: September 27, 2019
TO: Board of Directors
FROM: Eddie Benson, Maintenance Manager

SUBJECT: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A 1ST CONTRACT AMENDMENT WITH MANSFIELD OIL COMPANY TO INCREASE THE CONTRACT FUNDS AND AUTHORITY BY \$300,000 FOR FURNISHING AND DELIVERING CARB ULTRA-LOW SULFUR DIESEL FUEL

I. RECOMMENDED ACTION

That the Board of Directors authorize the CEO to execute a 1st contract amendment with Mansfield Oil Company to increase the not-to-exceed authority and funds by \$300,000 for Furnishing and Delivering CARB Ultra-Low Sulfur Diesel Fuel, thereby increasing the total contract authority and funds for the current term (which expires 4/30/2020) from \$782,415 to \$1,082,415.

II. SUMMARY

- The Santa Cruz Metropolitan Transit District (METRO) requires CARB ultra-low sulfur diesel fuel to power its fleet of diesel engine buses.
- METRO awarded a contract to Mansfield Oil Company for Furnishing and Delivering Carb Ultra-Low Sulfur Diesel Fuel on May 1, 2017 for a three-year term, with two one-year options to extend.
- Over the past year and nine months, METRO's diesel and diesel electric hybrid (hybrid) fleet has gradually increased, with more additions expected in the next month. These additions to the diesel and hybrid fleet were not anticipated when the contract with Mansfield Oil Company was first established.
- The fuel requirements to cover the additional diesel and hybrid fleet have depleted the funds authorized for the initial three-year term of this contract. Staff recommends adding additional funds and authority in the amount of \$300,000 at this time.

III. DISCUSSION/BACKGROUND

METRO requires CARB ultra-low sulfur diesel fuel to power its fleet of diesel and hybrid engine buses. Over the past year and nine months, there have been several additions to METRO's diesel and hybrid fleet. First, in September of 2017, the Board approved a contract with Complete Coach Works to lease three

articulated diesel buses for UCSC services, which were put into service in January 2018. Then, in October of 2018, the Board approved the purchase of four articulated diesel buses from VTA to be incorporated into METRO's UCSC services, as well as the acquisition of ten hybrid buses from VTA to be incorporated into METRO's Highway 17 Express Service.

The articulated diesel buses leased from Complete Coach Works were eventually replaced by the articulated diesel buses acquired from VTA. As for the ten hybrids, six of these have been incorporated into METRO's fleet thus far, with four remaining to be put into service within the next month.

When METRO awarded a contract to Mansfield Oil Company for diesel fuel in May of 2017, it did not anticipate these additions to its diesel and hybrid fleet. Consequently, the \$782,145 in funds authorized for the initial 3-year term of the contract have been expended, with eight months of the original term still remaining.

At the time of contract award, the Board of Directors (Board) also authorized additional authority in the amount of \$521,610 for the CEO to execute two 1-year options to extend. It is now recognized that this amount will be insufficient; however, until the four remaining hybrids have been put into service, a yearly spending estimate will not be precise. Therefore, staff will return to the Board prior to exercising the first 1-year option to extend with a precise estimate of funds and authority required for the two option years.

Staff now recommends that the Board authorize the CEO to execute a 1st contract amendment with Mansfield Oil Company on behalf of METRO to add an additional \$300,000 in funds and authority to cover the remaining eight months of the original term. Eddie Benson, Maintenance Manager, will continue to serve as the Contract Administrator and will ensure contract compliance.

Contract NTE funds & authority granted for original 3-year term	\$ 782,415
Additional funds & authority requesting to add now (1 st amendment)	\$ 300,000
New contract NTE funds & authority for original 3-year term	\$1,082,415

IV. FINANCIAL CONSIDERATIONS/IMPACT

This contract has a current total not-to-exceed in funds and authority of \$782,415. Additional funds and authority in the amount of \$300,000 are requested to be added to the contract at this time, which would bring the new contract total not-to-exceed in funds and authority to \$1,082,415.

Funds to support this contract are included in the Fleet FY20 Fuel and Lubes – Revenue Vehicles (504012) Operating Budget, and planned for the FY21 Operating Budget.

V. ALTERNATIVES CONSIDERED

None.

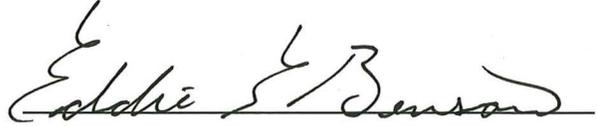
VI. ATTACHMENTS

Attachment A: First Amendment to the Contract with Mansfield Oil Company

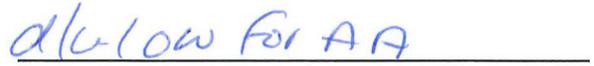
Prepared By: Joan Jeffries, Purchasing Assistant

VII. APPROVALS:

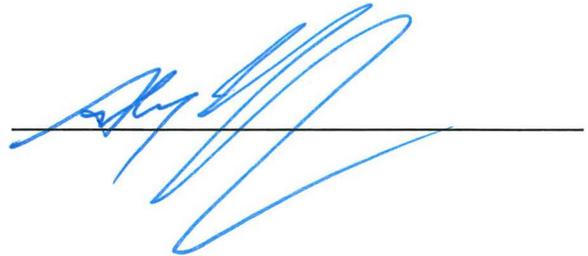
Eddie Benson, Maintenance Manager



Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



Attachment A
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FIRST AMENDMENT TO CONTRACT NO. 16-MA-02
FOR FURNISHING AND DELIVERING CARB ULTRA-LOW SULFUR DIESEL FUEL,
BIO-DIESEL AND/OR UNLEADED GASOLINES

This First Amendment to Contract No. 16-MA-02 for Furnishing and Delivering Carb Ultra-Low Sulfur Diesel Fuel, Bio-Diesel and/or Unleaded Gasolines is made effective September 27, 2019 between the Santa Cruz Metropolitan Transit District ("Santa Cruz METRO"), a political subdivision of the State of California, and Mansfield Oil Company ("Contractor").

I. RECITALS

- 1.1 Santa Cruz METRO and Contractor entered into a Contract for Furnishing and Delivering Carb Ultra-Low Sulfur Diesel Fuel, Bio-Diesel and/or Unleaded Gasolines ("Contract") on May 1, 2017.
- 1.2 The Contract allows for amendment upon mutual written consent.
- 1.3 Santa Cruz METRO and Contractor desire to amend the Contract to increase the Contract total not-to-exceed amount.

Therefore, Santa Cruz METRO and Contractor amend the Contract as follows:

II. COMPENSATION

- 2.1 Article 4.01 is amended to include the following language:

Under the terms of the First Amendment, the Contract total not-to-exceed amount is increased by \$300,000. The new Contract total not-to-exceed amount is \$1,082,415. Contractor understands and agrees that if it exceeds the \$1,082,415 maximum amount payable under this Contract, it does so at its own risk.

III. REMAINING TERMS AND CONDITIONS

- 3.1 All other provisions of the Contract that are not affected by this Amendment shall remain unchanged and in full force and effect.

IV. ACCEPTANCE OF ELECTRONIC SIGNATURES AND COUNTERPARTS

- 4.1 The parties agree that this Contract, agreements ancillary to this Contract, and related documents to be entered into this Contract will be considered executed when the signature of a party is delivered by scanned image as an attachment to electronic mail. Such scanned signature must be treated in all respects as having the same effect as an original signature. Each party further agrees that this Contract may be executed in two or more counterparts, all of which constitute one and the same instrument.

Attachment A

V. AUTHORITY

5.1 Article 7 is amended to include the following language:

Each party has full power to enter into and perform this First Amendment to the Contract and the person signing this First Amendment on behalf of each has been properly authorized and empowered to enter into it. Each party further acknowledges that it has read this First Amendment to the Contract, understands it, and agrees to be bound by it.

Signed on 9/20/19

Santa Cruz METRO –
SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

Alex Clifford, CEO/General Manager

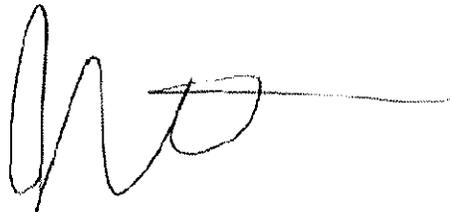
Contractor –
MANSFIELD OIL COMPANY

Chris Carter, S. Manager of Bids/Sales Analytics



Approved as to Form:

Julie Sherman, General Counsel





SANTA CRUZ METRO

THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

CERTIFICATE OF APPRECIATION

TO

CANDIS ALMANZA
PARATRANSIT SUPERVISOR

FOR THE COMPLETION OF 15 YEARS OF SERVICE
BETWEEN 2004 AND 2019

GIVEN THIS 27TH DAY OF SEPTEMBER 2019

CHAIR, BOARD OF DIRECTORS

CEO / GENERAL MANAGER



THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

CERTIFICATE OF APPRECIATION

TO

SANDRA HOWARD

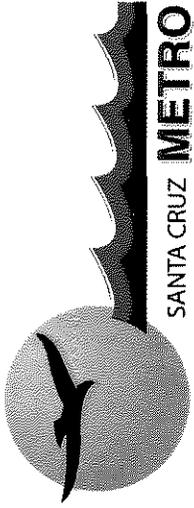
CUSTOMER SERVICE REPRESENTATIVE

FOR THE COMPLETION OF 15 YEARS OF SERVICE
BETWEEN 2004 AND 2019

GIVEN THIS 27TH DAY OF SEPTEMBER 2019

CHAIR, BOARD OF DIRECTORS

CEO / GENERAL MANAGER



THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

CERTIFICATE OF APPRECIATION

TO

MELODY MARTIN
CUSTOMER SERVICE REPRESENTATIVE

FOR THE COMPLETION OF 15 YEARS OF SERVICE
BETWEEN 2004 AND 2019

GIVEN THIS 27TH DAY OF SEPTEMBER 2019

CHAIR, BOARD OF DIRECTORS

CEO/GENERAL MANAGER



THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

CERTIFICATE OF APPRECIATION

TO

LUPE SANCHEZ
CUSTOMER SERVICE REPRESENTATIVE

FOR THE COMPLETION OF 15 YEARS OF SERVICE
BETWEEN 2004 AND 2019

GIVEN THIS 27TH DAY OF SEPTEMBER 2019

CHAIR, BOARD OF DIRECTORS

CEO / GENERAL MANAGER

CLASS OF JULY 29, 2019

FIXED ROUTE OPERATORS



Mechanic



- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: September 27, 2019
TO: Board of Directors
FROM: Alex Clifford, Chief Executive Officer
SUBJECT: PUBLIC HEARING ON FIXED-ROUTE FREE FARE PROGRAM FOR LEGALLY BLIND CUSTOMERS

I. RECOMMENDED ACTION

That the Board of Directors hold a public hearing to receive input on a proposal to add a free fare for legally blind fixed-route customers.

II. SUMMARY

- This report provides information and background on the proposed free fare program to enhance use of fixed-route bus services for legally blind customers.

III. DISCUSSION/BACKGROUND

A public hearing provides a venue for Santa Cruz Metropolitan Transit District (METRO) riders, community stakeholders, and the general public to provide comments on the proposed program.

Since the August Board meeting, METRO staff have conducted several public outreach events to solicit input from the proposed program. Community open houses were held on September 18 at METRO center; comments were solicited on METRO's website; through Facebook and Twitter postings, and paid advertising placements in the Santa Cruz Sentinel and in both English and Spanish in the Register-Pajaronian.

The proposed program and open houses information were posted on METRO's website, Facebook and Twitter pages. Paid advertisements were placed in the Santa Cruz Sentinel (Sept. 6 & 13) and in English (Sept. 6) and Spanish (Sept. 13) in the Register-Pajaronian.

METRO works closely with local organizations and commissions that work with our communities' elderly and disabled populations to identify improvements that enhance our system's accessibility for all customers

Over the span of several years, METRO has received reports from visually-impaired customers that METRO's ticket vending machines (TVMs) present

issues related to the user's experience. While there are other methods to pay for METRO fares, TVMs are the only way to physically purchase tickets when customer service representatives are off duty. METRO has worked diligently and collaboratively with the TVM vendor (GFI) and members of the visually impaired community to respond to these reported concerns.

Although some improvements have been reported, and despite METRO's best efforts, we continue to receive reported concerns regarding the use of the TVMs for individuals with visual impairments.

In the interest of best serving this community, METRO is proposing a free fare program for customers who can provide medical certification that they are "legally blind." The program would be discontinued once METRO replaces its existing TVMs or substitute other new technologies (e.g., mobile ticketing applications) in their place.

Legal blindness is a designation used by government agencies when evaluating who is eligible for certain disability and other benefits. Customers meeting this designation will be able to apply for a special pass that indicates to the bus operator that they may ride for free. These passes will be available to qualifying customers, whether they are local to METRO's service area, or visitors from other areas. No customer with a qualifying visual impairment is required to apply for the special pass to use METRO's transit service, as they may continue to purchase tickets from customer service representatives or use other available methods if they choose to pay for transit services on METRO.

IV. FINANCIAL CONSIDERATIONS/IMPACT

There is no impact to the budget for holding the public hearing.

V. ALTERNATIVES CONSIDERED

- None. In order to implement a free fare program, METRO is required to hold a public hearing.

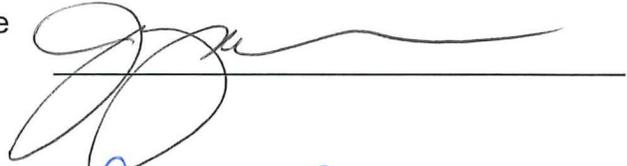
VI. ATTACHMENTS

Attachment A: AR-1028 Older Adult, Persons with Disabilities and Legally Blind Persons Fixed Route Discount Fare Program (Proposed and REDLINE versions)

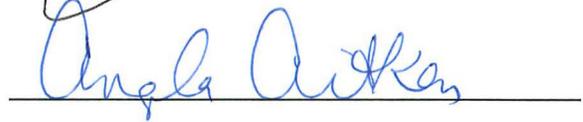
Prepared by: Jayme Ackemann, Marketing, Communication and Customer Service Director

VII. APPROVALS

Jayne Ackemann, Marketing,
Communications & Customer Service
Director



Approved as to fiscal impact:
Angela Aitken, CFO



Alex Clifford, CEO/General Manager



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Customer Service

Department Manager/Title

CEO

Older Adult, Persons with Disabilities and Legally Blind Persons Fixed Route Discount Fare Program

Policy #: AR-1028

Origination Date: 3/27/09

Revised Date: pending approval

I. POLICY

- 1.1 It is the policy of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) that older adult persons and persons with disabilities or an individual presenting a Medicare Card, will be charged a discounted fare for transportation on Santa Cruz METRO's fixed route service.
- 1.2 This policy sets forth the criteria that Santa Cruz METRO employees must follow in order to insure that qualified individuals receive the discount that is allowed by this regulation.

II. APPLICABILITY

- 2.1 This policy is applicable to Santa Cruz METRO employees and qualified individuals using the fixed route service.
- 2.2 The free fare portion of this policy is solely applicable to legally blind individuals using the fixed route service.

III. DEFINITIONS

- 3.1 **"Discount Fare"** means one-half the regular fare.
- 3.2 **"Free Fare"** means 0% of the regular fare.
- 3.3 **"Legally Blind"** means an individual whose vision meets the criteria set forth in Section 4.6.
- 3.4 **"Individual with a Disability"** means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, or an individual who has one of the valid documents listed in Section 4.01(b) of this policy.
- 3.5 **"Older Adult"** means an individual who is at least 62 years old.
- 3.6 **"Temporary Disability"** means an individual whose disability and/or medical

condition meets one or more of the categories set forth in Section 4.04, and that disability is not permanent.

IV. ELIGIBILITY

4.1 To qualify for a **discount** or **free (Blind Access Card)** fare or ticket pursuant to this policy, a qualified individual must present one of the following to the bus operator, transit center ticket agent, or at a Santa Cruz METRO Pass Outlet (See Section VIII) when paying a fixed route fare:

A. For Older adult (at least 62 years of age):

- i. Santa Cruz METRO Discount Photo Identification Card;
- ii. Santa Cruz METRO ParaCruz Identification Card;
- iii. Paratransit Identification Card issued by another Transit Agency;
- iv. Senior Citizen Identification Card;
- v. Discount Photo Identification Card issued by another Transit Agency;
- vi. Identification that displays date of birth (i.e. passport, or birth certificate);
- vii. Current State Driver's License, or current State Identification Card;

B. For Persons with Disabilities:

- i. Santa Cruz METRO Discount Photo Identification Card;
- ii. Santa Cruz METRO ParaCruz Identification Card;
- iii. Paratransit Identification Card issued by another Transit Agency;
- iv. Discount Photo Identification Card issued by another Transit Agency;
- v. Medicare Identification Card;
- vi. California Disabled Identification Card;
- vii. Proof of Veterans Disability-a copy of valid Service Connected Disability Identification Card or a Veterans Administration Certification demonstrating a disability rating for aid and attendance or a service-connected disability with a rating level of 50% or higher.

C. Any individual presenting a valid Medicare Identification Card.

The person presenting a Medicare ID Card must also present a legal photo ID to check the validity of the Medicare Card.

Attachment A

D. For Legally Blind Persons:

- i. Santa Cruz METRO **Blind Access Card**.

- 4.2 To qualify for a Santa Cruz METRO **Discount Fare Card**, an applicant must provide Santa Cruz METRO Customer Service with the valid documents listed in Section 4.01 of this policy.
- 4.3 If an individual does not have one of the valid identification cards listed in Section 4.01 of this policy, he/she may still be eligible for a Santa Cruz METRO **Discount Fare Card**. An additional way to qualify for a Santa Cruz METRO **Discount Fare Card** is to submit a completed "Discount Fare Application" (Attachment A), available at [this link](#). Attachment A must identify the appropriate eligibility category from Section 4.04 and must be completed by one of the following licensed professionals for such category:
 - A. Licensed physicians with a Doctor of Medicine (M.D.) or Doctor of Osteopathic Medicine (D.O.) degree, licensed physician's assistants and nurse practitioners may certify in all categories in which they are licensed to diagnose;
 - B. Licensed chiropractors, may certify in categories 1, 2, 3 and 4;
 - C. Licensed podiatrists, may certify disabilities involving the feet under categories 1, 2, 3 and 4;
 - D. Licensed optometrists, may certify in category 9;
 - E. Licensed audiologists, may certify in category 10;
 - F. Licensed clinical psychologists and licensed educational psychologists, may certify in categories 12, 15, 16 and 17;
 - G. Licensed marriage family and child counselors (MFCC), marriage and family therapists, and licensed clinical social workers (LCSW) may certify in Category 17.
- 4.4 To qualify for Santa Cruz METRO **Discount Fare Card** based on a disability, the individual must meet one of the following categories as determined by a qualified individual identified in Section 4.03:
 1. **Non-ambulatory Disabilities**—Impairments that, regardless of cause, require individuals to use a wheelchair for mobility;
 2. **Mobility Aids**—Impairments that cause individuals to walk with significant difficulty, including individuals using a leg brace, cane walker, or crutches to achieve mobility;

Attachment A

3. **Musculo-Skeletal Impairment (Including Arthritis)**—Musculo- skeletal impairment such as muscular dystrophy, osteogenesis imperfecta or any type of arthritis; such as functional Class III or anatomical Stage III;
4. **Amputation** – Persons who suffer amputation of, or anatomical deformity of (i.e. loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability): (a) both hands; or (b) one hand and one foot; or (c) amputation of lower extremity at or above the tarsal region (one or both legs);
5. **Cerebrovascular Accident (Stroke)**—With one of the following: (a) pseudobulbar palsy; or (b) functional motor deficit in any of two extremities; or (c) ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss post 4 months.
6. **Pulmonary Ills**—Respiratory Impairments of Class 3 and 4. Class 3: FVC between 51 percent and 59 percent of predicted; or FEV between 41 percent and 59 percent of predicted. Class 4: FVC less than or equal to 50 percent of predicted; or FEV less than or equal to 40 percent of predicted.
7. **Cardiac Ills**—Cardiovascular impairments of functional Class III or IV. Functional Classification: Class III: Individuals with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest. Less than ordinary physical activity causes fatigue, palpitation, dyspnea or anginal pain. For instance, inability to walk one or more level blocks or climbing a flight of ordinary stairs. Class IV: Individuals with cardiac disease resulting in inability to carry out any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If physical activity is undertaken, discomfort is increased.
8. **Dialysis**—Individuals whose disability requires the use of a kidney dialysis machine.
9. **Hearing Disabilities**—Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals, including only those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. Ranges.
10. **Disabilities of Incoordination**—Individuals suffering faulty coordination or palsy from brain, spinal or peripheral nerve injury and any person with a functional nerve injury and any person with a functional motor deficit in any two limbs or who suffers manifestations

Attachment A

which significantly reduce mobility, coordination or perceptiveness not accounted for in previous categories;

11. **Intellectual Disability**—Individuals characterized by significant limitations both in intellectual functioning and in adaptive behavior as expressed in conceptual, social, and practical adaptive skills. This disability generally originates during the developmental period before the age of 18 or as the result of illness or accident later in life and is associated with impairment in adaptive behavior (a general guideline is an IQ which is more than two standard deviations below the norm).
12. **Cerebral Palsy**—A disorder dating from birth or early infancy or as the result of illness or accident later in life, non-progressive, although if not treated there is marked regression in functioning characterized by examples of aberrations of motor functions (paralysis, weakness, incoordination) and often other manifestations of organic brain damage such as sensory disorders, seizures, developmental disabilities, learning difficulty and behavioral disorders.
13. **Epilepsy (Convulsive Disorder)**—A clinical disorder involving impairment of consciousness, characterized by seizures (e.g., generalized, complex partial, major motor, grand mal, petit mal or psychomotor), occurring more frequently than once a month in spite of prescribed treatment, with (a) diurnal episodes (loss of consciousness and convulsive seizure); (b) nocturnal episodes which show residual interfering with activity during the day; or (c) a disorder involving absence (petit mal) or mild partial (psychomotor) seizures occurring more frequently than once per week in spite of prescribed treatment with Alteration of awareness or loss of consciousness; and 2) Transient postictal manifestations of conventional or antisocial behavior. Person exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of Epilepsy defined in this category.
14. **Infantile Autism**—A syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbance and monotonously repetitive motor behavior. Many children with autism will also be seriously impaired in general intellectual functioning. This syndrome usually appears before the age of six and is characterized by severe withdrawal and inappropriate response to external stimuli.
15. **Neurological Impairment**—A syndrome characterized by learning, perception and/or behavioral disorders of an individual who's IQ is not less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions (any disorder in learning using the senses), neurologic disorder or any damage to the central nervous

Attachment A

system, whether due to genetic, hereditary, accident or illness factors. This section includes people with severe gait problems who are restricted in mobility.

16. **Mental Disorders**—Individuals whose mental impairment substantially limits one or more of their major life activities. This includes inability to learn, work or care for oneself. A principal diagnosis from the SSM IV classification in one of the following areas is required for eligibility: Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Affective Disorders, Somata Form Disorders, Dissociative Disorders, Adjustment Disorders, Psychological Factors Affecting Physical Condition, and Post Traumatic Stress Syndrome. These diagnoses must be at Class 3 to 5 levels:
- Class 3-Moderate Impairment. Levels compatible with some, but not all, useful functions.
 - Class 4-Marked Impairment. Levels significantly impede useful functioning.
 - Class 5-Extreme Impairment. Levels preclude useful functioning,
- (**Note:** If a person's disorder is in remission or primary incapacity is acute or chronic alcoholism or drug addiction, they are specifically excluded from discount fare eligibility.)
17. **Chronic Progressive Debilitating Disorders**—Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the activities of daily living and significantly impair mobility. Examples of such disorders include: (a) Progressive, uncontrollable malignancies (i.e., terminal malignancies or malignancies being treated with aggressive radiation or chemotherapy); (b) Advanced connective tissue diseases (i.e., advance stages of disseminated lupus erythematosus, scleroderma or polyarteritis nodosa); (c) Symptomatic HIV infection (i.e., AIDS or ARC) in CDC defined clinical categories B and C.
18. **Multiple Impairments**—This category may include, but not be limited to, persons disabled by the combined effects of more than one impairment, including those related to age. The individual impairments themselves may not be severe enough to qualify as a Transit Dysfunction; however, the combined effects of the disabilities may qualify the individual for the program.

Attachment A

- 4.5 To qualify for a Santa Cruz METRO **Blind Access Card**, the individual must meet the following criteria: those individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision) so the widest diameter subtends an angle no greater than 20 degrees.
- 4.6 To qualify for a Santa Cruz METRO **Blind Access Card**, an applicant must provide the following:
- A. Certificate of Blindness (Attachment C) issued by the individual's physician or other blindness certification. Questions regarding certification may be submitted via email to: customerservice@scmttd.com
 - i. If eligible, individuals will be issued a **Blind Access Card** immediately.
 - ii. Out-of-State Visitors: If individuals are visiting from out of state and can provide the appropriate documentation, Santa Cruz METRO will give them a temporary bus pass valid for 7 days of travel. Within 7 – 10 days of their application, they will also receive a permanent **Blind Access Card** valid for future visits to Santa Cruz METRO's service area.
- 4.7 Individuals that are eligible for a **Discount Fare Card** or **Blind Access Card** may pay the full prices fare if they desire.

V. OBTAINING SANTA CRUZ METRO DISCOUNT AND BLIND ACCESS ID CARDS

- 5.1 An eligible individual may obtain a Santa Cruz METRO **Discount Fare Card** at either of the following locations at the times indicated:
- A. Santa Cruz METRO Center (Pacific Station) Information Booth on weekdays. Please contact (831-425-8600) Santa Cruz METRO for specific times.
 - B. Watsonville Transit Center at West Lake and Rodriguez Streets the second Tuesday of every month by appointment ONLY. Please contact (831-425-8600) Santa Cruz METRO to make an appointment.
- 5.2 An eligible individual must present one of the forms of Identification listed in Section 4.01 or other acceptable proof of age in order to qualify for a Santa Cruz METRO **Discount Fare Card** based on being 62 years of age or older.

Attachment A

- A. To purchase a Santa Cruz METRO **Discount Fare Card** based on disability without proof of disability set forth in Section 4.01(b), the individual must provide a completed “Discount Fare Application” (Attachment A). Attachment A must be certified by a licensed medical practitioner or other licensed professional verifying that the individual has a disability (see Section IV), which may qualify the individual for a discounted fare.

*Discount Fare Applications can be picked up at:

Santa Cruz METRO Center (Pacific Station) Information Booth, or requested by phone at (831) 425-8600;

Santa Cruz METRO’s Accessible Services Coordinator at (831) 423-3868 or the California Relay System at 800-735-2929.

The forms are also available on-line at Santa Cruz METRO’s website: www.scmttd.com

- B. COST OF DISCOUNT FARE CARD: Those eligible individuals will pay \$2.00 for the Card. In the event that the Discount Fare Card is lost, Santa Cruz METRO charges a \$2.00 replacement fee for the first lost card, and \$5.00 for the replacement of a lost card thereafter.
- 5.3 Children (under the age of 18) of Santa Cruz METRO passengers using a Santa Cruz METRO **Discount Fare Card** can ride at the discounted rate when accompanying their qualifying parent. Parents must complete a registration form (Attachment B), available at Pacific Station and Watsonville Transit Centers to qualify for this extended coverage. The registration form is also available on Santa Cruz METRO’s website (www.scmttd.com)

VI. PERSONAL CARE ATTENDANTS

- 6.1 Persons with Disabilities, including legally blind individuals, are eligible to have one personal care attendant travel with him/her without paying a second fare. To qualify, Attachment A must indicate a need for a Personal Care Attendant, and must be certified by a licensed medical practitioner or other licensed professional. Upon acceptance by Santa Cruz METRO, the eligible individual will be provided with specific identification that authorizes transportation with one Personal Care Attendant.
- 6.2 An individual who has a Santa Cruz METRO **Discount Fare Card** or Paratransit Card issued by another Transit Agency, or a Santa Cruz METRO ParaCruz Eligibility Card, which indicates the need for one Personal Care Attendant, may ride on Santa Cruz METRO’s fixed route with one Personal Care Attendant without paying a second fare.

VII. TEMPORARY DISABILITIES

- 7.1 Persons with temporary disabilities, who meet one or more of the Categories listed in Section 4.04 or Section 4.6 of this Policy, may qualify for a Temporary (non-permanent) Santa Cruz METRO **Discount Fare Card** (Peach colored Discount Card) or **Blind Access Card** (Red colored Discount Card).
- 7.2 This Temporary **Discount Fare Card** or **Blind Access Card** will reflect an expiration date, which corresponds with the individual's "Certification of Disability Status" portion of Attachment A. Once expired, the person would be required to receive a new "Certification of Disability Status" Form from a licensed professional in Section 4.03 in order to extend their Santa Cruz METRO **Discount Fare Card** or **Blind Access Card**.

VIII. SANTA CRUZ METRO PASS VENDORS AND TICKET VENDING MACHINE LOCATIONS

- 8.1 A. Santa Cruz METRO Bus Passes and Highway 17 Monthly Passes can be purchased at the following locations. Ticket Vending Machine (TVM) hours are indicated after each TVM location below.
- B. Reloadable CRUZ Cards may ONLY be purchased at Pacific Station, on Santa Cruz METRO's website (www.scmttd.com/en/fares/buy-passes-online), or by mail-order (See Section 9.01 below). CRUZ Cards are not available from Pass Vendors or TVMs).

APTOS

*Cabrillo College, 6500 Soquel Drive – Ticket Vending Machine (24 hrs/7 days a week)

BOULDER CREEK

Boulder Creek Pharmacy, 13081 Highway 9 (338-2144)

CAPITOLA

SaveMart Supermarket, 1475 – 41st Avenue (462-6917)

Capitola Mall, 1855- 41st Avenue – Ticket Vending Machine (24/7)

LIVE OAK

Live Oak Family Resource Center, 1740 17th Avenue (476-7284)

SANTA CRUZ

Metro Center (Pacific Station) - 920 Pacific Avenue

- Customer Service Information Booth (Mon-Fri 7am – 5:30pm) (425-8600)
- Ticket Vending Machine (6am – 11pm)

Attachment A

Walgreen's Pharmacy, 1718 Soquel Avenue (425-1910)

SCOTTS VALLEY

Cavallaro Transit Center, 246 Kings Village Road – Ticket Vending Machine (24/7)

WATSONVILLE

Food Maxx, 1465 Main Street (768-1483)

Watsonville Transit Center, 475 Rodriguez Street – Ticket Vending Machine (7am – 9pm) (724-9564)

IX. ORDER PASSES BY MAIL

- 9.1 Individuals who currently hold a valid Santa Cruz METRO **Discount Fare Card**, or have previously purchased Discounted Passes and are on file with Santa Cruz METRO, can order bus passes by mail and on Santa Cruz METRO's website. The form is available at the Information Booth at Pacific Station and on Santa Cruz METRO's website www.scmtd.com. Mail the completed form along with a self-addressed, stamped envelope to:

**Santa Cruz METRO
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060**

- 9.2 Please allow 7 business days from the date the order is received by Santa Cruz METRO. If you have any questions regarding orders for discount passes, call (831) 425-3822.

X. ADMINISTRATION OF REGULATION

- 10.1 The Operations Manager or designee is responsible for the following:
- A. Ensuring that this regulation is disseminated to all existing fixed route drivers, customer service agents and transit center ticket agents.
 - B. Ensuring that this regulation is disseminated to all new and future fixed route drivers, customer service agents and transit center ticket agents.
 - C. Providing guidance, training and assistance to all employees, customer service agents and transit center ticket agents who are responsible for issuing Santa Cruz METRO Discount and Blind Access ID Cards and passes.
- 10.2 Santa Cruz METRO will integrate the Santa Cruz METRO Discount Fare Card Program into its Policies and Procedures.

Attachment A

XI. REVISION HISTORY

Date	Action	Approved By
3/27/09	New Policy	D.B.
10/22/10	Revised Section 4.01 and revisions to include purchase of passes on website	E.P.
9/26/14	Update METRO Pass Outlets, add Ticket Vending Machine locations and revise Attachment A	
9/27/19	Revisions to Incorporate Free Fare Programs for Legally Blind Individuals	

END OF POLICY

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Attachment A

Discount Fare Application (Cont'd)

Health care provider certification section: This form is used for individuals with permanent or temporary disabilities. This also includes individuals who may need an attendant to ride Santa Cruz METRO service.

Patient/applicant release:

I authorize: _____ to verify my disability if requested to do so by METRO.
(Name of certified/ licensed health care provider*)

Patient/applicant signature: _____ Date: _____

This portion to be completed by Licensed Health Care Provider ONLY! (see below)

Applicant's name: _____

Applicant's date of birth: _____

Health care provider's name: _____

Title: _____

State certification or license #: _____ Telephone number: _____

Email address: _____

Address: _____

I, _____ hereby certify that I have examined the patient listed above and it is my opinion that he/she is disabled due to illness, congenital malfunction or other incapacity that substantially limits one or more major life functions.

His/Her Disability is:

Permanent

Temporary (defined as impairment lasting not more than 12 months). Duration is _____ months.

Does the Patient's disability necessitate the use of a Personal Care Attendant when riding on Santa Cruz METRO service?

Yes No

The **Category number** of the disability is: _____ **(Please select from Section 4.04- Category Descriptions 1-19).*

I certify that the above is correct and that I am legally certified and/or licensed in my state as a Healthcare Provider.

Signature: _____

Date: _____

Customer Service Staff may contact you for verification.

ORIGINAL Completed Application may be mailed to:

Santa Cruz METRO Information Booth, 920 Pacific Station, Suite 21, Santa Cruz, CA 95060

Attachment A



Attachment B REQUEST FOR REDUCED CHILDREN'S FARE WITH DISCOUNT FARE CARD

I wish to request certification to allow my children, under the age of 18, (listed below) to travel with me when I use my Discount Fare Card and pay the Disability Reduced Fare while traveling on Santa Cruz METRO Fixed Route service.

CHILDREN:

Name: _____ Birthdate: _____

Name: _____ Birthdate: _____

Name: _____ Birthdate: _____

Name: _____ Birthdate: _____

Discount Fare Card Holder:

Print Name: _____

Address: _____

Signature: _____ Date: _____

After completing the top portion of this form, please submit the completed form to the Customer Service Representative at Santa Cruz Metro Center (Pacific Station), or Watsonville Transit Center. The Customer Service Representative will then place a sticker on your Discount Fare Card, which allows you to pay a Discounted Fare for your children when they accompany you on Santa Cruz METRO Fixed Route bus service.

Attachment A



Attachment C

CONFIRMATION OF LEGAL BLINDNESS

The federal definition of "blindness" under Title XVI of the Social Security Act currently states:

(2) "An individual shall be considered to be blind for purposes of this title if he has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered for purposes of the first sentence of this subsection as having a central visual acuity of 20/200 or less." http://www.ssa.gov/OP_Home/ssact/title16b/1614.htm

Translation: If you wear your glasses or contacts (or both) and then are measured on an eye chart as seeing 20/200 or less, or if the width of vision for both your eyes totals an arc of 20 degrees or less, you are legally blind according to this federal definition.

CONSUMER / CLIENT / PATIENT:

Name: _____ Date of Birth: _____
Address: _____

Best corrected vision:

OD (right eye) _____ OS (left eye) _____ OU (both eyes) _____

Width of Visual Field (in degrees): _____

Specific eye condition(s): _____

CERTIFYING AUTHORITY:

I certify that _____ is legally blind in both eyes as specified in the federal definition quoted above.

(Signed) _____ (Date) _____

_____. (Title) _____

Please attach your business card OR print/type your name, profession, and address here: _____

Attachment A - REDLINE

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR- 1028

Computer Title: Discount Fare.doc

Effective Date: March 27, 2009

Pages: 13

TITLE: OLDER ADULT ~~AND~~ PERSONS WITH DISABILITIES AND LEGALLY BLIND PERSONS FIXED ROUTE DISCOUNT FARE PROGRAM

Procedure History

NEW POLICY	SUMMARY OF POLICY	APPROVED
March 27, 2009	New Policy	D.B.
October 22, 2010	Revised Section 4.01, and revisions to include purchase of passes on website	E.P.
September 26, 2014	Update METRO Pass Outlets, add Ticket Vending Machine locations and revise Attachment A <u>Revisions to incorporate free fare programs for legally blind individuals</u>	

I. POLICY

- 1.1 It is the policy of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) that older adult persons and persons with disabilities or an individual presenting a Medicare Card, will be charged a discounted fare for transportation on Santa Cruz METRO's fixed route service.
- 1.2 This policy sets forth the criteria that Santa Cruz METRO employees must follow in order to insure that qualified individuals receive the discount that is allowed by this regulation.

II. APPLICABILITY

- 2.1 This policy is applicable to Santa Cruz METRO employees and qualified individuals using the fixed route service.
- 2.2 The free fare portion of this policy is solely applicable to legally blind individuals using the fixed route service.

III. DEFINITIONS

3.1 “Discount Fare” means one-half the regular fare.

3.2 “Free Fare” means 0% of the regular fare.

3.3 "Legally Blind" means an individual whose vision meets the criteria set forth in Section 4.6.

3.33.4 “Individual with a Disability” means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, or an individual who has one of the valid documents listed in Section 4.01(b) of this policy.

3.5 “Older Adult” means an individual who is at least 62 years old.

3.43.6 “Temporary Disability” means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, and that disability is not permanent.

IV. ELIGIBILITY

4.1 To qualify for a **discount** or free (Blind Access Card) fare or ticket pursuant to this policy, a qualified individual must present one of the following to the bus operator, transit center ticket agent, or at a Santa Cruz METRO Pass Outlet (See Section VIII) when paying a fixed route fare:

a. For Older adult (at least 62 years of age):

- i.) Santa Cruz METRO Discount Photo Identification Card;
- ii.) Santa Cruz METRO ParaCruz Identification Card;
- iii.) Paratransit Identification Card issued by another Transit Agency;
- iv.) Senior Citizen Identification Card;
- v.) Discount Photo Identification Card issued by another Transit Agency;
- vi.) Identification that displays date of birth (i.e. passport, or birth certificate);
- vii.) Current State Driver’s License, or current State Identification Card;

b. For Persons with Disabilities:

- i.) Santa Cruz METRO Discount Photo Identification Card;
- ii.) Santa Cruz METRO ParaCruz Identification Card;
- iii.) Paratransit Identification Card issued by another Transit Agency;

Attachment A - REDLINE

- iv.) Discount Photo Identification Card issued by another Transit Agency;
- v.) Medicare Identification Card;
- vi.) California Disabled Identification Card;
- vii.) Proof of Veterans Disability-a copy of valid Service Connected Disability Identification Card or a Veterans Administration Certification demonstrating a disability rating for aid and attendance or a service-connected disability with a rating level of 50% or higher.

c. Any individual presenting a valid Medicare Identification Card. The person presenting a Medicare ID Card must also present a legal photo ID to check the validity of the Medicare Card.

d. For Legally Blind Persons:

i.) Santa Cruz METRO Blind Access Card.

- 4.2 To qualify for a Santa Cruz METRO **Discount Fare Card**, an applicant must provide Santa Cruz METRO Customer Service with the valid documents listed in Section 4.01 of this policy.
- 4.3 If an individual does not have one of the valid identification cards listed in Section 4.01 of this policy, he/she may still be eligible for a Santa Cruz METRO **Discount Fare Card**. An additional way to qualify for a Santa Cruz METRO **Discount Fare Card** is to submit a completed "Discount Fare Application" (*Attachment A*), available at: http://www.scmtd.com/images/department/legal/policies/attech_a_prof_verification_disability_status_2014.pdf. Attachment A must identify the appropriate eligibility category from Section 4.04 and must be completed by one of the following licensed professionals for such category:
- a. Licensed physicians with a Doctor of Medicine (M.D.) or Doctor of Osteopathic Medicine (D.O.) degree, licensed physician's assistants and nurse practitioners may certify in all categories in which they are licensed to diagnose;
 - b. Licensed chiropractors, may certify in categories 1,2, 3 and 4;
 - c. Licensed podiatrists, may certify disabilities involving the feet under categories 1,2,3 and 4;
 - d. Licensed optometrists, may certify in category 9;
 - e. Licensed audiologists, may certify in category 10;
 - f. Licensed clinical psychologists and licensed educational psychologists, may certify in categories 12, 15, 16 and 17;

Attachment A - REDLINE

- g. Licensed marriage family and child counselors (MFCC), marriage and family therapists, and licensed clinical social workers (LCSW) may certify in Category 17.

4.4 To qualify for Santa Cruz METRO **Discount Fare Card** based on a disability, the individual must meet one of the following categories as determined by a qualified individual identified in Section 4.03:

1. **Non-ambulatory Disabilities**—Impairments that, regardless of cause, require individuals to use a wheelchair for mobility;
2. **Mobility Aids**—Impairments that cause individuals to walk with significant difficulty, including individuals using a leg brace, cane walker, or crutches to achieve mobility;
3. **Musculo-Skeletal Impairment (Including Arthritis)**—Musculo- skeletal impairment such as muscular dystrophy, osteogenesis imperfecta or any type of arthritis; such as functional Class III or anatomical Stage III;
4. **Amputation** – Persons who suffer amputation of, or anatomical deformity of (i.e. loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability): (a) both hands; or (b) one hand and one foot; or (c) amputation of lower extremity at or above the tarsal region (one or both legs);
5. **Cerebrovascular Accident (Stroke)**—With one of the following: (a) pseudobulbar palsy; or (b) functional motor deficit in any of two extremities; or (c) ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss post 4 months.
6. **Pulmonary Ills**—Respiratory Impairments of Class 3 and 4. Class 3: FVC between 51 percent and 59 percent of predicted; or FEV between 41 percent and 59 percent of predicted. Class 4: FVC less than or equal to 50 percent of predicted; or FEV less than or equal to 40 percent of predicted.
7. **Cardiac Ills**—Cardiovascular impairments of functional Class III or IV. Functional Classification: Class III: Individuals with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest. Less than ordinary physical activity causes fatigue, palpitation, dyspnea or anginal pain. For instance, inability to walk one or more level blocks or climbing a flight of ordinary stairs. Class IV: Individuals with cardiac disease resulting in inability to carry out any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If physical activity is undertaken, discomfort is increased.

Attachment A - REDLINE

8. **Dialysis**—Individuals whose disability requires the use of a kidney dialysis machine.

~~9. **Sight Disabilities**—Those individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision): (a) to 10 degrees or less from a point of fixation; or (b) so the widest diameter subtends an angle no greater than 20 degrees; and (c) individuals who are unable to read information signs or symbols for other than language reasons.~~

~~10.9.~~ **Hearing Disabilities**—Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals, including only those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. Ranges.

~~11.10.~~ **Disabilities of Incoordination**—Individuals suffering faulty coordination or palsy from brain, spinal or peripheral nerve injury and any person with a functional nerve injury and any person with a functional motor deficit in any two limbs or who suffers manifestations which significantly reduce mobility, coordination or perceptiveness not accounted for in previous categories;

~~12.11.~~ **Intellectual Disability**—Individuals characterized by significant limitations both in intellectual functioning and in adaptive behavior as expressed in conceptual, social, and practical adaptive skills. This disability generally originates during the developmental period before the age of 18 or as the result of illness or accident later in life and is associated with impairment in adaptive behavior (a general guideline is an IQ which is more than two standard deviations below the norm).

~~13.12.~~ **Cerebral Palsy**—A disorder dating from birth or early infancy or as the result of illness or accident later in life, non-progressive, although if not treated there is marked regression in functioning characterized by examples of aberrations of motor functions (paralysis, weakness, incoordination) and often other manifestations of organic brain damage such as sensory disorders, seizures, developmental disabilities, learning difficulty and behavioral disorders.

~~14.13.~~ **Epilepsy (Convulsive Disorder)**—A clinical disorder involving impairment of consciousness, characterized by seizures (e.g., generalized, complex partial, major motor, grand mal, petit mal or psychomotor), occurring more frequently than once a month in spite of prescribed treatment, with (a) diurnal episodes (loss of consciousness and convulsive seizure); (b) nocturnal episodes which show residual interfering with activity during the day; or (c) a disorder involving absence (petit mal) or mild partial (psychomotor) seizures occurring more frequently than once

Attachment A - REDLINE

per week in spite of prescribed treatment with Alteration of awareness or loss of consciousness; and 2) Transient postictal manifestations of conventional or antisocial behavior. Person exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of Epilepsy defined in this category.

~~15.~~14. **Infantile Autism**—A syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbance and monotonously repetitive motor behavior. Many children with autism will also be seriously impaired in general intellectual functioning. This syndrome usually appears before the age of six and is characterized by severe withdrawal and inappropriate response to external stimuli.

~~16.~~15. **Neurological Impairment**—A syndrome characterized by learning, perception and/or behavioral disorders of an individual who's IQ is not less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions (any disorder in learning using the senses), neurologic disorder or any damage to the central nervous system, whether due to genetic, hereditary, accident or illness factors. This section includes people with severe gait problems who are restricted in mobility.

~~17.~~16. **Mental Disorders**—Individuals whose mental impairment substantially limits one or more of their major life activities. This includes inability to learn, work or care for oneself. A principal diagnosis from the SSM IV classification in one of the following areas is required for eligibility: Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Affective Disorders, Somata Form Disorders, Dissociative Disorders, Adjustment Disorders, Psychological Factors Affecting Physical Condition, and Post Traumatic Stress Syndrome. These diagnoses must be at Class 3 to 5 levels:

- Class 3-Moderate Impairment. Levels compatible with some, but not all, useful functions.
- Class 4-Marked Impairment. Levels significantly impede useful functioning.
- Class 5-Extreme Impairment. Levels preclude useful functioning,

(**Note:** If a person's disorder is in remission or primary incapacity is acute or chronic alcoholism or drug addiction, they are specifically excluded from discount fare eligibility.)

~~18.~~17. **Chronic Progressive Debilitating Disorders**—Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the

Attachment A - REDLINE

activities of daily living and significantly impair mobility. Examples of such disorders include: (a) Progressive, uncontrollable malignancies (i.e., terminal malignancies or malignancies being treated with aggressive radiation or chemotherapy); (b) Advanced connective tissue diseases (i.e., advance stages of disseminated lupus erythematosus, scleroderma or polyarteritis nodosa); (c) Symptomatic HIV infection (i.e., AIDS or ARC) in CDC defined clinical categories B and C.

18. Multiple Impairments—This category may include, but not be limited to, persons disabled by the combined effects of more than one impairment, including those related to age. The individual impairments themselves may not be severe enough to qualify as a Transit Dysfunction; however, the combined effects of the disabilities may qualify the individual for the program.

4.5 To qualify for a Santa Cruz METRO **Blind Access Card**, the individual must meet the following criteria: those individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision) so the widest diameter subtends an angle no greater than 20 degrees.

4.6 To qualify for a Santa Cruz METRO **Blind Access Card**, an applicant must provide the following:

a. Certificate of Blindness (*Attachment C*) issued by the individual's physician or other blindness certification. Questions regarding certification may be submitted to: customerservice@scmttd.com

i.) If eligible, individuals will be issued a **Blind Access Card** immediately.

ii.) Out-of-State Visitors: If individuals are visiting from out of state and can provide the appropriate documentation, Santa Cruz METRO will give them a temporary bus pass valid for 7 days of travel. Within 7 – 10 days of their application, they will also receive a permanent **Blind Access Card** valid for future visits to Santa Cruz METRO's service area.

4.7 Individuals that are eligible for a **Discount Fare Card** or **Blind Access Card** may pay the full prices fare if they desire.

V. PURCHASING/OBTAINING SANTA CRUZ METRO DISCOUNT AND BLIND ACCESS ID CARDS

5.1 An eligible individual may obtain a Santa Cruz METRO **Discount Fare Card** at either of the following locations at the times indicated:

a. Santa Cruz Metro Center (Pacific Station) Information Booth on weekdays. Please contact (831-425-8600) Santa Cruz METRO for specific times.

Attachment A - REDLINE

- b. Watsonville Transit Center at West Lake and Rodriguez Streets the second Tuesday of every month by appointment ONLY. Please contact (831-425-8600) Santa Cruz METRO to make an appointment.

5.2 **An eligible individual must present one of the forms of Identification listed in Section 4.01** or other acceptable proof of age in order to qualify for a Santa Cruz METRO Discount Fare Card based on being 62 years of age or older.

- a. To purchase a Santa Cruz METRO **Discount Fare Card** based on disability without proof of disability set forth in Section 4.01(b), the individual must provide a completed “Discount Fare Application” (*Attachment A*). Attachment A must be certified by a licensed medical practitioner or other licensed professional verifying that the individual has a disability (see Section IV), which may qualify the individual for a discounted fare.

***Discount Fare Applications can be picked up at:**

Santa Cruz Metro Center (Pacific Station) Information Booth, or requested by phone at (831) 425-8600;

Santa Cruz METRO’s Accessible Services Coordinator at (831) 423-3868 or the California Relay System at 800-735-2929.

The forms are also available on-line at Santa Cruz METRO’s website:

www.scmttd.com

- b. **COST OF DISCOUNT FARE CARD:** Those eligible individuals will pay \$2.00 for the Card. In the event that the Discount Fare Card is lost, Santa Cruz METRO charges a \$2.00 replacement fee for the first lost card, and \$5.00 for the replacement of a lost card thereafter.

5-25.3 Children (under the age of 18) of Santa Cruz METRO passengers using a Santa Cruz METRO Discount Fare Card can ride at the discounted rate when accompanying their qualifying parent. Parents must complete a registration form (*Attachment B*), available at Pacific Station and Watsonville Transit Centers to qualify for this extended coverage. The registration form is also available on Santa Cruz METRO’s website (www.scmttd.com).

VI. PERSONAL CARE ATTENDANTS

- 6.1 Persons with Disabilities, **including legally blind individuals**, are eligible to have one personal care attendant travel with him/her without paying a second fare. To qualify, ~~the Verification of Disability Status Attachment A Form~~ must indicate a need for a Personal Care Attendant, ~~which is and must be~~ certified by a licensed medical practitioner or other licensed professional. Upon acceptance by Santa Cruz METRO, the eligible individual will be provided with specific identification that authorizes transportation with one Personal Care Attendant.
- 6.2 An individual who has a Santa Cruz METRO Discount Fare Card or Paratransit Card issued by another Transit Agency, or a Santa Cruz METRO ParaCruz Eligibility Card, which indicates the need for one Personal Care Attendant, may ride on Santa Cruz METRO’s fixed route with one Personal Care Attendant without paying a second fare.

VII. TEMPORARY DISABILITIES

- 7.1 Persons with temporary disabilities, who meet one or more of the Categories listed in Section 4.04 or Section 4.6 of this Policy, may qualify for a Temporary (non-permanent) Santa Cruz METRO **Discount Fare Card** (Peach colored Discount Card) or **Blind Access Card (Red colored Discount Card)**.
- 7.2 This Temporary **Discount Fare Card or Blind Access Card** will reflect an expiration date, which corresponds with the individual's "Certification of Disability Status" portion of Attachment A. Once expired, the person would be required to receive a new "Certification of Disability Status" Form from a licensed professional in Section 4.03 in order to extend his/herttheir Santa Cruz METRO **Discount Fare Card or Blind Access Card**.

VIII. SANTA CRUZ METRO PASS VENDORS AND TICKET VENDING MACHINE LOCATIONS

- 8.1 a. Santa Cruz METRO Bus Passes and Highway 17 Monthly Passes can be purchased at the following locations. Ticket Vending Machine (TVM) hours are indicated after each TVM location below.
- b. Reloadable CRUZ Cards may **ONLY** be purchased at Pacific Station, on Santa Cruz METRO's website (www.scmtd.com/en/fares/buy-passes-online), or by mail-order (*See Section 9.01 below*). CRUZ Cards are not available from Pass Vendors or TVMs).

APTOS

*Cabrillo College, 6500 Soquel Drive – Ticket Vending Machine (24 hrs/7 days a week)

BOULDER CREEK

Boulder Creek Pharmacy, 13081 Highway 9 (338-2144)

CAPITOLA

SaveMart Supermarket, 1475 – 41st Avenue (462-6917)
Capitola Mall, 1855- 41st Avenue – Ticket Vending Machine (24/7)

LIVE OAK

Live Oak Family Resource Center, 1740 17th Avenue (476-7284)

SANTA CRUZ

Metro Center (Pacific Station) - 920 Pacific Avenue

- Customer Service Information Booth (Mon-Fri 7am – 5:30pm) (425-8600)
- Ticket Vending Machine (6am – 11pm)

Walgreen's Pharmacy, 1718 Soquel Avenue (425-1910)

SCOTTS VALLEY

Cavallaro Transit Center, 246 Kings Village Road – Ticket Vending Machine (24/7)

WATSONVILLE

Food Maxx, 1465 Main Street (768-1483)

Watsonville Transit Center, 475 Rodriguez Street – Ticket Vending Machine (7am – 9pm) (724-9564)

IX. ORDER PASSES BY MAIL

- 9.1 Individuals who currently hold a valid Santa Cruz METRO **Discount Fare Card**, or have previously purchased Discounted Passes and are on file with Santa Cruz METRO, can order bus passes by mail and on Santa Cruz METRO’s website. The form is available at the Information Booth at Pacific Station and on Santa Cruz METRO’s website www.scmtd.com. Mail the completed form along with a self-addressed, stamped envelope to:

**Santa Cruz Metro
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060**

- 9.2 Please allow 7 business days from the date the order is received by Santa Cruz METRO. If you have any questions regarding orders for discount passes, call (831)425-3822.

X. ADMINISTRATION OF REGULATION

- 10.1 The Operations Manager or designee is responsible for the following:
- a. Ensuring that this regulation is disseminated to all existing fixed route drivers, customer service agents and transit center ticket agents.
 - b. Ensuring that this regulation is disseminated to all new and future fixed route drivers, customer service agents and transit center ticket agents.
 - c. Providing guidance, training and assistance to all employees, customer service agents and transit center ticket agents who are responsible for issuing Santa Cruz METRO **Discount and Blind Access** ID Cards and passes.
- 10.2 Santa Cruz METRO will integrate the Santa Cruz METRO Discount Fare Card Program into its Policies and Procedures.

Attachment A - REDLINE Discount Fare Application (Cont'd)

Health care provider certification section: This form is used for individuals with permanent or temporary disabilities. This also includes individuals who may need an attendant to ride Santa Cruz METRO service.

Patient/applicant release:

I authorize: _____ to verify my disability if requested to do so by METRO.
(Name of certified/ licensed health care provider*)

Patient/applicant signature: _____ Date: _____

This portion to be completed by Licensed Health Care Provider ONLY! (see below)

Applicant's name: _____

Applicant's date of birth: _____

Health care provider's name: _____

Title: _____

State certification or license #: _____ Telephone number: _____

Email address: _____

Address: _____

I, _____ hereby certify that I have examined the patient listed above and it is my opinion that he/she is disabled due to illness, congenital malfunction or other incapacity that substantially limits one or more major life functions.

His/Her Disability is:

Permanent

Temporary (defined as impairment lasting not more than 12 months). Duration is _____ months.

Does the Patient's disability necessitate the use of a Personal Care Attendant when riding on Santa Cruz METRO service?

Yes No

The **Category number** of the disability is: _____ **(Please select from Section 4.04- Category Descriptions 1-19).*

I certify that the above is correct and that I am legally certified and/or licensed in my state as a Healthcare Provider.

Signature: _____ Date: _____

Customer Service Staff may contact you for verification.

ORIGINAL Completed Application may be mailed to:
Santa Cruz METRO Information Booth, 920 Pacific Station, Suite 21, Santa Cruz, CA 95060

Attachment A - REDLINE



Attachment B

REQUEST FOR REDUCED CHILDREN'S FARE WITH DISCOUNT FARE CARD

I wish to request certification to allow my children, under the age of 18, (listed below) to travel with me when I use my Discount Fare Card and pay the Disability Reduced Fare while traveling on Santa Cruz METRO Fixed Route service.

CHILDREN:

Name: _____	Birthdate: _____

Discount Fare Card Holder:

Print Name: _____

Address: _____

Signature: _____ *Date:* _____

After completing the top portion of this form, please submit the completed form to the Customer Service Representative at Santa Cruz Metro Center (Pacific Station), or Watsonville Transit Center. The Customer Service Representative will then place a sticker on your Discount Fare Card, which allows you to pay a Discounted Fare for your children when they accompany you on Santa Cruz METRO Fixed Route bus service.

Attachment A - REDLINE

Attachment C

CONFIRMATION OF LEGAL BLINDNESS

The federal definition of "blindness" under Title XVI of the Social Security Act currently states:

(2) "An individual shall be considered to be blind for purposes of this title if he has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered for purposes of the first sentence of this subsection as having a central visual acuity of 20/200 or less." http://www.ssa.gov/OP_Home/ssact/title16b/1614.htm

Translation: If you wear your glasses or contacts (or both) and then are measured on an eye chart as seeing 20/200 or less, or if the width of vision for both your eyes totals an arc of 20 degrees or less, you are legally blind according to this federal definition.

CONSUMER / CLIENT / PATIENT:

Name: _____ Date of Birth: _____
Address: _____

Best corrected vision:

OD (right eye) _____ OS (left eye) _____ OU (both eyes) _____

Width of Visual Field (in degrees): _____

Specific eye condition(s): _____

CERTIFYING AUTHORITY:

I certify that _____ is legally blind in both eyes as specified in the federal definition quoted above.

(Signed) _____ (Date) _____

_____. (Title) _____

Please attach your business card OR print/type your name, profession, and address here: _____



DATE: September 27, 2019
TO: Board of Directors
FROM: Alex Clifford, CEO/General Manager
SUBJECT: CONSIDERATION OF ADOPTION OF FREE FARE POLICY FOR LEGALLY BLIND INDIVIDUALS

I. RECOMMENDED ACTION

Staff proposes the Board of Directors adopt an amendment to the Discount Fare Policy to include a free fare program for legally blind individuals

II. SUMMARY

This report provides information and background on the proposed free fare program to enhance use of fixed-route bus services for customers with qualifying visual impairments. While Santa Cruz Metropolitan Transit District (METRO) provides meaningful access to its transit service to customers with visual impairments, it does not want METRO's currently available technology to purchase tickets to prevent a customer with a qualifying visual impairment from using METRO.

III. DISCUSSION/BACKGROUND

METRO works closely with local organizations and commissions that work with our communities elderly and disabled populations to identify improvements that enhance our system's accessibility for all customers

Over the span of several years, METRO has received reports from visually-impaired customers that METRO's ticket vending machines (TVMs) present issues related to the user's experience. While there are other methods to pay for METRO fares, TVMs are the only way to physically purchase tickets when customer service representatives are off duty. METRO has worked diligently and collaboratively with its TVM vendor (GFI) and members of the visually impaired community to respond to these reported concerns.

Although some improvements have been reported, and despite METRO's best efforts, we continue to receive reported concerns regarding the use of the TVMs for individuals with visual impairments.

In the interest of best serving this community, METRO is proposing a free fare program for customers who can provide medical certification that they are "legally blind." The program would be discontinued once METRO replaces its existing TVMs or substitutes other new technologies (e.g., mobile ticketing applications) in their place.

Legal blindness is a designation used by government agencies when evaluating who is eligible for certain disability and other benefits. Customers meeting this designation will be able to apply for a special pass that indicates to the bus operator that they may ride for free. These passes will be available to qualifying customers, whether they are local to Santa Cruz and the Bay Area, or visitors from other areas. No customer with a qualifying visual impairment is required to apply for the special pass to use METRO's transit service, as they may continue to purchase tickets from customer service representatives or use other available methods if they choose to pay for transit services on METRO.

OUTREACH

- Public Hearing Notices posted at each of METRO's offices and transit centers.
- Public Hearing Notice advertised in Santa Cruz Sentinel (9/6/19 & 9/13/19)
- Public Hearing Notice advertised in Register-Pajaronian (English 9/6/19 & Spanish 9/13/19)
- Public Hearing Press Release issued 9/12/19
- Public Hearing Notice Posted and Linked to Home Page of scmttd.com
- Two open houses held on 9/18/19

COMMENTS

- ~~Eleven~~ **Twelve** comments in total on the proposed program. ~~Ten~~ **Eleven** comments in support of the creation of a free fare program for legally blind Santa Cruz METRO Customers. One comment took no position on the proposal but raised concerns about involving medical practitioners in the eligibility determination process.
- The proposed policy was shared with the Santa Cruz County Commission on Disabilities, VistaCenter Santa Cruz, the Senior's Council of Santa Cruz and San Benito Counties, and the METRO Advisory Committee (MAC).
- Five members of the public attended and provided comment at the Open Houses held Sept. 18, 2019.
- Two members of the public submitted comments on the proposal via e-mail.
- **One comment was sent by the United States Postal Service.**
- Four comments were submitted individually by members of the Santa Cruz County Commission on Disabilities in support of the proposal. But the Commission itself did not have a meeting in the necessary timeframe to vote on and submit a formal response to the policy proposal.
- VistaCenter Santa Cruz submitted comments in support of the proposal.

- The Santa Cruz County Seniors Council reviewed the proposed policy at their 9/19/19 Board Meeting and voted to submit a letter supporting the program.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Staff believes the potential financial impact is negligible based on the small number of visually impaired residents currently residing in Santa Cruz County. According to the 2017 American Community Survey, which collects data on Americans with disabilities, there are 6,171 individuals with a visual disability and 63,408 individuals with any type of disability living in Santa Cruz County.

METRO served more than 5 million trips in 2018. Approximately 12.7% of those trips were taken by individuals with any type of qualifying disability or older adults eligible for the discount fare.

V. ALTERNATIVES CONSIDERED

- Replace all TVMs – Not feasible due to lack of funding. The projected cost of replacement is approximately \$1,000,000.
- Eliminate all TVMs – Eliminates a vital option for customers needing to purchase tickets after hours and on weekends when the Customer Information Booth is not staffed.
- No Change – Certain members of the visually impaired community report continuing difficulties using TVMs that would not be addressed.

VI. ATTACHMENTS

Attachment A: AR-1028 Older Adult, Persons with Disabilities and Legally Blind Persons Fixed Route Discount Fare Program (Proposed)

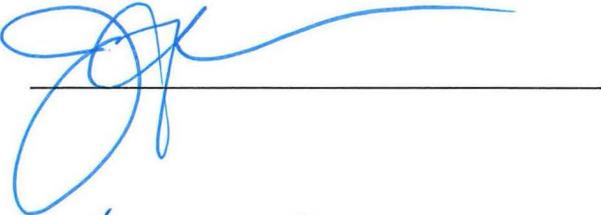
Attachment B: Resolution Amending Santa Cruz METRO's Discount Fare Policy in Order to Include a Free Fare Program for Legally Blind Individuals

Attachment C: Public Comments Received as of September 23, 2019

Prepared by: Jayme Ackemann, Marketing, Communication and Customer Service Director

VII. APPROVALS

Jayne Ackemann, Marketing,
Communications & Customer Service
Director

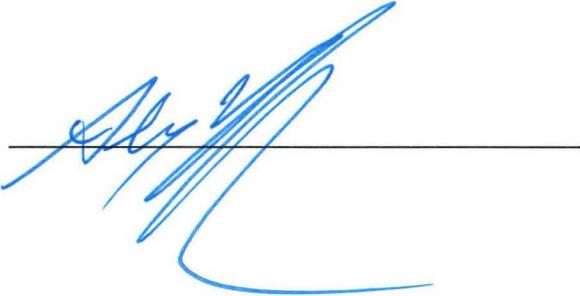


Approved as to fiscal impact:
Angela Aitken, CFO

OK low for AA



Alex Clifford, CEO/General Manager





Customer Service

Department Manager/Title

CEO

Older Adult, Persons with Disabilities and Legally Blind Persons Fixed Route Discount Fare Program

Policy #: AR-1028

Origination Date: 3/27/09

Revised Date: pending approval

I. POLICY

- 1.1 It is the policy of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO) that older adult persons and persons with disabilities or an individual presenting a Medicare Card, will be charged a discounted fare for transportation on Santa Cruz METRO's fixed route service.
- 1.2 This policy sets forth the criteria that Santa Cruz METRO employees must follow in order to insure that qualified individuals receive the discount that is allowed by this regulation.

II. APPLICABILITY

- 2.1 This policy is applicable to Santa Cruz METRO employees and qualified individuals using the fixed route service.
- 2.2 The free fare portion of this policy is solely applicable to legally blind individuals using the fixed route service.

III. DEFINITIONS

- 3.1 "**Discount Fare**" means one-half the regular fare.
- 3.2 "**Free Fare**" means 0% of the regular fare.
- 3.3 "**Legally Blind**" means an individual whose vision meets the criteria set forth in Section 4.6.
- 3.4 "**Individual with a Disability**" means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, or an individual who has one of the valid documents listed in Section 4.01(b) of this policy.
- 3.5 "**Older Adult**" means an individual who is at least 62 years old.
- 3.6 "**Temporary Disability**" means an individual whose disability and/or medical

condition meets one or more of the categories set forth in Section 4.04, and that disability is not permanent.

IV. ELIGIBILITY

4.1 To qualify for a **discount** or **free (Blind Access Card)** fare or ticket pursuant to this policy, a qualified individual must present one of the following to the bus operator, transit center ticket agent, or at a Santa Cruz METRO Pass Outlet (See Section VIII) when paying a fixed route fare:

A. For Older adult (at least 62 years of age):

- i. Santa Cruz METRO Discount Photo Identification Card;
- ii. Santa Cruz METRO ParaCruz Identification Card;
- iii. Paratransit Identification Card issued by another Transit Agency;
- iv. Senior Citizen Identification Card;
- v. Discount Photo Identification Card issued by another Transit Agency;
- vi. Identification that displays date of birth (i.e. passport, or birth certificate);
- vii. Current State Driver's License, or current State Identification Card;

B. For Persons with Disabilities:

- i. Santa Cruz METRO Discount Photo Identification Card;
- ii. Santa Cruz METRO ParaCruz Identification Card;
- iii. Paratransit Identification Card issued by another Transit Agency;
- iv. Discount Photo Identification Card issued by another Transit Agency;
- v. Medicare Identification Card;
- vi. California Disabled Identification Card;
- vii. Proof of Veterans Disability-a copy of valid Service Connected Disability Identification Card or a Veterans Administration Certification demonstrating a disability rating for aid and attendance or a service-connected disability with a rating level of 50% or higher.

C. Any individual presenting a valid Medicare Identification Card.

The person presenting a Medicare ID Card must also present a legal photo ID to check the validity of the Medicare Card.

Attachment A

D. For Legally Blind Persons:

i. Santa Cruz METRO **Blind Access Card**.

4.2 To qualify for a Santa Cruz METRO **Discount Fare Card**, an applicant must provide Santa Cruz METRO Customer Service with the valid documents listed in Section 4.01 of this policy.

4.3 If an individual does not have one of the valid identification cards listed in Section 4.01 of this policy, he/she may still be eligible for a Santa Cruz METRO **Discount Fare Card**. An additional way to qualify for a Santa Cruz METRO **Discount Fare Card** is to submit a completed "Discount Fare Application" (Attachment A), available at [this link](#). Attachment A must identify the appropriate eligibility category from Section 4.04 and must be completed by one of the following licensed professionals for such category:

- A. Licensed physicians with a Doctor of Medicine (M.D.) or Doctor of Osteopathic Medicine (D.O.) degree, licensed physician's assistants and nurse practitioners may certify in all categories in which they are licensed to diagnose;
- B. Licensed chiropractors, may certify in categories 1, 2, 3 and 4;
- C. Licensed podiatrists, may certify disabilities involving the feet under categories 1, 2, 3 and 4;
- D. Licensed optometrists, may certify in category 9;
- E. Licensed audiologists, may certify in category 10;
- F. Licensed clinical psychologists and licensed educational psychologists, may certify in categories 12, 15, 16 and 17;
- G. Licensed marriage family and child counselors (MFCC), marriage and family therapists, and licensed clinical social workers (LCSW) may certify in Category 17.

4.4 To qualify for Santa Cruz METRO **Discount Fare Card** based on a disability, the individual must meet one of the following categories as determined by a qualified individual identified in Section 4.03:

1. **Non-ambulatory Disabilities**—Impairments that, regardless of cause, require individuals to use a wheelchair for mobility;
2. **Mobility Aids**—Impairments that cause individuals to walk with significant difficulty, including individuals using a leg brace, cane walker, or crutches to achieve mobility;

Attachment A

3. **Musculo-Skeletal Impairment (Including Arthritis)**—Musculo- skeletal impairment such as muscular dystrophy, osteogenesis imperfecta or any type of arthritis; such as functional Class III or anatomical Stage III;
4. **Amputation** – Persons who suffer amputation of, or anatomical deformity of (i.e. loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability): (a) both hands; or (b) one hand and one foot; or (c) amputation of lower extremity at or above the tarsal region (one or both legs);
5. **Cerebrovascular Accident (Stroke)**—With one of the following: (a) pseudobulbar palsy; or (b) functional motor deficit in any of two extremities; or (c) ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss post 4 months.
6. **Pulmonary Ills**—Respiratory Impairments of Class 3 and 4. Class 3: FVC between 51 percent and 59 percent of predicted; or FEV between 41 percent and 59 percent of predicted. Class 4: FVC less than or equal to 50 percent of predicted; or FEV less than or equal to 40 percent of predicted.
7. **Cardiac Ills**—Cardiovascular impairments of functional Class III or IV. Functional Classification: Class III: Individuals with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest. Less than ordinary physical activity causes fatigue, palpitation, dyspnea or anginal pain. For instance, inability to walk one or more level blocks or climbing a flight of ordinary stairs. Class IV: Individuals with cardiac disease resulting in inability to carry out any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If physical activity is undertaken, discomfort is increased.
8. **Dialysis**—Individuals whose disability requires the use of a kidney dialysis machine.
9. **Hearing Disabilities**—Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals, including only those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. Ranges.
10. **Disabilities of Incoordination**—Individuals suffering faulty coordination or palsy from brain, spinal or peripheral nerve injury and any person with a functional nerve injury and any person with a functional motor deficit in any two limbs or who suffers manifestations

Attachment A

which significantly reduce mobility, coordination or perceptiveness not accounted for in previous categories;

11. **Intellectual Disability**—Individuals characterized by significant limitations both in intellectual functioning and in adaptive behavior as expressed in conceptual, social, and practical adaptive skills. This disability generally originates during the developmental period before the age of 18 or as the result of illness or accident later in life and is associated with impairment in adaptive behavior (a general guideline is an IQ which is more than two standard deviations below the norm).
12. **Cerebral Palsy**—A disorder dating from birth or early infancy or as the result of illness or accident later in life, non-progressive, although if not treated there is marked regression in functioning characterized by examples of aberrations of motor functions (paralysis, weakness, incoordination) and often other manifestations of organic brain damage such as sensory disorders, seizures, developmental disabilities, learning difficulty and behavioral disorders.
13. **Epilepsy (Convulsive Disorder)**—A clinical disorder involving impairment of consciousness, characterized by seizures (e.g., generalized, complex partial, major motor, grand mal, petit mal or psychomotor), occurring more frequently than once a month in spite of prescribed treatment, with (a) diurnal episodes (loss of consciousness and convulsive seizure); (b) nocturnal episodes which show residual interfering with activity during the day; or (c) a disorder involving absence (petit mal) or mild partial (psychomotor) seizures occurring more frequently than once per week in spite of prescribed treatment with Alteration of awareness or loss of consciousness; and 2) Transient postictal manifestations of conventional or antisocial behavior. Person exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of Epilepsy defined in this category.
14. **Infantile Autism**—A syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbance and monotonously repetitive motor behavior. Many children with autism will also be seriously impaired in general intellectual functioning. This syndrome usually appears before the age of six and is characterized by severe withdrawal and inappropriate response to external stimuli.
15. **Neurological Impairment**—A syndrome characterized by learning, perception and/or behavioral disorders of an individual who's IQ is not less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions (any disorder in learning using the senses), neurologic disorder or any damage to the central nervous

Attachment A

system, whether due to genetic, hereditary, accident or illness factors. This section includes people with severe gait problems who are restricted in mobility.

16. **Mental Disorders**—Individuals whose mental impairment substantially limits one or more of their major life activities. This includes inability to learn, work or care for oneself. A principal diagnosis from the SSM IV classification in one of the following areas is required for eligibility: Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Affective Disorders, Somata Form Disorders, Dissociative Disorders, Adjustment Disorders, Psychological Factors Affecting Physical Condition, and Post Traumatic Stress Syndrome. These diagnoses must be at Class 3 to 5 levels:
- Class 3-Moderate Impairment. Levels compatible with some, but not all, useful functions.
 - Class 4-Marked Impairment. Levels significantly impede useful functioning.
 - Class 5-Extreme Impairment. Levels preclude useful functioning,
- (**Note:** If a person's disorder is in remission or primary incapacity is acute or chronic alcoholism or drug addiction, they are specifically excluded from discount fare eligibility.)
17. **Chronic Progressive Debilitating Disorders**—Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the activities of daily living and significantly impair mobility. Examples of such disorders include: (a) Progressive, uncontrollable malignancies (i.e., terminal malignancies or malignancies being treated with aggressive radiation or chemotherapy); (b) Advanced connective tissue diseases (i.e., advance stages of disseminated lupus erythematosus, scleroderma or polyarteritis nodosa); (c) Symptomatic HIV infection (i.e., AIDS or ARC) in CDC defined clinical categories B and C.
18. **Multiple Impairments**—This category may include, but not be limited to, persons disabled by the combined effects of more than one impairment, including those related to age. The individual impairments themselves may not be severe enough to qualify as a Transit Dysfunction; however, the combined effects of the disabilities may qualify the individual for the program.

Attachment A

- 4.5 To qualify for a Santa Cruz METRO **Blind Access Card**, the individual must meet the following criteria: those individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision) so the widest diameter subtends an angle no greater than 20 degrees.
- 4.6 To qualify for a Santa Cruz METRO **Blind Access Card**, an applicant must provide the following:
- A. Certificate of Blindness (Attachment C) issued by the individual's physician or other blindness certification. Questions regarding certification may be submitted via email to: customerservice@scmtd.com
 - i. If eligible, individuals will be issued a **Blind Access Card** immediately.
 - ii. Out-of-State Visitors: If individuals are visiting from out of state and can provide the appropriate documentation, Santa Cruz METRO will give them a temporary bus pass valid for 7 days of travel. Within 7 – 10 days of their application, they will also receive a permanent **Blind Access Card** valid for future visits to Santa Cruz METRO's service area.
- 4.7 Individuals that are eligible for a **Discount Fare Card** or **Blind Access Card** may pay the full prices fare if they desire.

V. OBTAINING SANTA CRUZ METRO DISCOUNT AND BLIND ACCESS ID CARDS

- 5.1 An eligible individual may obtain a Santa Cruz METRO **Discount Fare Card** at either of the following locations at the times indicated:
- A. Santa Cruz METRO Center (Pacific Station) Information Booth on weekdays. Please contact (831-425-8600) Santa Cruz METRO for specific times.
 - B. Watsonville Transit Center at West Lake and Rodriguez Streets the second Tuesday of every month by appointment ONLY. Please contact (831-425-8600) Santa Cruz METRO to make an appointment.
- 5.2 An eligible individual must present one of the forms of Identification listed in Section 4.01 or other acceptable proof of age in order to qualify for a Santa Cruz METRO **Discount Fare Card** based on being 62 years of age or older.

Attachment A

- A. To purchase a Santa Cruz METRO **Discount Fare Card** based on disability without proof of disability set forth in Section 4.01(b), the individual must provide a completed “Discount Fare Application” (Attachment A). Attachment A must be certified by a licensed medical practitioner or other licensed professional verifying that the individual has a disability (see Section IV), which may qualify the individual for a discounted fare.

*Discount Fare Applications can be picked up at:

Santa Cruz METRO Center (Pacific Station) Information Booth, or requested by phone at (831) 425-8600;

Santa Cruz METRO’s Accessible Services Coordinator at (831) 423-3868 or the California Relay System at 800-735-2929.

The forms are also available on-line at Santa Cruz METRO’s website: www.scmttd.com

- B. COST OF DISCOUNT FARE CARD: Those eligible individuals will pay \$2.00 for the Card. In the event that the Discount Fare Card is lost, Santa Cruz METRO charges a \$2.00 replacement fee for the first lost card, and \$5.00 for the replacement of a lost card thereafter.

- 5.3 Children (under the age of 18) of Santa Cruz METRO passengers using a Santa Cruz METRO **Discount Fare Card** can ride at the discounted rate when accompanying their qualifying parent. Parents must complete a registration form (Attachment B), available at Pacific Station and Watsonville Transit Centers to qualify for this extended coverage. The registration form is also available on Santa Cruz METRO’s website (www.scmttd.com)

VI. PERSONAL CARE ATTENDANTS

- 6.1 Persons with Disabilities, including legally blind individuals, are eligible to have one personal care attendant travel with him/her without paying a second fare. To qualify, Attachment A must indicate a need for a Personal Care Attendant, and must be certified by a licensed medical practitioner or other licensed professional. Upon acceptance by Santa Cruz METRO, the eligible individual will be provided with specific identification that authorizes transportation with one Personal Care Attendant.
- 6.2 An individual who has a Santa Cruz METRO **Discount Fare Card** or Paratransit Card issued by another Transit Agency, or a Santa Cruz METRO ParaCruz Eligibility Card, which indicates the need for one Personal Care Attendant, may ride on Santa Cruz METRO’s fixed route with one Personal Care Attendant without paying a second fare.

VII. TEMPORARY DISABILITIES

- 7.1 Persons with temporary disabilities, who meet one or more of the Categories listed in Section 4.04 or Section 4.6 of this Policy, may qualify for a Temporary (non-permanent) Santa Cruz METRO **Discount Fare Card** (Peach colored Discount Card) or **Blind Access Card** (Red colored Discount Card).
- 7.2 This Temporary **Discount Fare Card** or **Blind Access Card** will reflect an expiration date, which corresponds with the individual's "Certification of Disability Status" portion of Attachment A. Once expired, the person would be required to receive a new "Certification of Disability Status" Form from a licensed professional in Section 4.03 in order to extend their Santa Cruz METRO **Discount Fare Card** or **Blind Access Card**.

VIII. SANTA CRUZ METRO PASS VENDORS AND TICKET VENDING MACHINE LOCATIONS

- 8.1 A. Santa Cruz METRO Bus Passes and Highway 17 Monthly Passes can be purchased at the following locations. Ticket Vending Machine (TVM) hours are indicated after each TVM location below.
- B. Reloadable CRUZ Cards may ONLY be purchased at Pacific Station, on Santa Cruz METRO's website (www.scmttd.com/en/fares/buy-passes-online), or by mail-order (See Section 9.01 below). CRUZ Cards are not available from Pass Vendors or TVMs).

APTOS

*Cabrillo College, 6500 Soquel Drive – Ticket Vending Machine (24 hrs/7 days a week)

BOULDER CREEK

Boulder Creek Pharmacy, 13081 Highway 9 (338-2144)

CAPITOLA

SaveMart Supermarket, 1475 – 41st Avenue (462-6917)

Capitola Mall, 1855- 41st Avenue – Ticket Vending Machine (24/7)

LIVE OAK

Live Oak Family Resource Center, 1740 17th Avenue (476-7284)

SANTA CRUZ

Metro Center (Pacific Station) - 920 Pacific Avenue

- Customer Service Information Booth (Mon-Fri 7am – 5:30pm) (425-8600)
- Ticket Vending Machine (6am – 11pm)

Attachment A

Walgreen's Pharmacy, 1718 Soquel Avenue (425-1910)

SCOTTS VALLEY

Cavallaro Transit Center, 246 Kings Village Road – Ticket Vending Machine (24/7)

WATSONVILLE

Food Maxx, 1465 Main Street (768-1483)

Watsonville Transit Center, 475 Rodriguez Street – Ticket Vending Machine (7am – 9pm) (724-9564)

IX. ORDER PASSES BY MAIL

- 9.1 Individuals who currently hold a valid Santa Cruz METRO **Discount Fare Card**, or have previously purchased Discounted Passes and are on file with Santa Cruz METRO, can order bus passes by mail and on Santa Cruz METRO's website. The form is available at the Information Booth at Pacific Station and on Santa Cruz METRO's website www.scmtd.com. Mail the completed form along with a self-addressed, stamped envelope to:

**Santa Cruz METRO
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060**

- 9.2 Please allow 7 business days from the date the order is received by Santa Cruz METRO. If you have any questions regarding orders for discount passes, call (831) 425-3822.

X. ADMINISTRATION OF REGULATION

- 10.1 The Operations Manager or designee is responsible for the following:
- A. Ensuring that this regulation is disseminated to all existing fixed route drivers, customer service agents and transit center ticket agents.
 - B. Ensuring that this regulation is disseminated to all new and future fixed route drivers, customer service agents and transit center ticket agents.
 - C. Providing guidance, training and assistance to all employees, customer service agents and transit center ticket agents who are responsible for issuing Santa Cruz METRO Discount and Blind Access ID Cards and passes.
- 10.2 Santa Cruz METRO will integrate the Santa Cruz METRO Discount Fare Card Program into its Policies and Procedures.

Attachment A

XI. REVISION HISTORY

Date	Action	Approved By
3/27/09	New Policy	D.B.
10/22/10	Revised Section 4.01 and revisions to include purchase of passes on website	E.P.
9/26/14	Update METRO Pass Outlets, add Ticket Vending Machine locations and revise Attachment A	
9/27/19	Revisions to Incorporate Free Fare Programs for Legally Blind Individuals	

END OF POLICY

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DRAFT



Attachment A

Discount Fare Application (Cont'd)

Health care provider certification section: This form is used for individuals with permanent or temporary disabilities. This also includes individuals who may need an attendant to ride Santa Cruz METRO service.

Patient/applicant release:

I authorize: _____ to verify my disability if requested to do so by METRO.
(Name of certified/ licensed health care provider*)

Patient/applicant signature: _____ Date: _____

This portion to be completed by Licensed Health Care Provider ONLY! (see below)

Applicant's name: _____

Applicant's date of birth: _____

Health care provider's name: _____

Title: _____

State certification or license #: _____ Telephone number: _____

Email address: _____

Address: _____

I, _____ hereby certify that I have examined the patient listed above and it is my opinion that he/she is disabled due to illness, congenital malfunction or other incapacity that substantially limits one or more major life functions.

His/Her Disability is:

Permanent

Temporary (defined as impairment lasting not more than 12 months). Duration is _____ months.

Does the Patient's disability necessitate the use of a Personal Care Attendant when riding on Santa Cruz METRO service?

Yes No

The **Category number** of the disability is: _____ **(Please select from Section 4.04- Category Descriptions 1-19).*

I certify that the above is correct and that I am legally certified and/or licensed in my state as a Healthcare Provider.

Signature: _____

Date: _____

Customer Service Staff may contact you for verification.

ORIGINAL Completed Application may be mailed to:

Santa Cruz METRO Information Booth, 920 Pacific Station, Suite 21, Santa Cruz, CA 95060

Attachment A



Attachment B REQUEST FOR REDUCED CHILDREN'S FARE WITH DISCOUNT FARE CARD

I wish to request certification to allow my children, under the age of 18, (listed below) to travel with me when I use my Discount Fare Card and pay the Disability Reduced Fare while traveling on Santa Cruz METRO Fixed Route service.

CHILDREN:

Name: _____ Birthdate: _____

Name: _____ Birthdate: _____

Name: _____ Birthdate: _____

Name: _____ Birthdate: _____

Discount Fare Card Holder:

Print Name: _____

Address: _____

Signature: _____ Date: _____

After completing the top portion of this form, please submit the completed form to the Customer Service Representative at Santa Cruz Metro Center (Pacific Station), or Watsonville Transit Center. The Customer Service Representative will then place a sticker on your Discount Fare Card, which allows you to pay a Discounted Fare for your children when they accompany you on Santa Cruz METRO Fixed Route bus service.

Attachment A



Attachment C

CONFIRMATION OF LEGAL BLINDNESS

The federal definition of "blindness" under Title XVI of the Social Security Act currently states:

(2) "An individual shall be considered to be blind for purposes of this title if he has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered for purposes of the first sentence of this subsection as having a central visual acuity of 20/200 or less." http://www.ssa.gov/OP_Home/ssact/title16b/1614.htm

Translation: If you wear your glasses or contacts (or both) and then are measured on an eye chart as seeing 20/200 or less, or if the width of vision for both your eyes totals an arc of 20 degrees or less, you are legally blind according to this federal definition.

CONSUMER / CLIENT / PATIENT:

Name: _____ Date of Birth: _____
Address: _____

Best corrected vision:

OD (right eye) _____ OS (left eye) _____ OU (both eyes) _____

Width of Visual Field (in degrees): _____

Specific eye condition(s): _____

CERTIFYING AUTHORITY:

I certify that _____ is legally blind in both eyes as specified in the federal definition quoted above.

(Signed) _____ (Date) _____

_____. (Title) _____

Please attach your business card OR print/type your name, profession, and address here: _____

Attachment B



BEFORE THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Resolution No.
On the Motion of Director:
Duly Seconded by Director:
The Following Resolution is Adopted:

RESOLUTION AMENDING SANTA CRUZ METRO'S DISCOUNT FARE POLICY IN ORDER TO INCLUDE A FREE FARE PROGRAM FOR LEGALLY BLIND INDIVIDUALS

WHEREAS, on March 27, 2009, the Santa Cruz Metropolitan Transit District (METRO) adopted an Older Adult and Persons with Disabilities Fixed Route Discount Fare Program (Discount Fare Program); and

WHEREAS, as a result of METRO's receipt of reports from blind customers concerning the use of METRO's existing ticket vending machines (TVMs), staff developed a draft free fare program for legally blind individuals (Free Fare Program); and

WHEREAS, METRO collected public feedback on the proposed program throughout the month of September 2019, including the holding of two open houses on September 18, 2019, outreach to community organizations, and a public hearing held on September 27, 2019; and

WHEREAS, having considered all public comments received, staff and Legal Counsel recommend amendment of the Discount Fare Program to include the Free Fare Program, with the understanding that the Free Fare Program will be effective October 1, 2019 and will be discontinued once METRO replaces its existing TVMs or substitutes other new technologies (e.g., mobile ticketing applications) in their place.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, that it hereby amends the Discount Fare Program to include the Free Fare Program, with the understanding that

Attachment B

Resolution #
Page 2 of 2

the Free Fare Program will be effective October 1, 2019 and will be discontinued once METRO replaces its existing TVMs or substitutes other new technologies (e.g., mobile ticketing applications) in their place.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on September 27, 2019, by the following vote:

AYES: DIRECTORS –

NOES: DIRECTORS –

ABSENT: DIRECTORS –

ABSTAIN: DIRECTORS –

ED BOTTORFF
Chairperson

ATTEST:

ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:

JULIE A. SHERMAN
General Counsel

Attachment C

From: Stacie Grijalva <sgrijalva.vistacenter@gmail.com>
Sent: Wednesday, September 18, 2019 2:25 PM
To: Jayme Ackemann <JAckemann@scmtd.com>
Cc: David Emanuel <demanuel@vistacenter.org>; Katherine McGrew <Katherine.McGrew@santacruzcounty.us>
Subject: Re: Proposed Free Fare Policy for Blind Customers

Good afternoon Jayme,

We add Vista center had discussed an answer to your proposal and you receive the below response from our orientation and mobility instructor.

The Vista center for the blind and visually impaired supports your proposal.

Thank you,

Stacie Grijalva

Disability commissioner

Reading through the proposal, the issue is clearly defined and the resolution is defined to a certain extent. The resolution also raises questions - see below.

Please note: while most people who use a white cane are legally blind, this is not always the case. There are legitimate reasons for people with better than '20 degrees central vision' or '20/200 visual acuity in the better eye with correction' to use a cane out of concern for personal safety. I believe it would be an extremely rare case that someone would carry a white cane to defraud an institution or the public.

Questions that come to mind:

1. Does a person using a white cane or travelling with a dog guide need other evidence to prove legal blindness? If so, what is required?
 - a. Currently all discount riders (elderly or disabled) must carry an RTC discount card – provided for free by METRO – to be eligible for the discount. That does not mean that they are always asked to present that card. If a driver can visually assess a person's disability or age they may not ask to see it. In the case of a rider boarding with a cane or a guide dog, I would assume that the rider would just be allowed on

Attachment C

based on the new policy. But we would encourage all legally blind individuals to obtain the free card in the event that they are traveling with a companion in lieu of a cane or service animal, as an example, and may not be as easily identified. In addition, there are legally blind individuals currently using our system who ride strictly with companions, this card would allow those individuals to take advantage of the new policy.

2. If not using a white cane or working with a dog guide, what documentation will be accepted to prove 'legal blindness'?
 - a. As mentioned above, the individual would apply for the free fare card just as they apply for their RTC discount cards today. They would download the "Certificate of Legal Blindness" – this is the same document that MBTA in Boston uses for their free fare for visually impaired riders- program. Here's a link to the form MBTA uses it can be found on the National Federation for the Blind website <https://nfb.org/images/nfb/documents/pdf/confirmation-of-legal-blindness.pdf> Currently discount riders must obtain a copy of the Discount Certification form and take it to a medical provider to be completed if they want to be eligible for the discount for disabled customers.
 - b. To obtain the form, customers could call us to have one sent to them by mail or email, or download it directly from our website, they could also visit Pacific Station or Watsonville to pick up a copy. They would then need to have it completed by a medical provider, ophthalmologist, optometrist, or other appropriate provider. The customer would then come to either Pacific Station or Watsonville at their convenience with the completed, signed form to receive their free fare card.
3. When and where will passes be issued? Burden on the drivers?
 - a. See above. No burden to drivers.
4. Will passes be required for each day use, or are these meant to be used for a longer period of time?
 - a. Lifetime passes once certified (unless the condition is temporary, in which case the card would include an expiration date and could be renewed if the condition persisted.)

Please feel free to give me a call if you would like to discuss this further.

Best,

David Emanuel
Vista Center for the Blind & Visually Impaired
(831) [REDACTED] (cell)

Attachment C

From: david van brink <david.van.brink@gmail.com>

Sent: Thursday, September 12, 2019 12:37 PM

To: Metro Outreach <Outreach@scmtd.com>

Subject: Free Fare for Legally Blind -- YES

I'm a thirty-plus year resident of the City of Santa Cruz, and I wholeheartedly support the proposal to offer free fare to any blind user. Hopefully the process of qualifying can be streamlined.

// David Van Brink

--

david van brink / david.van.brink@gmail.com / 831. [REDACTED]

Attachment C

From: Becky Taylor <beckytaylor@scmt.com>
Sent: Wednesday, September 18, 2019 3:24 PM
To: Jayme Ackemann <JAckemann@scmt.com>
Cc: Katherine McGrew <Katherine.McGrew@santacruzcounty.us>
Subject: ticket vending machines

Hello Jayme,

I don't use the ticket vending machines, but I know that in order to get a form signed by my doctor, I have to take the form to his office and then make an appointment to follow up with him and make sure he saw the form. Sometimes this can take months to do.

Please consider the the feedback that you get at the Public Hearing.

Thank you,
Becky Taylor

Attachment C

From: David S. Molina, PhD <dsm@mentalodyssey.com>
Sent: Wednesday, September 18, 2019 10:23 PM
To: Jayme Ackemann <JAckemann@scmttd.com>
Cc: 'Katherine McGrew' <Katherine.McGrew@santacruzcounty.us>
Subject: RE: Feedback on SCMTD Fixed-Route Fee Waivers for Persons with Vision Impairment

Good morning,

I wanted to let you know that I read the proposal on the fee waivers. I think it is a good idea. From a logistical stand point, the amount of money to force a retro fit to accommodate such a small portion of your riders would be significantly more than just allowing them to ride for free.

I currently sit as the Vice Chair for the SC Commission on Disabilities; however, I am replying to this as an informed citizen. Kaite and I will be sure to bring this up at our November meeting to inform the commission and any of our constituents that may be present.

Thank you for sending this to us for our opinions. As a citizen, it makes me feel more a part of the process of my local government.

Thank you for supporting people with disabilities,
David S. Molina, PhD, SUDCC IV-CS, MATC, CCDS, CSC

Attachment C

From: Nancy Yellin [REDACTED]
Sent: Friday, September 20, 2019 9:37 AM
To: Jayme Ackemann <JAckemann@scmttd.com>
Cc: Katherine McGrew [REDACTED]
Subject: Free Fare Program for legally blind

Dear Jayme,

I was out of town and unable to meet the deadline for my feedback on METRO's proposal to address accessibility issues with ticket purchasing machines for riders with vision impairment. As a nurse and mother of a disabled child, I am surprised about the current process whereby, persons who are legally blind are required to purchase a bus pass. Please advocate for a Free Fare Program that does not require a ticket machine.

Thank you,

Nancy Yellin MSN, RN, CCRP

Attachment C

From: Clay Kempf <clayk@seniorscouncil.org>
Sent: Wednesday, September 18, 2019 5:54 PM
To: Jayme Ackemann
Cc: Pam Arnsberger; Wayne Norton
Subject: Re: METRO Free Fare Policy Proposal

Sounds great, Jayme; I'll ask the Board of the Seniors Council of Santa Cruz & San Benito Counties to officially support this new policy when we meet tomorrow morning.

Clay

cc: Pam Arnsberger, Board President
Wayne Norton, Advocacy Committee Chair



SERVICE • SUPPORT • ADVOCACY

Attachment C

AREA AGENCY ON AGING
San Benito & Santa Cruz Counties

FOSTER GRANDPARENT/SENIOR COMPANION PROGRAM
Monterey, San Benito, Santa Clara & Santa Cruz Counties

PROJECT SCOUT
Tax Counseling Assistance

COMPANION FOR LIFE
Emergency Response Systems

September 24, 2019

Santa Cruz Metropolitan Transit District Board of Directors
110 Vernon Street
Santa Cruz, CA 95060

RE: Free Fare for Blind Passengers

Dear SCMTD Board members:

The Seniors Council Board of Directors voted to support the Santa Cruz METRO proposal for the free fare program for the legally blind as a very good first step toward meeting transportation needs of specialized populations.

As most of you know, the Seniors Council is an umbrella non-profit organization operating five programs in our region, with services in Santa Cruz, San Benito, Monterey and Santa Clara Counties. One of those programs is the Area Agency on Aging of Santa Cruz & San Benito Counties, and, in that role, we are expected to comment on public policies that effect older adults.

We appreciate the opportunity to comment on this new SCMTD policy.

If you have any questions, please feel free to contact me directly.

Sincerely,

Clay Kempf
Executive Director

cc: Seniors Council Board of Directors

234 Santa Cruz Avenue • Aptos, California 95003 www.seniorscouncil.org
PHONE: AAA – (831) 688-0400 • FG/SCP – (831) 475-0816 • SCOUT – 1-877-373-8297 • FAX: (831) 688-1225

SUPPORTED BY FEDERAL, STATE & LOCAL GOVERNMENTS, FOUNDATIONS, THE UNITED WAYS OF SAN BENITO & MONTEREY COUNTIES & YOUR PRIVATE DONATIONS

DISTRIBUTED AT 9/27/19 METRO BOARD MEETING

17C.8

Attachment C

Hello, 9-20-19
 I rode the bus for 30+ years in Santa Cruz and I am blind. I was able to participate in the community and take care of my basic needs because the bus service and the drivers especially were wonderful. I think it would be great if legally blind riders could now ride for free.

Although I am now legally fully blind and bedridden and live in a nursing home, I want you to know I lived a full life with the help of Metro bus service. I participated in The Gray Bears, Penn State University, Unicef, SC Public Libraries, University Events and Loden Nelson events as well as took the bus to Drs. offices, shops, movies and plays. Thank you so much!
 Anita Churdak
 87 yrs. old.



Attachment C

Santa Cruz Metropolitan Transit District



Comment Card

Name: Lily

Date: 9/18/19

strongly support the proposed policy

Santa Cruz Metropolitan Transit District



Comment Card

Name: Alex

Date: 9/18/19

Supports free fares for blind individuals

17C.12

Attachment C

Santa Cruz Metropolitan Transit District



Comment Card

Name: J. Zeiser

Date: Sept 18, 2019

totally in favor of blind
riding for free

Santa Cruz Metropolitan Transit District



Comment Card

Name: Joel Del Rio

Date: 9-18-19

I believe that this policy could potent-
ially cause a form of turmoil, for the comm
unal citizens of this city. Even if the policy
helps out the physically challenged those who
are able-bodied could find that to be privileged

17C.13

I hope that one day all of California
could institute such a progressive and positive
Public Service.

Santa Cruz Metropolitan Transit District



Comment Card

Name: ~~A~~ Elise E.C.

Date: 9/18/19

Yes, would like people who are legally
blind to ride the bus for free.

VERBAL PRESENTATION ONLY

CEO UPDATE

Alex Clifford

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VERBAL PRESENTATION ONLY

FY19 TRIENNIAL REVIEW UPDATE

Alex Clifford
CEO/General Manager

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VERBAL PRESENTATION ONLY

PACIFIC STATION UPDATE

Barrow Emerson
Planning & Development Director

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DATE: September 27, 2019
TO: Board of Directors
FROM: Barrow Emerson, Planning & Development Director
SUBJECT: ACCEPT AND FILE METRO PLANNING AND MARKETING ANNUAL STATUS REPORT

I. RECOMMENDED ACTION

This report is for informational purposes only. No action is required.

II. SUMMARY

- It has been one year since the last Santa Cruz Metropolitan Transit District (METRO) Planning Department Annual update.
- In the three years since the major service reduction in fall of 2016, METRO has generally maintained its ridership level, in spite of the national trend of shrinking public transit use.
- Growing UCSC and Cabrillo ridership has offset losses in Highway 17 Express and other local service use.
- There are a small number of poor performing routes that continue to be monitored for opportunities to improve.
- The primary service related initiative during fiscal year 2019-20 will be planning for the introduction of the Watsonville Circulator in 2020; a service intended to enhance local mobility between various local trip generators and attractors.
- Operation of this pilot project will be funded for its first year by a grant from the Monterey Bay Air Resources District (MBARD) using a zero-emission electric bus acquired through a State of California grant.
- METRO recently completed its first on-board survey of riders since 2012. This research was done to identify rider travel patterns and fare payment methods, customer demographics, and overall satisfaction among riders with results to be used in the development of service and other planning and marketing initiatives.

- The Planning Department is also executing a number of other significant initiatives during the next fiscal year, described in more detail later in this report.
- The Planning Department has also identified priorities for additional service when, or if, additional recurring operating funds were to become available.
- As of May 2019, METRO has its first Marketing, Communications, and Customer Service Director who will support and improve the quality of service planning initiatives and introduction of other new customer amenities.
- Staff requests the Board accept and file this Service Planning Update.

III. DISCUSSION/BACKGROUND

Since the completion of the Comprehensive Operational Analysis (COA) service reduction in the fall of 2016, the Planning Department has provided an annual status on service planning and other department initiatives.

System Performance Since 2016

In September 2016, in response to a \$6 million annual operating budget structural deficit, METRO implemented a service reduction of almost 19% in weekly trips.

Prior to the COA, annual fixed route ridership was approximately 5.5 million. In the first year following this service reduction, ridership dropped approximately 8% to a little over 5 million annual fixed-route boardings. Since that time, METRO ridership has relatively settled at approximately 5 million riders per year. See Graph 1 in Attachment A.

Key features/components of this ridership include:

- UCSC - The five UCSC oriented routes are all strong performers, with METRO and the University constantly working together to address overcrowding and route schedule issues, which are complicated as class start times change by day of the week. The success of the articulated bus lease pilot project led to METRO acquiring four articulated buses from VTA that are now operating on fixed routes serving UCSC. With the passage of an increase in the student transportation fee in May 2019, there may be an opportunity for the University to pursue additional services in the future. See Graph 3 in Attachment B.
- Cabrillo College – In response to the threat of reduced bus service, Cabrillo students self-assessed a student transportation fee in the fall of 2016 to save

fixed route services to the college. Over the last three years, Cabrillo ridership has grown from 271,984 to 309,248. Decreasing enrollment has led to Cabrillo reducing its annual funding commitment resulting in fewer Route 91X School Term (ST) trips starting in fall 2019. See Graph 4 in Attachment B.

- Hwy 17 Express – This over-the-hill commuter service has seen a continued decrease in ridership over the last three years. Yet, the annual decrease in FY19 was only 1.7%, whereas ridership decreased 4.4% and 9.9% in FY18 and FY17, respectively.
 - Greater access to private vehicles negatively affects transit ridership. New vehicle registrations in California exceeded 2 million from 2015-2018. However, new vehicle registration rates declined in 2017 and 2018 and may decrease by as much as 4% in 2019.
 - Increased telecommuting for work results in less riders utilizing transit 5 days per week. A recent on-board survey indicates that almost one-quarter of the Hwy 17 riders utilize the service 1-3 days per week. While, the majority of those respondents were students, at least 7 percent indicated that they were traveling for work. See Graph 1 in Attachment B.
- Local ridership increased .05% in FY19. This is the first fiscal year since the service reduction in FY17 that METRO experienced a ridership increase on local service.
 - This .05% increase is primarily due to the 3.0% increase in student ridership. UCSC and Cabrillo ridership increased 2.9% and 4.3%, respectively.
 - A recent on-board survey indicates that 55.9% of respondents stated that they ride METRO 5 or more days per week. 20.1% of those respondents stated that they were students. See Graph 2 in Attachment B.

National trends – METRO essentially maintaining its ridership level over the last two years runs counter to nationwide bus ridership performance, which is seeing a projected 2.7 percent annual decrease on average. See Graph 2 in Attachment A.

Reasons for this include:

- Car ownership (See Graph 1 in Attachment C)
- Cost of transportation, including fuel (See Graph 2 in Attachment C)
- Employment (See Graph 3 in Attachment C)

Current Route Performance

The Planning Department provides the Board with a quarterly ridership report, including an analysis of route performance as expressed by the average boardings per trip on each route.

In the transit industry, a rule of thumb is that there needs to be an average of approximately 10-15 boardings per trip for a service to be considered effective, depending on the type of service (rural, local, regional, intercity). In general, most METRO routes perform well, which suggests that generally the level of service is correct, relative to demand and financial capacity to provide service.

METRO has a small number of routes that do not achieve these transit industry standards. Among these are:

- Route 79, a historically poor performer, was modified in June 2018 to eliminate the Pajaro loop and add service in central Watsonville. Ridership on this route continues to remain low and it is planned to consider further modifications of this service in conjunction with introduction of the Watsonville Circulator in fall 2020, using new electric zero-emission buses.
- Route 3 low ridership is assumed to be a result of its poor frequency and span of service and will be considered for modifications in conjunction with other west side Santa Cruz and UCSC oriented services in the future.

Fiscal Year (FY) 2020 Service Planning Activities

Planning is underway for the introduction of new zero-emission bus circulator service to the Watsonville area in the latter half of 2020. Introducing a new circulator will allow METRO to grow the local bus network and expand mobility options for the Watsonville community by connecting local origins and destinations.

- METRO received a 2016 Low Carbon Transit Operations Program (LCTOP) grant from the State for an electric bus to operate as a Watsonville Circulator, intended to link common origins and destinations around Watsonville at a convenient frequency.
- METRO also received LCTOP grants in 2017 and 2018 for a total of almost \$620,000 allowing METRO to purchase a second electric bus for Watsonville services.
- The Monterey Bay Air Resources District awarded METRO \$200,000 in funding for the initial year of operation of this service.
- Outreach for planning of this initiative will start in the fall of 2019 with instigation of the service to follow in early 2020, based on the delivery date of the new electric bus.

Fiscal Year (FY) 2020 Marketing Support

- The Watsonville Circulator is an important new service that, if successful, may grow to include similar models for other Santa Cruz County communities. Marketing support to help educate the community about the new service will be important to determining its success. Outreach Initiatives will include:
 - Community Celebration to Mark the Launch of Service
 - Specially-wrapped bus to promote the benefits of electric buses
 - Targeted marketing through a combination of geo-targeted electronic ads, print advertising in local publications, social media promotion
 - Promotion in Headways and on interior bus ad cards
 - Promotion via the website

2019 On-Board Survey

METRO recently completed its first on-board survey of riders since 2012. This research was done to identify rider travel patterns and fare payment methods, customer demographics, and overall satisfaction among riders.

Key findings from the Onboard Transit Rider Survey for Local Routes:

- METRO is held in high esteem based on overall ratings. Nearly 80 percent rated METRO service as either “good” or “excellent”.
- The most preferred service improvement for local riders was “more buses/increased frequency”.
- Holiday service level was the lowest-rated service attribute, with only 44.2 percent rating it as “excellent” or “good”.
- The most frequently cited reason for riding METRO was “work” (31.7 percent).
- Nearly 75 percent of the riders surveyed reported their current trip would be “single-seat” with no need to transfer.
- Nearly 60 percent of the riders surveyed indicated riding METRO five or more days per week.
- Nearly 35 percent of the riders surveyed used their college ID to pay for their one-way trip.

Key findings from the Onboard Transit Rider Survey for Highway 17:

- METRO is held in high esteem based on overall ratings. More than 84 percent rated METRO service as either “good” or “excellent”.
- The most preferred service improvement for Highway 17 riders was “more buses/increased frequency”.
- Weekend service level was the lowest-rated service attribute, with only 47 percent rating it as “excellent” or “good”.
- The most frequently cited reasons for riding METRO were “work” (30.8 percent) or “school” (30.8 percent).
- More than half of the riders surveyed (57.3 percent) reported their current trip would be “single-seat” with no need to transfer.
- More than 40 percent of the riders surveyed paid for their one-way trip with a 15-ride or 31-day pass.

METRO will continue to review and consider on-board survey responses as we respond to service requests and develop planning and marketing initiatives going forward.

Other Initiatives

The Planning Department is developing a number of other significant planning initiatives which are generally attempting to either attract new riders and/or enhance the rider experience through improved customer service features including technology and communication enhancements.

As of May 2019 METRO has its first Marketing, Communications, and Customer Service Director who will support and improve the quality of service planning initiatives and introduction of other new customer amenities.

A recent on-board rider survey, METRO’s first in seven years, has provided significant insights relative to future system improvements.

- **City of Santa Cruz Downtown Bus Pass-** Starting in fall 2019, METRO and the City of Santa Cruz will offer a free “Eco-Pass” one-year bus pass pilot project to all (over 4,000) downtown employees. This project aims to increase METRO ridership while reducing the demand for parking in downtown Santa Cruz.

Marketing Support

- Outreach table at Pacific Station to support pass sign-ups for downtown employees
- Posters at Pacific Station
- Onboard advertising (interior ad cards)
- **AVL-** METRO is currently installing automatic vehicle locators (AVL) on its fleet. As of late this year, this will allow the public to track real-time bus locations from a smartphone application.

Marketing Support

- Press release launch
- Brochure detailing the new app
- Promotion in Headways
- Promotion on interior ad cards
- Radio promotion – traffic spot
- Social Media and Website Promotion
- Paid geo-targeted online advertising
- Outreach tables at Watsonville, Scotts Valley, and Pacific Transit Centers
- **Non-Rider Survey-** METRO will conduct a non-rider survey in the community in an effort to gain insight into how the agency could improve service and attract those who do not currently utilize public transit. This follows an on-board survey of METRO riders in spring 2019 which has given METRO insights to rider priorities, travel patterns, use of communications and fare payment technology which the Planning and Marketing/Customer Service departments will use to meet our rider's needs.
- **Alternatives Analysis-** Beginning in fall 2019 METRO and the Santa Cruz County Regional Transportation Commission (RTC) will initiate a transportation mode alternatives analysis for the county's central rail corridor, which is scheduled to be completed in early 2021. This analysis will provide guidance for planning for the long-term use of the Santa Cruz rail corridor.
- **Pacific Station-** METRO and the City of Santa Cruz will continue planning to determine the feasibility of a redevelopment of Pacific Station in conjunction with

additional residential, commercial, and retail space, on a footprint including the existing Pacific Station and City property including the NIAC building on Front St. and the adjacent small parking facility on Pacific Ave. The goal is for the two agencies to together pursue grant applications for funding this redevelopment; one application to the federal BUILD program and one to the State of California Affordable Housing and Sustainable Communities program.

- **Strategic Business Plan-** In the spring of 2020, staff will provide the first annual update to METRO's first 10-year (FY20-29) Strategic Business Plan adopted in June 2019, which identifies Key Tactical Initiatives to be pursued that will support METRO achieving its seven Strategic Business Plan Priorities as identified in the Plan.
- **Fare Restructure-** Per Board action on March 23, 2018, METRO chose to postpone continued analysis of a Fare Restructure project until the end of 2018 to see the result of the November 6, 2018 ballot measure Proposition 6, the SB-1 repeal effort, which could have seriously damaged METRO's financial position. In FY20, staff will restart discussions with the Board related to opportunities to improve fare payment technology and the fare structure. Then staff will work with the Board Finance, Budget and Audit Standing Committee to explore fare-restructuring recommendations.
- **Micro-Transit-** In the second half of FY20, METRO will propose an on-demand non-fixed-route pilot-project. Many transit districts are starting to consider "micro-transit", a technology that offers flexible routing and/or flexible scheduling of non-fixed route vehicles. Micro-transit uses instant exchange of information, enabling real-time matching of demand (trip) and supply (driven vehicle), which can extend the accessibility of the transit system. Possible pick-up/drop-off stops are usually pre-defined to allow better routes' optimization. Conceptually, micro-transit fits somewhere between private individual transportation (cars or taxicabs) and public mass transit (bus).

Some transit agencies are developing relationships with companies such as Uber and Lyft, to supplement their fixed-route and paratransit services. Staff will investigate opportunities for METRO to use these types of services and will return to the Board in 2020 with a status report.

- **Hwy 1 Bus On Shoulders-** METRO is coordinating with the Santa Cruz County Regional Transportation Commission (RTC) and Caltrans to implement this project in conjunction with the RTC Auxiliary project. METRO has contributed funding for environmental and design phases for the first segment of this project, (Soquel Drive to 41st Ave.) which, pending funding, is projected to go to construction in the fall of 2020 and could be operational by the summer of 2022. The next two segments (Bay Ave/Porter St. to State Park Dr. and State Park Dr. to Freedom Blvd) are yet to be scheduled.

- **Ongoing Coordination with UCSC and Cabrillo** –UCSC and METRO have a contractual arrangement for bus services through the 2019-20. METRO and Cabrillo have executed a three-year (2018-19 through 2020-21 school year) contract (plus an option for two additional years) to extend the two-year initial student bus pass program. METRO will continue to coordinate with Cabrillo to provide the optimum bus service to meet student needs.
- **Capitola Mall-** METRO is working with developer Merlone Geier and the City of Capitola as they establish a new retail and residential property on the current footprint of the Capitola Mall. Their designs will create a new transit center space for METRO use. Staff will offer updates as the project progresses.
- **Bus Replacement Plan-** Planning will monitor the METRO fleet for progress towards reducing the number of buses beyond their useful life. This program allows the Grants and Finance departments to make the most efficient use of our limited capital budget and maximize the likelihood for METRO to receive grant funding for future bus replacements.
- **Mobile Ticketing-** In the first half of FY20, METRO will introduce a mobile ticketing pilot program on Hwy 17 express service. Mobile ticketing will allow riders to purchase bus passes directly from a smart phone app. This will increase customer convenience, while decreasing boarding time as fewer riders pay with cash onboard.

Marketing Support

- Press Release and Scotts Valley event launch
- Print and online paid advertising
- Highway 17 tabling event to promote downloads
- Posters at all locations where we currently have TVMs
- Interior ad card promotion
- Headways Promotion
- Website and Social Media Promotion

Mid-to-Long-Term Priorities for Fixed-Route Service Expansion

Given METRO budget limitations, opportunities for service enhancements are limited at this time.

As is standard transit industry practice, the Planning Department maintains a prioritized list of service needs, sometimes referred to as “unmet needs”, so that if at any time there is additional recurrent operating funds available for the introduction of additional effective service, the priorities are clear. Currently, the Planning Department sees the following needs as the most important:

- Route 35/35A evening frequency – As this San Lorenzo Valley (SLV) route alternately serves two legs beyond Boulder Creek, the limited evening frequency makes for extremely poor level of service on these legs.
- Areas of the County that have population densities and demographics, which suggest that additional span of service and frequency, could generate additional ridership. The corridor between Capitola and downtown Santa Cruz is seen as a key opportunity for service improvements, including:
 - Frequency – Hourly service during the peak demand and 90 minutes off peak times do not allow the public to use these services spontaneously.
 - Span of service - Routes for which service starts too late in the morning or ends too early in the evening, both weekdays and weekends, do not meet work trip needs, particularly for those in the service industry. Nor do these limited spans meet the general mobility needs of County residents.
- Rural routes with limited daily trips.

IV. FINANCIAL CONSIDERATIONS/IMPACT

There is no financial impact related to this status report

V. ALTERNATIVES CONSIDERED

There are no alternatives to consider.

VI. ATTACHMENTS

- Attachment A:** Annual METRO and National Bus Ridership
- Attachment B:** Annual METRO Ridership Breakdown
- Attachment C:** Annual Economic Indicators

Prepared by: Barrow Emerson, Planning & Development Director

VII. APPROVALS

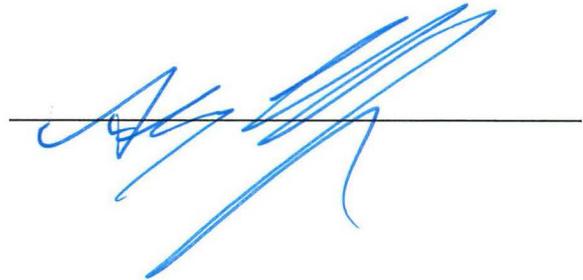
Barrow Emerson,
Planning and Development Director



Approved as to fiscal impact:
Angela Aitken, CFO



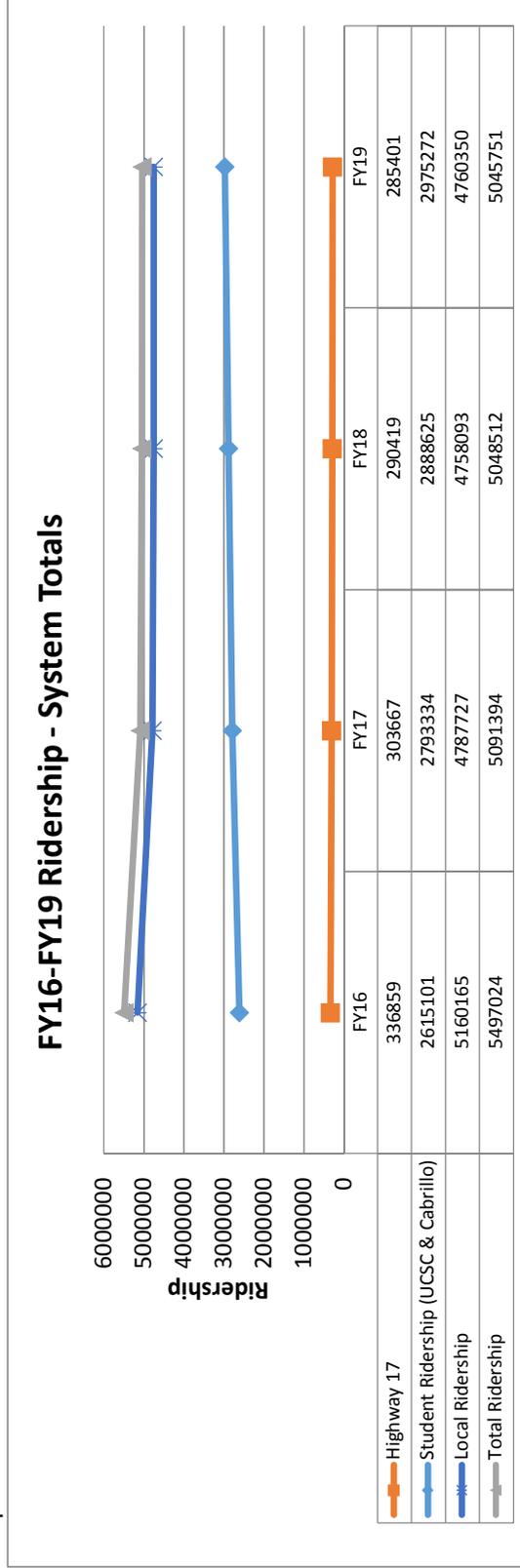
Alex Clifford, CEO/General Manager



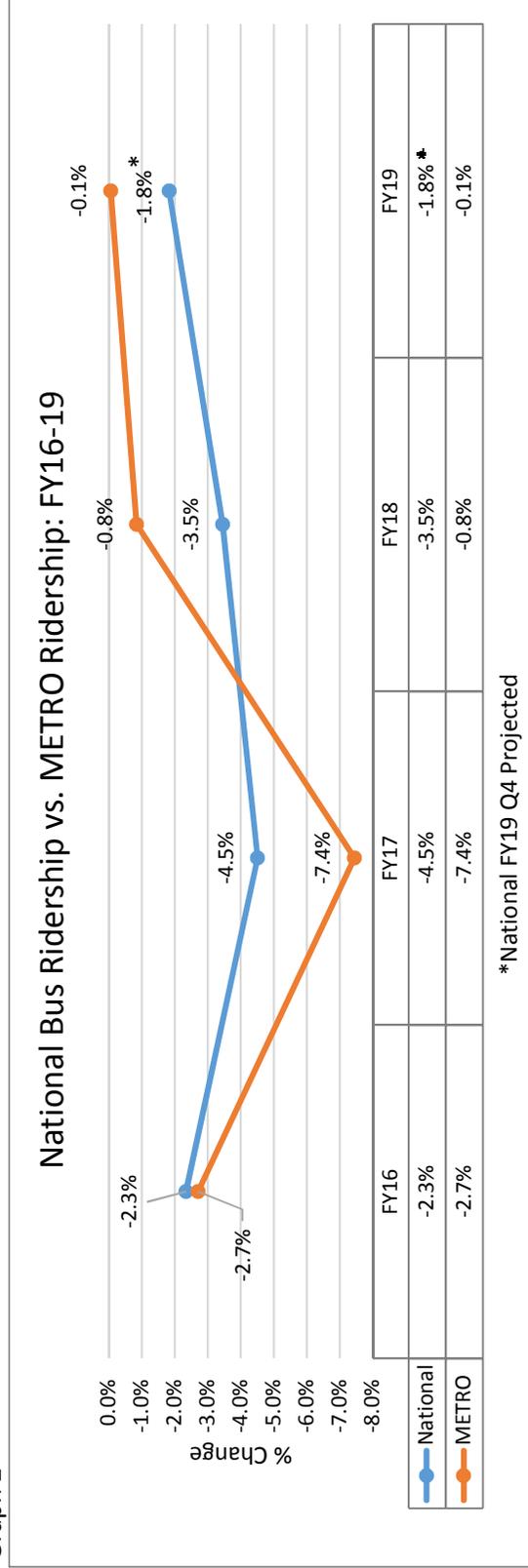
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Annual METRO and National Bus Ridership

Graph 1



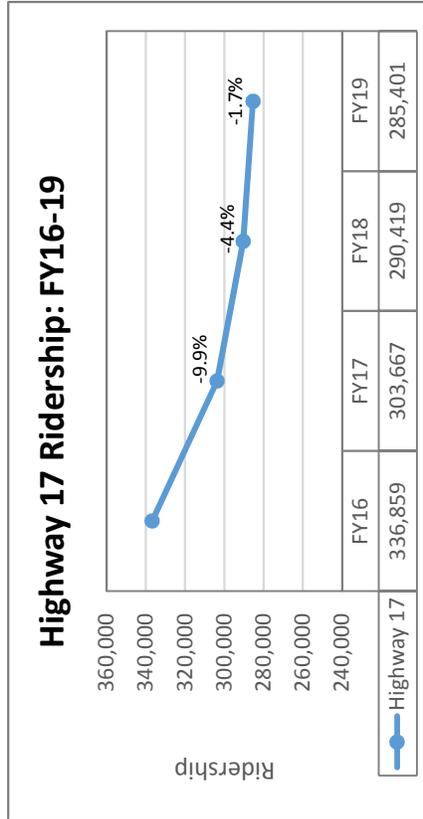
Graph 2



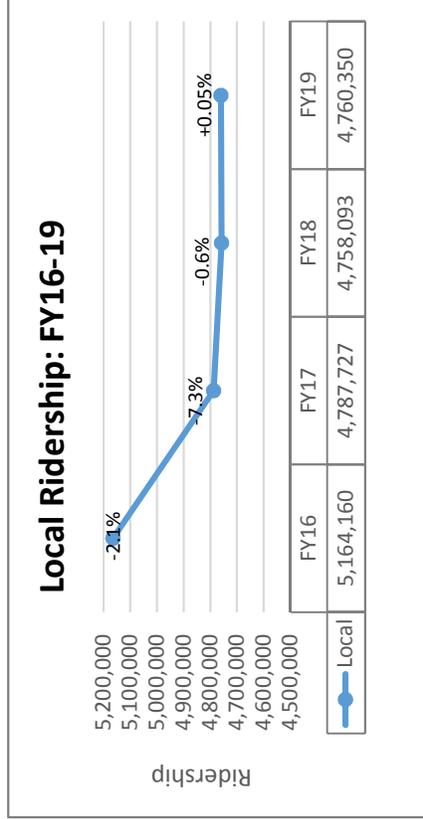
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Annual METRO Ridership Breakdown

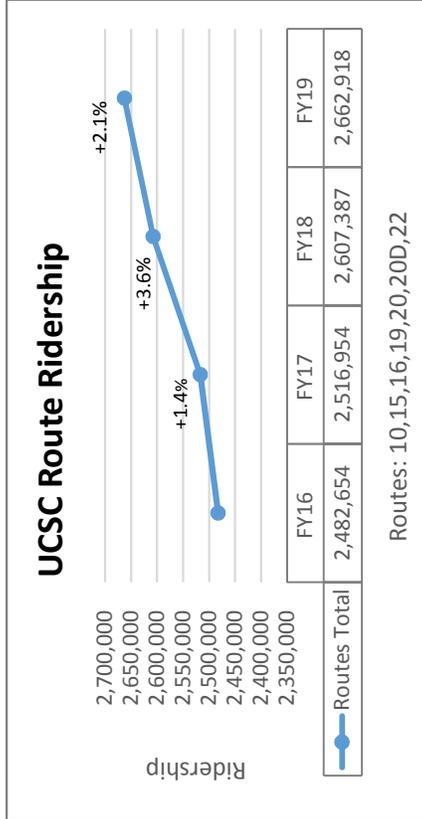
Graph 1



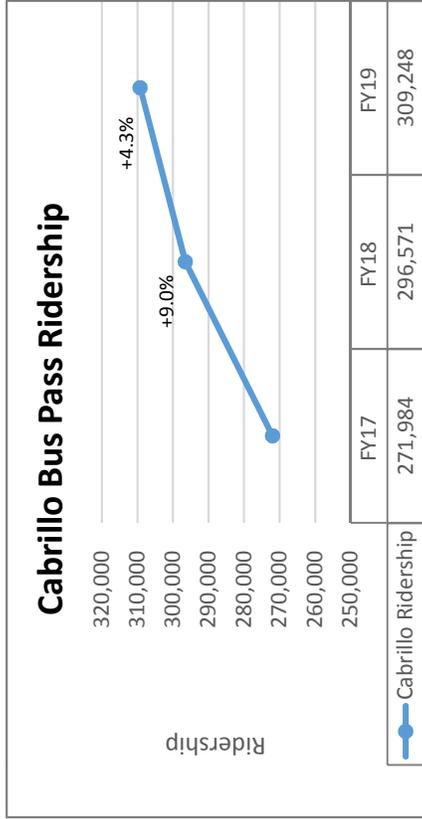
Graph 2



Graph 3



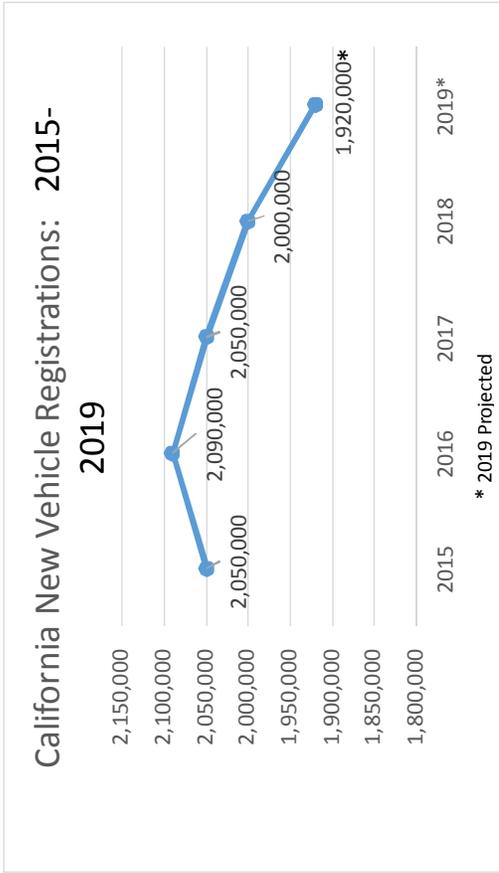
Graph 4



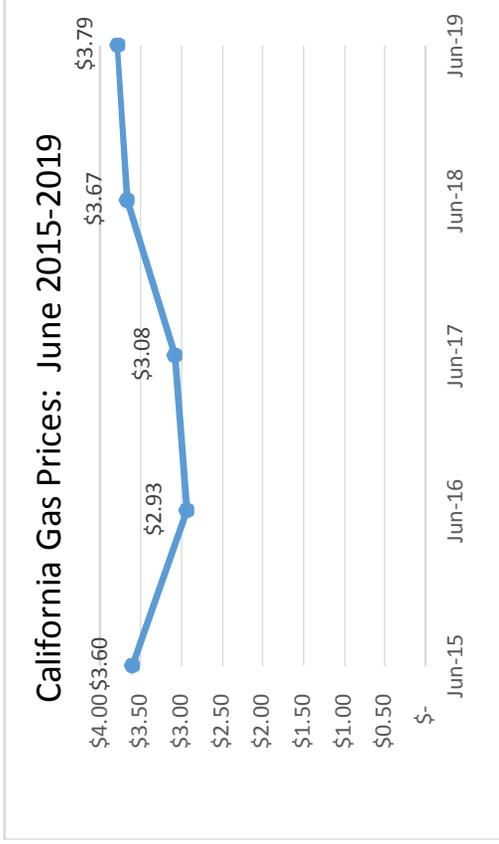
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Annual Economic Indicators

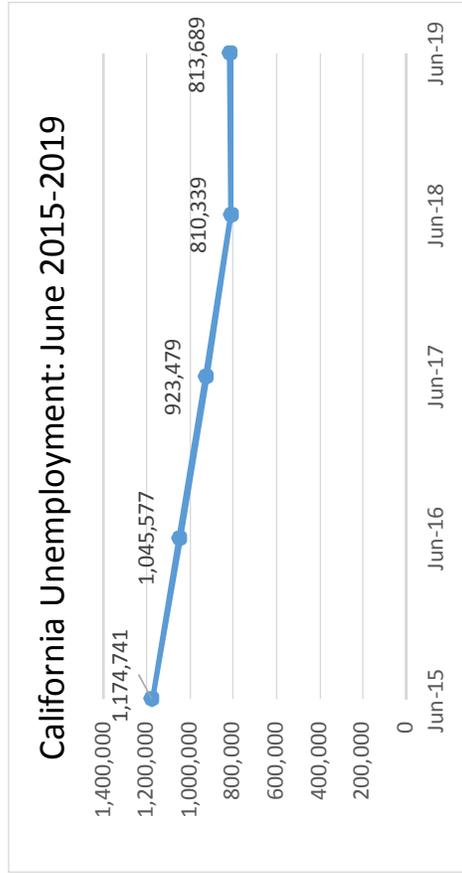
Graph 1



Graph 2



Graph 3



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VERBAL PRESENTATION ONLY

PUBLIC TRANSPORTATION AGENCY SAFETY
PLAN REQUIREMENT BY THE FTA UPDATE

Rufus Francis

Safety, Security and Risk Management Director

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DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
SUBJECT: CONSIDER APPROVAL OF SMART LOCAL 23 FIXED ROUTE WAGE SCALES AND RELATED CONTRACT LANGUAGE

I. RECOMMENDED ACTION

That the Board of Directors approve SMART Local 23 Fixed Route wage scales and related contract language

II. SUMMARY OF ISSUES

- SMART Local 23 Fixed Route (SMART - FR) exercised its option within the contractually required timeframe to open and negotiate their contract with Santa Cruz Metropolitan Transit District (METRO).
- Multiple tentative agreements were mutually agreed to by the parties and approved by the METRO Board of Directors (Board) on August 9, 2019.
- SMART - FR and METRO have reached an agreement of how the wage scales will be calculated for base wage rate and longevity.
- Staff recommends the approval of the tentative agreement and new wage scales for the next three years of the agreed-to contract with SMART – FR.

III. DISCUSSION/BACKGROUND

SMART Local 23 Fixed Route (SMART - FR) exercised their option within the contractually required timeframe to open and negotiate their contract in the spring of 2019. Multiple tentative agreements were mutually agreed to and approved by the Board on August 23, 2019. SMART - FR and METRO have reached an agreement of how the Fixed Route wage scales will be calculated for base wage rate and longevity purposes.

Staff is recommending approval of the tentative agreement and new wage scales for the next three years of the agreed-to contract with SMART – FR.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Funding to support the proposed wage scales with SMART Local 23 Fixed Route is within the Board authority given to METRO's Chief Negotiator.

V. ALTERNATIVES CONSIDERED

Do not approve the wage scales and related language. Staff does not recommend this. The new wage scales are required to pay the employees and factor retirement wages by CalPERS.

VI. ATTACHMENTS

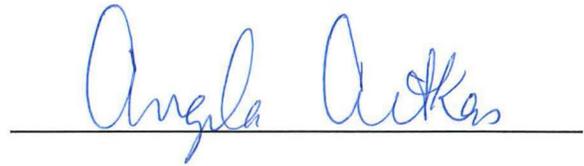
Attachment A: SMART – FR Tentative Agreement regarding Articles 5.02 and 5.04

Attachment B: SMART – FR wage scale effective June 27, 2019
SMART – FR wage scale effective June 25, 2020
SMART – FR wage scale effective June 24, 2021

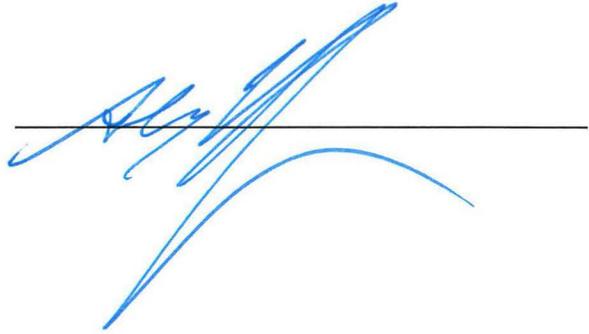
Prepared by: Angela Aitken, Chief Financial Officer

VII. APPROVALS

Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



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Attachment A



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023

2019 CONTRACT NEGOTIATIONS

TENTATIVE AGREEMENT REGARDING ARTICLES 5.02 AND 5.04 [FIXED ROUTE]

September 5, 2019

Article 5.02 Operator Base Wage Rates of Pay

The following base wage rates shall be in effect as of June 27, 2019 (first day of the pay period that encompasses July 1, 2019) FY20:

- An Increase of 2.8% shall be effective June 27, 2019 (FY20)
- An Increase of 3.0% shall be effective June 25, 2020 (FY21)
- An Increase of 2.25% shall be effective June 24, 2021 (FY22)

1. Modified Current Wage Scale as of 06/27/2019 (as per TA - 08/05/2019)

Length of Service	Step	Modified Current	% Spread between Steps
After 6 Years	8	\$ 30.52	4.99%
After 5 Years	7	\$ 29.07	5.21%
After 4 Years	6	\$ 27.63	5.54%
After 3 Years	5	\$ 26.18	5.69%
After 2 Years	4	\$ 24.77	6.22%
After 1 Years	3	\$ 23.32	6.34%
After Completing Probation	2	\$ 21.93	18.93%
Date of Hire	1	\$ 18.44	



Attachment A
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
AND SMART FIXED ROUTE & PARACRUZ
LOCAL 0023

2019 CONTRACT NEGOTIATIONS

2. FY20: Apply 2.8% COLA to Step 1 as of 06/27/2019, then recalculate Steps 2 - 8, using the “% Spread between Steps” as of 06/27/2019 (see 1. above)

Length of Service	Step	As of 06/27/19 FY20	<i>New</i> % Spread between Steps
After 6 Years	8	\$ 31.38	4.98%
After 5 Years	7	\$ 29.89	5.21%
After 4 Years	6	\$ 28.41	5.53%
After 3 Years	5	\$ 26.92	5.69%
After 2 Years	4	\$ 25.47	6.21%
After 1 Years	3	\$ 23.98	6.34%
After Completing Probation	2	\$ 22.55	18.93%
Date of Hire	1	\$ 18.96	

Formula Used

ROUND(Step 7 x 1.0499, 2)
 ROUND(Step 6 x 1.0521, 2)
 ROUND(Step 5 x 1.0554, 2)
 ROUND(Step 4 x 1.0569, 2)
 ROUND(Step 3 x 1.0622, 2)
 ROUND(Step 2 x 1.0634, 2)

 ROUND(Step1 x 1.1893, 2)
 ROUND(18.44 x 1.028, 2)

3. FY21: Apply 3.0% COLA to Step 1, (see 2. above), then recalculate Steps 2 - 8, using the “% Spread between Steps” as of 06/27/2019 (see 1. above)

Length of Service	Step	As of 06/25/20 FY21	% Spread between Steps
After 6 Years	8	\$ 32.33	5.00%
After 5 Years	7	\$ 30.79	5.19%
After 4 Years	6	\$ 29.27	5.55%
After 3 Years	5	\$ 27.73	5.68%
After 2 Years	4	\$ 26.24	6.23%
After 1 Years	3	\$ 24.70	6.33%
After Completing Probation	2	\$ 23.23	18.95%
Date of Hire	1	\$ 19.53	

Formula Used

ROUND(Step 7 x 1.0499, 2)
 ROUND(Step 6 x 1.0521, 2)
 ROUND(Step 5 x 1.0554, 2)
 ROUND(Step 4 x 1.0569, 2)
 ROUND(Step 3 x 1.0622, 2)
 ROUND(Step 2 x 1.0634, 2)

 ROUND(Step1 x 1.1893, 2)
 ROUND(18.96 x 1.03, 2)

Attachment A



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023

2019 CONTRACT NEGOTIATIONS

4. FY22: Apply **2.25%** COLA at Step 1, (see 3. above), then recalculate Steps 2 - 8, using the “% Spread between Steps” as of 06/27/2019 (see 1. above)

Length of Service	Step	As of 06/24/21 FY21	% Spread between Steps
After 6 Years	8	\$ 33.06	4.99%
After 5 Years	7	\$ 31.49	5.21%
After 4 Years	6	\$ 29.93	5.54%
After 3 Years	5	\$ 28.36	5.70%
After 2 Years	4	\$ 26.83	6.22%
After 1 Years	3	\$ 25.26	6.36%
After Completing Probation	2	\$ 23.75	18.93%
Date of Hire	1	\$ 19.97	

Formula Used

ROUND(Step 7 x 1.0499, 2)

ROUND(Step 6 x 1.0521, 2)

ROUND(Step 5 x 1.0554, 2)

ROUND(Step 4 x 1.0569, 2)

ROUND(Step 3 x 1.0622, 2)

ROUND(Step 2 x 1.0634, 2)

ROUND(Step1 x 1.1893, 2)

ROUND(19.53 x 1.0225, 2)

These pay tables will be incorporated into the SMART – FR MOU via an Appendix and referenced within Article 5.02.



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
AND SMART FIXED ROUTE & PARACRUZ
LOCAL 0023**

2019 CONTRACT NEGOTIATIONS

Article 5.04 Longevity Bonus

- Effective June 21, 2012, and thereafter, Metro shall compensate employees with ten (10) years of continuous service with an additional 5% of the base salary.
- Effective December 20, 2012, and thereafter, Metro shall compensate employees with fifteen (15) years of continuous service with an additional 5% of the base salary.
- **For all employees hired after August 24, 2019, Metro shall compensate employees with their first longevity increase at fifteen (15) years of continuous service with an additional 5% of the base salary.**
- **For all employees hired after August 24, 2019, Metro shall compensate employees with twenty (20) years of continuous service with an additional 5% of the base salary.**

Calculation Method:

Step 1: Calculate 5 % of the Base (Base Step x 0.05)

Step 2: Base Step + 5% of the Base (as calculated in Step 1) to calculate L (10 Years)

Step 3: Base Step + 2 x 5% of the Base (as calculated in Step 1) to calculate LL (15 Years)

Example:

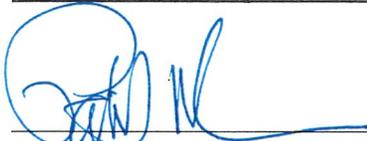
Step 1: Base Rate = \$30.52; 5% of the Base Rate = \$30.52 x 0.05 = \$1.53

Step 2: \$30.52 + \$1.53 = \$32.05 (9L)

Step 3: \$30.52 + 2 x \$1.53 = \$33.58 (9LL)

This tentative agreement is entered into by the International Association of Sheet Metal, Air, Rail Transportation Workers (“SMART”) and the Santa Cruz Metropolitan Transit District on **September 5, 2019**, and is executed on behalf of the parties by the following signatories:

Santa Cruz Metropolitan Transit District



Patrick Glenn, Chief Negotiator

SMART—Local 0023



James Sandoval, General Chairperson

Date: 9-17-19

Date: 9-6-19

Effective June 27, 2019

SMART Fixed Route	Date of Hire	Step 1	Step 1 L	Step 1 LL	After Completing Probation	Step 2	Step 2 L	Step 2 LL	After 1 Year	Step 3	Step 3 L	Step 3 LL	After 2 Years	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	After 4 Years	Step 6	Step 6 L	Step 6 LL	Step 7	Step 7 L	Step 7 LL	After 6 Years	Step 8	Step 8 L	Step 8 LL		
	Class Title	Step 1	Step 1 L	Step 1 LL	Step 2	Step 2 L	Step 2 LL	Step 3	Step 3 L	Step 3 LL	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	Step 6	Step 6 L	Step 6 LL	Step 7	Step 7 L	Step 7 LL	Step 8	Step 8 L	Step 8 LL	Step 9	Step 9 L	Step 9 LL	Step 10	Step 10 L	Step 10 LL	
Bus Operator	\$ 18.96	\$ 19.91	\$ 20.86	\$ 21.49	\$ 22.55	\$ 23.68	\$ 24.81	\$ 23.98	\$ 25.18	\$ 26.38	\$ 26.38	\$ 26.38	\$ 25.47	\$ 26.74	\$ 28.01	\$ 26.92	\$ 28.27	\$ 29.62	\$ 28.41	\$ 29.83	\$ 31.25	\$ 29.89	\$ 31.38	\$ 32.87	\$ 31.38	\$ 32.87	\$ 31.38	\$ 32.87	\$ 31.38	\$ 32.87	\$ 31.38	\$ 32.87

Effective June 25, 2020

SMART Fixed Route	Date of Hire	Step 1	Step 1 L	Step 1 LL	After Completing Probation	Step 2	Step 2 L	Step 2 LL	After 1 Year	Step 3	Step 3 L	Step 3 LL	After 2 Years	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	After 4 Years	Step 6	Step 6 L	Step 6 LL	Step 7	Step 7 L	Step 7 LL	After 6 Years	Step 8	Step 8 L	Step 8 LL	
	Class Title	Step 1	Step 1 L	Step 1 LL	Step 2	Step 2 L	Step 2 LL	Step 3	Step 3 L	Step 3 LL	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	Step 6	Step 6 L	Step 6 LL	Step 7	Step 7 L	Step 7 LL	Step 8	Step 8 L	Step 8 LL	Step 9	Step 9 L	Step 9 LL	Step 10	Step 10 L	Step 10 LL
Bus Operator	\$ 19.53	\$ 20.51	\$ 21.49	\$ 23.23	\$ 24.39	\$ 25.55	\$ 24.70	\$ 25.94	\$ 27.18	\$ 26.24	\$ 27.55	\$ 28.86	\$ 27.78	\$ 29.12	\$ 30.51	\$ 29.27	\$ 30.73	\$ 32.19	\$ 30.79	\$ 32.33	\$ 33.87	\$ 32.33	\$ 33.87	\$ 32.33	\$ 33.87	\$ 32.33	\$ 33.87	\$ 32.33	\$ 33.87	\$ 32.33	\$ 33.87

Effective June 24, 2021

SMART Fixed Route	Date of Hire	Step 1	Step 1 L	Step 1 LL	After Completing Probation	Step 2	Step 2 L	Step 2 LL	After 1 Year	Step 3	Step 3 L	Step 3 LL	After 2 Years	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	After 4 Years	Step 6	Step 6 L	Step 6 LL	Step 7	Step 7 L	Step 7 LL	After 6 Years	Step 8	Step 8 L	Step 8 LL	
	Class Title	Step 1	Step 1 L	Step 1 LL	Step 2	Step 2 L	Step 2 LL	Step 3	Step 3 L	Step 3 LL	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	Step 6	Step 6 L	Step 6 LL	Step 7	Step 7 L	Step 7 LL	Step 8	Step 8 L	Step 8 LL	Step 9	Step 9 L	Step 9 LL	Step 10	Step 10 L	Step 10 LL
Bus Operator	\$ 19.97	\$ 20.97	\$ 21.97	\$ 23.75	\$ 24.94	\$ 26.13	\$ 25.26	\$ 26.52	\$ 27.78	\$ 26.83	\$ 28.17	\$ 29.51	\$ 28.36	\$ 29.78	\$ 31.20	\$ 29.93	\$ 31.43	\$ 32.93	\$ 31.49	\$ 33.06	\$ 34.63	\$ 33.06	\$ 34.63	\$ 33.06	\$ 34.63	\$ 33.06	\$ 34.63	\$ 33.06	\$ 34.63	\$ 33.06	\$ 34.63

Attachment B

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DATE: September 27, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
SUBJECT: CONSIDER APPROVAL OF SMART LOCAL 23 PARACRUZ WAGE SCALES AND RELATED CONTRACT LANGUAGE

I. RECOMMENDED ACTION

That the Board of Directors approve SMART Local 23 ParaCruz wage scales and related contract language

II. SUMMARY OF ISSUES

- SMART Local 23 ParaCruz (SMART - PC) exercised its option within the contractually required timeframe to open and negotiate their contract Santa Cruz Metropolitan Transit District (METRO).
- Multiple tentative agreements were mutually agreed to by the parties and approved by the METRO Board of Directors (Board) on August 9, 2019.
- SMART - PC and METRO have reached an agreement of how the wage scales will be calculated for base wage rate and longevity.
- Staff recommends the approval of the tentative agreement and new wage scales for the next three years of the agreed-to contract with SMART – PC.

III. DISCUSSION/BACKGROUND

SMART Local 23 ParaCruz (SMART - PC) exercised their option within the contractually required timeframe to open and negotiate their contract in the spring of 2019. Multiple tentative agreements were mutually agreed to and approved by the Board on August 9, 2019. SMART - PC and METRO have reached an agreement of how the ParaCruz wage scales will be calculated for base wage rate and longevity purposes.

Staff is recommending approval of the tentative agreement and new wage scales for the next three years of the agreed to contract with SMART – PC.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Funding to support the proposed wage scales with SMART Local 23 ParaCruz is within Board authority given to METRO's Chief Negotiator.

V. ALTERNATIVES CONSIDERED

Do not approve the wage scales and related language. Staff does not recommend this. The new wage scales are required to pay the employees and factor retirement wages by CalPERS.

VI. ATTACHMENTS

Attachment A: SMART – PC Tentative Agreement regarding Articles 5.03 and 5.04

Attachment B: SMART – PC wage scale effective June 27, 2019
SMART – PC wage scale effective June 25, 2020
SMART – PC wage scale effective June 24, 2021

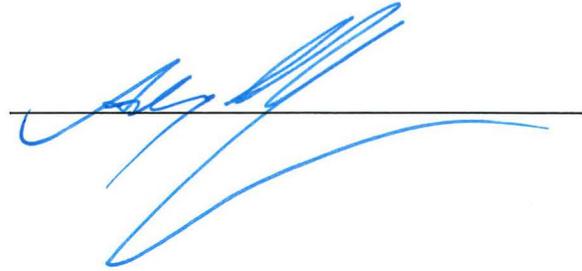
Prepared by: Angela Aitken, Chief Financial Officer

VII. APPROVALS

Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



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Attachment A



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023

2019 CONTRACT NEGOTIATIONS

TENTATIVE AGREEMENT REGARDING ARTICLE 5, SUBSECTIONS 5.03 & 5.04 [PARACRUZ]

September 5, 2019

Article 5.03C Base Wage Rates and Regular Wage Rates

The following base wage rates shall be in effect as of June 27, 2019 (first day of the pay period that encompasses July 1, 2019) FY20:

An Increase of 0.0% shall be effective June 27, 2019 (FY20)

An Increase of 3.0% shall be effective June 25, 2020 (FY21)

An Increase of 2.25% shall be effective June 24, 2021 (FY22)

- For the first year of the MOU only, the Van Operator wage scale is based upon paying a Year-6 Van Operator 75% of the wage rate for a Year-6 Fixed Route Operator (Step 8).
- The Dispatcher/Scheduler wage scale is set at 5% above Van Operators.
- All other ParaCruz positions will be at the same percent variance to the Van Operator position as currently established.

1. Establish the TOP step for Van Operator, as per TA from 08/05/2019 and apply a 4% wage increase, as approved by SC METRO Board of Directors on 8/23/19.

Length of Service	Step	As of 06/27/19 Bus Operator
After 6 Years	8	\$ 30.52

Step	As of 06/27/19 Van Operator
9	\$ 23.81

Formula Used

ROUND(30.52 x 1.04 x 0.75, 2)

Attachment A



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023

2019 CONTRACT NEGOTIATIONS

2. Establish the NEW wage scale for Van Operator, preserving the 5% Spread between the steps.

Length of Service	Step	As of 06/27/19 FY20	% Spread between Steps	Formula Used	L	LL
After 6 Years	9	\$ 23.81	4.98%	ROUND(Step 9/1.05, 2)	\$ 25.00	\$ 26.19
After 5 Years	8	\$ 22.68	5.00%	ROUND(Step 8/1.05, 2)	\$ 23.81	\$ 24.94
After 4 Years	7	\$ 21.60	5.01%	ROUND(Step 7/1.05, 2)	\$ 22.68	\$ 23.76
After 3 Years	6	\$ 20.57	5.00%	ROUND(Step 6/1.05, 2)	\$ 21.60	\$ 22.63
After 2 Years	5	\$ 19.59	4.98%	ROUND(Step 5/1.05, 2)	\$ 20.57	\$ 21.55
After 1 Years	4	\$ 18.66	5.01%	ROUND(Step 4/1.05, 2)	\$ 19.59	\$ 20.52
After 6 Months	3	\$ 17.77	5.02%	ROUND(Step 3/1.05, 2)	\$ 18.66	\$ 19.55
Fully Qualified	2	\$ 16.92	5.03%	ROUND(Step 2/1.05, 2)	\$ 17.77	\$ 18.62
New Hire	1	\$ 16.11			\$ 16.92	\$ 17.73

3. FY21: Apply 3.0% COLA to Step 1, (Van Operator, see 2. above), then recalculate Steps 2 - 9, using the current 5% spread between the steps as of 06/27/2019 (see 2. above)

Length of Service	Step	As of 06/25/20 FY21	% Spread between Steps	Formula Used	L	LL
After 6 Years	9	\$ 24.51	5.01%	ROUND(Step 8 x 1.05, 2)	\$ 25.74	\$ 26.97
After 5 Years	8	\$ 23.34	4.99%	ROUND(Step 7 x 1.05, 2)	\$ 24.51	\$ 25.68
After 4 Years	7	\$ 22.23	5.01%	ROUND(Step 6 x 1.05, 2)	\$ 23.34	\$ 24.45
After 3 Years	6	\$ 21.17	5.01%	ROUND(Step 5 x 1.05, 2)	\$ 22.23	\$ 23.29
After 2 Years	5	\$ 20.16	5.00%	ROUND(Step 4 x 1.05, 2)	\$ 21.17	\$ 22.18
After 1 Years	4	\$ 19.20	4.98%	ROUND(Step 3 x 1.05, 2)	\$ 20.16	\$ 21.12
After 6 Months	3	\$ 18.29	4.99%	ROUND(Step 2 x 1.05, 2)	\$ 19.20	\$ 20.11
Fully Qualified	2	\$ 17.42	5.00%	ROUND(Step 1 x 1.05, 2)	\$ 18.29	\$ 19.16
New Hire	1	\$ 16.59		ROUND(16.11 x 1.03, 2)	\$ 17.42	\$ 18.25

Attachment A



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023

2019 CONTRACT NEGOTIATIONS

4. FY22: Apply **2.25% COLA** at Step 1, (Van Operator, see 3. above), then recalculate Steps 2 - 9, using the current 5% spread between the steps as of 06/27/2019 (see 2. above)

Length of Service	Step	As of 06/24/21 FY22	% Spread between Steps	Formula Used	L	LL
After 6 Years	9	\$ 25.06	4.99%	ROUND(Step 8 x 1.05, 2)	\$ 26.31	\$ 27.56
After 5 Years	8	\$ 23.87	5.02%	ROUND(Step 7 x 1.05, 2)	\$ 25.06	\$ 26.25
After 4 Years	7	\$ 22.73	4.99%	ROUND(Step 6 x 1.05, 2)	\$ 23.87	\$ 25.01
After 3 Years	6	\$ 21.65	5.00%	ROUND(Step 5 x 1.05, 2)	\$ 22.73	\$ 23.81
After 2 Years	5	\$ 20.62	4.99%	ROUND(Step 4 x 1.05, 2)	\$ 21.65	\$ 22.68
After 1 Years	4	\$ 19.64	5.03%	ROUND(Step 3 x 1.05, 2)	\$ 20.62	\$ 21.60
After 6 Months	3	\$ 18.70	5.00%	ROUND(Step 2 x 1.05, 2)	\$ 19.64	\$ 20.58
Fully Qualified	2	\$ 17.81	5.01%	ROUND(Step 1 x 1.05, 2)	\$ 18.70	\$ 19.59
New Hire	1	\$ 16.96		ROUND(16.59 x 1.0225, 2)	\$ 17.81	\$ 18.66

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023



2019 CONTRACT NEGOTIATIONS

5. Establish the NEW wage scale for Clerk I/II/III, Dispatcher/Scheduler, Dispatcher, and Paratransit Supervisor, as specified in TA 08/05/2019

Length of Service	Current Step	Clerk I	Clerk II	Clerk III	Dispatcher/Scheduler	Dispatcher	Paratransit Supervisor
After 6 Years	9	\$ 20.47	\$ 20.90	\$ 21.63	\$ 22.57	\$ 21.63	\$ 28.89
Van Operator	9	\$ 21.46	\$ 21.46	\$ 21.46		\$ 21.46	\$ 21.46
	% Spread	95.39%	97.39%	100.79%	105.00%	100.79%	134.62%

as per TA 08/05/2019

Length of Service	New Step	Clerk I	Clerk II	Clerk III	Dispatcher/Scheduler	Dispatcher	Paratransit Supervisor
After 6 Years	9	\$ 22.71	\$ 23.19	\$ 24.00	\$ 25.00	\$ 24.00	\$ 32.05
Van Operator	9	\$ 23.81	\$ 23.81	\$ 23.81	\$ 23.81	\$ 23.81	\$ 23.81
	% Spread	95.38%	97.40%	100.80%	105.00%	100.80%	134.61%

Formula Used: ROUND(Step 9 Van Operator x % Spread, 2)

Length of Service	Step	Clerk I	Clerk II	Clerk III	Dispatcher/Scheduler	Dispatcher	Paratransit Supervisor
	9 LL	\$ 24.99	\$ 25.51	\$ 26.40	\$ 27.50	\$ 26.40	\$ 35.25
	9 L	\$ 23.85	\$ 24.35	\$ 25.20	\$ 26.25	\$ 25.20	\$ 33.65
After 6 Years	9	\$ 22.71	\$ 23.19	\$ 24.00	\$ 25.00	\$ 24.00	\$ 32.05
	8 LL	\$ 23.79	\$ 24.29	\$ 25.14	\$ 26.19	\$ 25.14	\$ 33.58
	8 L	\$ 22.71	\$ 23.19	\$ 24.00	\$ 25.00	\$ 24.00	\$ 32.05
After 5 Years	8	\$ 21.63	\$ 22.09	\$ 22.86	\$ 23.81	\$ 22.86	\$ 30.52
	7 LL	\$ 22.66	\$ 23.14	\$ 23.95	\$ 24.94	\$ 23.95	\$ 31.97
	7 L	\$ 21.63	\$ 22.09	\$ 22.86	\$ 23.81	\$ 22.86	\$ 30.52
After 4 Years	7	\$ 20.60	\$ 21.04	\$ 21.77	\$ 22.68	\$ 21.77	\$ 29.07
	6 LL	\$ 21.58	\$ 22.04	\$ 22.81	\$ 23.76	\$ 22.81	\$ 30.45
	6 L	\$ 20.60	\$ 21.04	\$ 21.77	\$ 22.68	\$ 21.77	\$ 29.07
After 3 Years	6	\$ 19.62	\$ 20.04	\$ 20.73	\$ 21.60	\$ 20.73	\$ 27.69
	5 LL	\$ 20.55	\$ 20.99	\$ 21.72	\$ 22.63	\$ 21.72	\$ 29.01
	5 L	\$ 19.62	\$ 20.04	\$ 20.73	\$ 21.60	\$ 20.73	\$ 27.69
After 2 Years	5	\$ 18.69	\$ 19.09	\$ 19.74	\$ 20.57	\$ 19.74	\$ 26.37
	4 LL	\$ 19.58	\$ 20.00	\$ 20.68	\$ 21.55	\$ 20.68	\$ 27.63
	4 L	\$ 18.69	\$ 19.09	\$ 19.74	\$ 20.57	\$ 19.74	\$ 26.37
After 1 Years	4	\$ 17.80	\$ 18.18	\$ 18.80	\$ 19.59	\$ 18.80	\$ 25.11
	3 LL	\$ 18.65	\$ 19.05	\$ 19.70	\$ 20.52	\$ 19.70	\$ 26.31
	3 L	\$ 17.80	\$ 18.18	\$ 18.80	\$ 19.59	\$ 18.80	\$ 25.11
After 6 Months	3	\$ 16.95	\$ 17.31	\$ 17.90	\$ 18.66	\$ 17.90	\$ 23.91
	2 LL	\$ 17.76	\$ 18.13	\$ 18.75	\$ 19.55	\$ 18.75	\$ 25.05
	2 L	\$ 16.95	\$ 17.31	\$ 17.90	\$ 18.66	\$ 17.90	\$ 23.91
Fully Qualified	2	\$ 16.14	\$ 16.49	\$ 17.05	\$ 17.77	\$ 17.05	\$ 22.77
	1 LL	\$ 16.91	\$ 17.28	\$ 17.86	\$ 18.62	\$ 17.86	\$ 23.85
	1 L	\$ 16.14	\$ 16.49	\$ 17.05	\$ 17.77	\$ 17.05	\$ 22.77
New Hire	1	\$ 15.37	\$ 15.70	\$ 16.24	\$ 16.92	\$ 16.24	\$ 21.69

Formula Used: New Wage Scales are calculated as specified in 2. above: Lower Step = Round (Higher Step /1.05, 2)
Longevity is calculated, as follows: L = ROUND(Base Step + 5%, 2); LL = ROUND(5% of Base Step + L, 2)

Attachment A



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023

2019 CONTRACT NEGOTIATIONS

6. FY21: Apply **3.0%** COLA at Step 1, then recalculate Steps 2 - 9, using the current 5 % Spread between the steps

Length of Service	Step	Clerk I	Clerk II	Clerk III	Dispatcher/ Scheduler	Dispatcher	Paratransit Supervisor
	9 LL	\$ 25.72	\$ 26.27	\$ 27.21	\$ 28.34	\$ 27.21	\$ 36.31
	9 L	\$ 24.55	\$ 25.08	\$ 25.97	\$ 27.05	\$ 25.97	\$ 34.66
After 6 Years	9	\$ 23.38	\$ 23.89	\$ 24.73	\$ 25.76	\$ 24.73	\$ 33.01
	8 LL	\$ 24.49	\$ 25.03	\$ 25.91	\$ 26.99	\$ 25.91	\$ 34.58
	8 L	\$ 23.38	\$ 23.89	\$ 24.73	\$ 25.76	\$ 24.73	\$ 33.01
After 5 Years	8	\$ 22.27	\$ 22.75	\$ 23.55	\$ 24.53	\$ 23.55	\$ 31.44
	7 LL	\$ 23.33	\$ 23.83	\$ 24.67	\$ 25.70	\$ 24.67	\$ 32.94
	7 L	\$ 22.27	\$ 22.75	\$ 23.55	\$ 24.53	\$ 23.55	\$ 31.44
After 4 Years	7	\$ 21.21	\$ 21.67	\$ 22.43	\$ 23.36	\$ 22.43	\$ 29.94
	6 LL	\$ 22.22	\$ 22.70	\$ 23.50	\$ 24.47	\$ 23.50	\$ 31.37
	6 L	\$ 21.21	\$ 21.67	\$ 22.43	\$ 23.36	\$ 22.43	\$ 29.94
After 3 Years	6	\$ 20.20	\$ 20.64	\$ 21.36	\$ 22.25	\$ 21.36	\$ 28.51
	5 LL	\$ 21.16	\$ 21.62	\$ 22.38	\$ 23.31	\$ 22.38	\$ 29.87
	5 L	\$ 20.20	\$ 20.64	\$ 21.36	\$ 22.25	\$ 21.36	\$ 28.51
After 2 Years	5	\$ 19.24	\$ 19.66	\$ 20.34	\$ 21.19	\$ 20.34	\$ 27.15
	4 LL	\$ 20.16	\$ 20.60	\$ 21.31	\$ 22.20	\$ 21.31	\$ 28.44
	4 L	\$ 19.24	\$ 19.66	\$ 20.34	\$ 21.19	\$ 20.34	\$ 27.15
After 1 Years	4	\$ 18.32	\$ 18.72	\$ 19.37	\$ 20.18	\$ 19.37	\$ 25.86
	3 LL	\$ 19.19	\$ 19.61	\$ 20.29	\$ 21.14	\$ 20.29	\$ 27.09
	3 L	\$ 18.32	\$ 18.72	\$ 19.37	\$ 20.18	\$ 19.37	\$ 25.86
After 6 Months	3	\$ 17.45	\$ 17.83	\$ 18.45	\$ 19.22	\$ 18.45	\$ 24.63
	2 LL	\$ 18.28	\$ 18.68	\$ 19.33	\$ 20.14	\$ 19.33	\$ 25.80
	2 L	\$ 17.45	\$ 17.83	\$ 18.45	\$ 19.22	\$ 18.45	\$ 24.63
Fully Qualified	2	\$ 16.62	\$ 16.98	\$ 17.57	\$ 18.30	\$ 17.57	\$ 23.46
	1 LL	\$ 17.41	\$ 17.79	\$ 18.41	\$ 19.17	\$ 18.41	\$ 24.58
	1 L	\$ 16.62	\$ 16.98	\$ 17.57	\$ 18.30	\$ 17.57	\$ 23.46
New Hire	1	\$ 15.83	\$ 16.17	\$ 16.73	\$ 17.43	\$ 16.73	\$ 22.34

Formula Used: Wage Scales are calculated as specified in 3. above

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023



2019 CONTRACT NEGOTIATIONS

7. FY22: Apply **2.25%** COLA at Step 1, then recalculate Steps 2 - 9, using the current 5 % Spread between the steps

Length of Service	Step	Clerk I	Clerk II	Clerk III	Dispatcher/ Scheduler	Dispatcher	Paratransit Supervisor
	9 LL	\$ 26.31	\$ 26.88	\$ 27.80	\$ 28.96	\$ 27.80	\$ 37.13
	9 L	\$ 25.11	\$ 25.66	\$ 26.54	\$ 27.64	\$ 26.54	\$ 35.44
After 6 Years	9	\$ 23.91	\$ 24.44	\$ 25.28	\$ 26.32	\$ 25.28	\$ 33.75
	8 LL	\$ 25.05	\$ 25.60	\$ 26.48	\$ 27.57	\$ 26.48	\$ 35.36
	8 L	\$ 23.91	\$ 24.44	\$ 25.28	\$ 26.32	\$ 25.28	\$ 33.75
After 5 Years	8	\$ 22.77	\$ 23.28	\$ 24.08	\$ 25.07	\$ 24.08	\$ 32.14
	7 LL	\$ 23.85	\$ 24.39	\$ 25.23	\$ 26.26	\$ 25.23	\$ 33.67
	7 L	\$ 22.77	\$ 23.28	\$ 24.08	\$ 25.07	\$ 24.08	\$ 32.14
After 4 Years	7	\$ 21.69	\$ 22.17	\$ 22.93	\$ 23.88	\$ 22.93	\$ 30.61
	6 LL	\$ 22.72	\$ 23.23	\$ 24.02	\$ 25.02	\$ 24.02	\$ 32.07
	6 L	\$ 21.69	\$ 22.17	\$ 22.93	\$ 23.88	\$ 22.93	\$ 30.61
After 3 Years	6	\$ 20.66	\$ 21.11	\$ 21.84	\$ 22.74	\$ 21.84	\$ 29.15
	5 LL	\$ 21.64	\$ 22.12	\$ 22.88	\$ 23.82	\$ 22.88	\$ 30.54
	5 L	\$ 20.66	\$ 21.11	\$ 21.84	\$ 22.74	\$ 21.84	\$ 29.15
After 2 Years	5	\$ 19.68	\$ 20.10	\$ 20.80	\$ 21.66	\$ 20.80	\$ 27.76
	4 LL	\$ 20.62	\$ 21.06	\$ 21.79	\$ 22.69	\$ 21.79	\$ 29.08
	4 L	\$ 19.68	\$ 20.10	\$ 20.80	\$ 21.66	\$ 20.80	\$ 27.76
After 1 Years	4	\$ 18.74	\$ 19.14	\$ 19.81	\$ 20.63	\$ 19.81	\$ 26.44
	3 LL	\$ 19.63	\$ 20.05	\$ 20.75	\$ 21.61	\$ 20.75	\$ 27.70
	3 L	\$ 18.74	\$ 19.14	\$ 19.81	\$ 20.63	\$ 19.81	\$ 26.44
After 6 Months	3	\$ 17.85	\$ 18.23	\$ 18.87	\$ 19.65	\$ 18.87	\$ 25.18
	2 LL	\$ 18.70	\$ 19.10	\$ 19.77	\$ 20.59	\$ 19.77	\$ 26.38
	2 L	\$ 17.85	\$ 18.23	\$ 18.87	\$ 19.65	\$ 18.87	\$ 25.18
Fully Qualified	2	\$ 17.00	\$ 17.36	\$ 17.97	\$ 18.71	\$ 17.97	\$ 23.98
	1 LL	\$ 17.81	\$ 18.19	\$ 18.83	\$ 19.60	\$ 18.83	\$ 25.12
	1 L	\$ 17.00	\$ 17.36	\$ 17.97	\$ 18.71	\$ 17.97	\$ 23.98
New Hire	1	\$ 16.19	\$ 16.53	\$ 17.11	\$ 17.82	\$ 17.11	\$ 22.84

Formula Used: Wage Scales are calculated as specified in 4. above

These pay tables will be incorporated into the SMART – PC MOU via an Appendix and referenced within Article 5.05.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND SMART FIXED ROUTE & PARACRUZ LOCAL 0023



2019 CONTRACT NEGOTIATIONS

Article 5.04 Longevity Bonus

- Effective June 21, 2012, and thereafter, METRO shall compensate employees with ten (10) years of continuous service with a 5% increase of the base salary.
- Effective December 20, 2012, and thereafter, METRO shall compensate employees with fifteen (15) years of continuous service with an additional 5% of base salary.
- For all employees hired after August 5, 2019, Metro shall compensate employees with their first longevity increase at fifteen (15) years of continuous service with an additional 5% of the base salary.
- For all employees hired after August 5, 2019, Metro shall compensate employees with twenty (20) years of continuous service with an additional 5% of the base salary.

Calculation Method:

Step 1: Calculate 5 % of the Base (Base Step x 0.05)

Step 2: Base Step + 5% of the Base (as calculated in Step 1) to calculate L (10 Years)

Step 3: Base Step + 2 x 5% of the Base (as calculated in Step 1) to calculate LL (15 Years)

Example:

Step 1: Base Rate = \$30.52; 5% of the Base Rate = $\$30.52 \times 0.05 = \1.53

Step 2: $\$30.52 + \$1.53 = \$32.05$ (9L)

Step 3: $\$30.52 + 2 \times \$1.53 = \$33.58$ (9LL)

This tentative agreement is entered into by the International Association of Sheet Metal, Air, Rail Transportation Workers (“SMART”) and the Santa Cruz Metropolitan Transit District on **September 5, 2019**, and is executed on behalf of the parties by the following signatories:

Santa Cruz Metropolitan Transit District

SMART—Local 0023

Patrick Glenn, Chief Negotiator

James Sandoval, General Chairperson

Date: 9-17-19

Date: 9-9-19

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AT BOARD MEETING -

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NEWS CLIPS

August 23, 2019 – September 27, 2019

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**SANTA CRUZ
COUNTY
ARTICLES**

Coast Lines

SANTA CRUZ

Metro seeks input on free fares for legally blind

Santa Cruz Metropolitan Transit District is accepting public comment on its proposal to offer free fares to individuals who are legally blind. The program is meant to address concerns raised regarding the operation of Santa Cruz METRO Ticket Vending Machines for customers with visual impairments. The program would remain in place until the machines can be replaced.

METRO is proposing a free fare program for customers who can provide medical certification that they are "legally blind." The program would be discontinued once METRO has the funding to replace its existing Ticket Vending Machines or substitute other new technologies in their place.

Legal blindness is a designation used by government agencies when evaluating who is eligible for certain disability and other benefits. Customers meeting this designation will be able to apply for a special pass that indicates to the bus operator that they may ride for free.

These passes will be available to qualifying customers, whether they are local to the Santa Cruz and the Bay Area, or visitors from other areas. No customer with a qualifying visual impairment is required to apply for the special pass to use METRO's transit service, as they may continue to purchase tickets from customer service representatives or use other available methods if they choose to pay for transit services on METRO.

Customers wishing to qualify would need to provide appropriate documentation to receive a special identification card indicating their eligibility to ride for free.

Customers interested in providing public comment on the program may email comments, attend an open house and provide comments in person or in writing, attend the public hearing to provide comments or leave comments by voicemail.

Open houses will be held from 8-9 a.m. and 4:30-5:30 p.m. Wednesday at 920 Pacific Ave. A public hearing will be held at 9 a.m. Sept. 27 at Santa Cruz City Hall, 809 Center St.

Leave comments on a voicemail at 831-420-2550 or at outreach@scmttd.com.

Santa Cruz Sentinel

Unions Celebrate Bargaining Successes

By: Nicholas Ibarra

September 2, 2019



Olga Fuentes, of Watsonville, hoists U.S., Mexico, UFW and Pride flags at a Labor Day picnic and rally in downtown Watsonville's Romo Park on Monday. (Nicholas Ibarra — Santa Cruz Sentinel)

WATSONVILLE — Continuing a Labor Day tradition, Monterey Bay unions rallied with supporters and elected officials Monday in downtown Watsonville.

More than a hundred people lined up at Romo Park, across from the Watsonville City Plaza, as elected officials helped heap their plates with hotdogs and other picnic fare beneath a clear, sunny sky.

The annual event is put on by the Monterey Bay Central Labor Council, which advocates on behalf of more than 80 unions with more than 37,000 members in Santa Cruz and Monterey counties. From Watsonville's

canning strikes in the 1980s to UFW activism a decade earlier, the two counties are steeped in a history of labor organizing and activism.

But Monday, labor leaders were focused on more recent events.

"We use today to just celebrate," said Cesar Lara, executive director of the Monterey Bay Central Labor Council. "I think we've had a long year at the federal level with President Trump, but locally we've been gaining."



Santa Cruz County Superintendent of Schools Faris Sabbah, left, serves food beside Sen. Bill Monning, center, and Rep. Jimmy Panetta, right, at a Labor Day rally and picnic in Watsonville's Romo Park on Monday. (Nicholas Ibarra — Santa Cruz Sentinel)

Lara cited bargaining successes on behalf of Monterey County employees and Santa Cruz METRO bus drivers, and said he is hopeful about ongoing negotiations and union-backed state legislation. "I think we're ready for a fight," he said.

A year after the Supreme Court's Janus ruling put an end to mandatory union dues for public-sector employees, Lara said membership is up and Monterey Bay's unions are stronger than ever.

“We showed that if we’re visible, and if we fight, we can fight for working families,” Lara said.

Monterey County workers represented by the SEIU Local 521 were celebrating a two-year contract deal reached with the county government Wednesday, which includes a 5% raise while maintaining health benefits.

“We showed our people that they’re worth something,” said Dee Guerrero, an eligibility supervisor at the county and a member of the union’s bargaining team. “The county fought hard not to give us a raise — I understand they’re paying for our health care, but you know, we need a little bit of something.”

Santa Cruz METRO finalized a three-year contract with its bus operators in August, ending months of negotiation that saw routes cut or delayed as drivers refused to take on overtime. But SEIU Local 521 has yet to reach a deal for a new contract for the transit agency’s office workers and mechanics.

“Morale is really low,” said Jane Ng, an IT technician at Santa Cruz METRO in attendance at the Labor Day rally.

“We’ve already given up so much — we’re paying more for health care, we’ve given up a lot of other concessions — and they’re not willing to budge,” she added.

Pajaro Valley Federation of Teachers President Nelly Vaquera-Boggs said the union is set to resume negotiations with Pajaro Valley Unified School District in September.

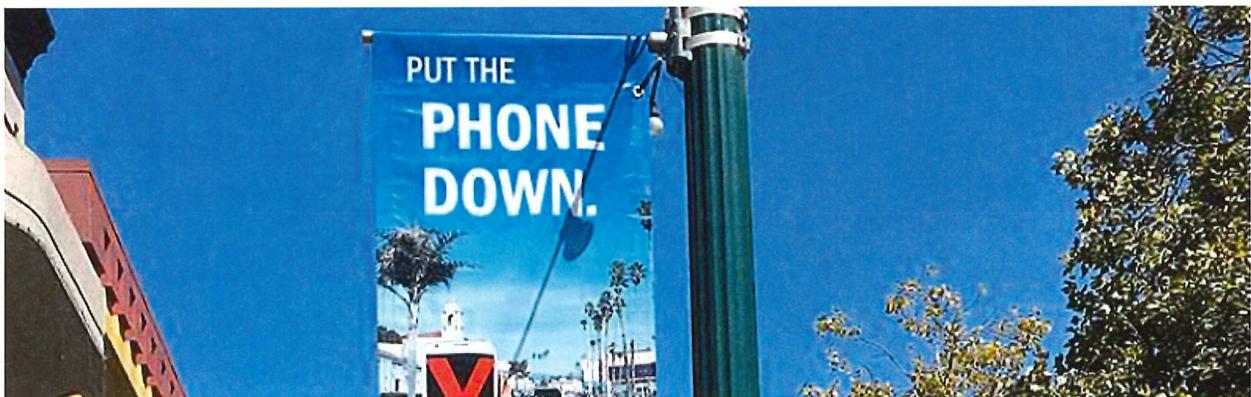
As in prior years, the Labor Day event attracted a long list of elected officials serving in federal, state and local offices.

Rep. Jimmy Panetta, D-Carmel Valley, and Sen. Bill Monning, D-Carmel, were spotted scooping beans onto attendees’ plates. Beside them Santa Cruz County Superintendent of Schools Faris Sabbah and Cabrillo College trustee Adam Spickler served cupcakes.

“It’s important (for unions) to see their elected officials show up and say ‘I’m making a commitment to you, it’s not just simply hot air,’” Spickler said.

Street Smarts Campaign Goes Countywide

By: Michael Oppenheimer on September 1, 2019



Building on a successful public safety campaign established by the City of Santa Cruz, a coalition of educational and local government partners is pleased to announce the expansion of the Street Smarts campaign throughout Santa Cruz County.

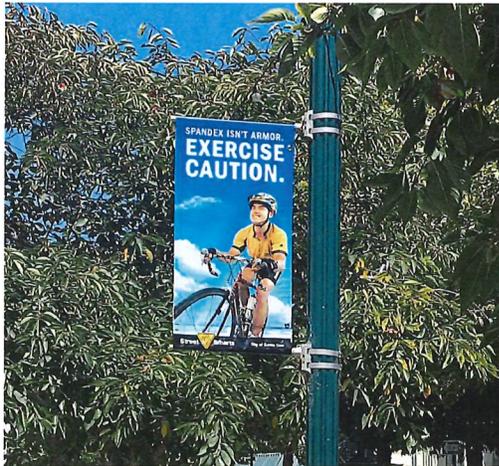
By raising awareness and promoting safe practices among drivers, cyclists and pedestrians, the Street Smarts campaign aims to reduce the number of traffic-related crashes and injuries throughout Santa Cruz County. Joining the City of Santa Cruz in the 2019 campaign are the County of Santa Cruz, the Santa Cruz County Office of Education and the cities of Watsonville, Scotts Valley and Capitola.

“The County is pleased to join this important effort to protect all users of our transportation network,” said Matt Machado, Santa Cruz County Public Works Director. “Whether in cities or in rural parts of the county, distractions imperil pedestrians, cyclists and motorists alike, and everyone deserve our respect and full attention.”

“As educators, the safety of our children is paramount to everything we do,” said Dr. Faris Sabbah, superintendent of the Santa Cruz County Office of

Education. “We are beyond pleased to join the Street Smarts campaign to complement our ongoing efforts to assure the safe passage to and from school for all of our children.”

While alternative transportation modes are popular throughout Santa Cruz County, more needs to be done to improve bicycle and pedestrian safety according to data from the California Office of Traffic Safety, with the County experiencing a high number of cyclist- and pedestrian-involved traffic collisions.



Street Smarts public education efforts target traffic-related problems that include unsafe speed and distracted driving. Pertinent messages are being posted on banners in front of City of Santa Cruz elementary and middle schools, followed by placement near Santa Cruz County schools.

The bilingual ad campaign includes awareness advertising within Santa Cruz Metro buses and on City of Santa Cruz vehicles. Street Smarts banners are also being installed on street poles in downtown Santa Cruz as well as along Water Street, Soquel Avenue and other locations.

Through a yearlong media campaign, messages are also being delivered in print and through radio broadcast and social media. UC Santa Cruz will continue delivering Street Smarts messaging to students, faculty and staff throughout their campus community.

Community partners also play important roles in supporting the Street Smarts mission. County Traffic Safety Coalition, Bike Santa Cruz County, Ecology Action, County Regional Transportation Commission, Santa Cruz Metro, Santa Cruz Police Department, Santa Cruz Neighbors and the Santa Cruz Warriors.

The PAJARONIAN
WEDNESDAY, SEPTEMBER 4, 2019

METRO Reaches Agreements With Two Unions

By: Tony Nuñez

Posted Aug 30, 2019



The 72/Hospital and the 69A/Capitola Road busses wait for departure from the Watsonville METRO station in Watsonville recently. — Tarmo Hannula/The Pajaronian

Third union still in contract negotiations

WATSONVILLE — Santa Cruz METRO and the union protecting the fixed-route bus operators on Aug. 23 finalized a three-year labor agreement that is expected to alleviate the recent uptick in delays and cancelations in the county's public transportation system.

Sheet Metal Air Rail Transportation (SMART) Local 23 ratified a modified labor agreement on Aug. 22, and METRO approved the union's proposal at a Board of Directors meeting the following day.

METRO initially proposed a tentative agreement earlier this month that included pay increases of 4, 3 and 2.25 percent over three years. That agreement, however, did not allow drivers to make double time on a seventh straight day of work, an aspect of the previous agreement that METRO representatives wanted to remove because of safety concerns, according to METRO Director of Marketing, Communications and Customer Service Jayme Ackemann.

Under the approved contract, drivers will continue to have the ability to make double time on the seventh day, but the first-year pay increase will instead be 2.8 percent — not the originally proposed 4 percent. The increases for years two and three remain the same.

“That double time on the seventh day was a big part of the negotiations,” said SMART Local 23 General Chairman James Sandoval. “That’s how most of our workers make enough money to live in this area.”

Sandoval said the wage increases were “fair,” but mentioned that some members of the union thought they should have held out for more after battling through four years of stagnant wages. But many daily bus routes were either delayed or outright canceled during the labor disputes, according to Sandoval, leaving members of the community that depend on Santa Cruz METRO without means of transportation.

“We felt like the members of the community were being left behind,” Sandoval said. “Many of the drivers were sad to see the community in that spot.”

Watsonville resident Rebecca Schiffrin said she relies on public transportation to get around town for appointments, and that the recent cancelations were a pain in her side. On Wednesday she said many of her usual routes were back on track.

“It’s huge for me and I think for several other people,” she said. “I’m very pleased that they’re back.”

The agreement comes weeks after METRO and ParaCruz agreed on a similar three-year contract.

METRO is still in contract negotiations with Service Employees International Union (SEIU) Local 521, which protects mechanics, accountants, customer service staff and other service staff.

Negotiations began in April, and METRO submitted its “last, best and final” offer to all three unions on Aug. 8.

METRO employee Michael Rios said 80 percent of the SEIU Local 521 membership voted against accepting the offer on Aug. 19.

“It was overwhelming,” Rios said. “We’d like to get back to the table with METRO and work toward something that’s fair.”

Rios said the current offer would freeze 47 percent of the union’s salary, and not give them a living wage increase. That offer, Rios said, was not operating in good faith considering the union gave back its 2 percent cost of living increase in 2015, when METRO was strapped financially.

Rios said the union was also instrumental in passing Measure D and SB1, both of which helped the public transportation system rebound.

“METRO has a healthy budget, they have the surplus,” Rios said. “The fact that they’re not willing to budge is disappointing.”

NEGOTIATIONS

Metro and Smart Local 23 union reach labor agreement

Metro still needs to reach an agreement with SEIU Local 521

By Elaine Ingalls
eingalls@santacruzsentinel.com
 @sentinel_elaine on Twitter

SANTA CRUZ » Smart Local 23, the union for Santa Cruz Metro's fixed route bus operators, finalized a labor contract Friday with Metro.

Sheet Metal Air Rail Transportation (SMART) Local 23, which serves fixed-route and ParaCruz drivers, ratified the agreement Thursday. Metro approved the agreement at a Board of Directors meeting Friday.

Prior to this ratification,

are paid time and a half for overtime but can make double time on the seventh day, according to Ackemann.

"Wage increases were fair," said James Sandoval, general chairman for Smart Local 23, adding that they could have been better, but drivers wanted to get back to work and were "sad seeing so many people left behind" whose bus never showed up or was late.

Fixed route bus operators have refused overtime on multiple occasions throughout labor negotiations. Drivers' latest refusal started Sunday and lasted until Friday, Sandoval said. Without drivers working overtime, routes have been cut or delayed. Metro CEO Alex Clifford released a letter to cus-

tomers Aug. 16 explaining and apologizing for service disruptions.

Smart Local 23 announced it was accepting overtime again after the Board of Directors' decision was made, Sandoval said.

A separate labor contract is needed for fixed route and ParaCruz operators. ParaCruz ratified its labor agreement with Metro earlier this month.

Metro still needs to reach an agreement with Service Employees International Union Local 521. SEIU Local 521 serves mechanics, accountants, customer service staff and other service staff.

Contact reporter Elaine Ingalls at 831-706-3253.

Other Transit Related Articles

METRO

Top 100 Bus Fleets Survey: Transit Works To Boost Ridership, Services

By: Alex Roman

September 17, 2019



With a total of 438 vehicles, Ontario, Canada's Brampton Transit comes in at No. 48 in this year's Top 100.
Christina DeMelo_Brampton Transit

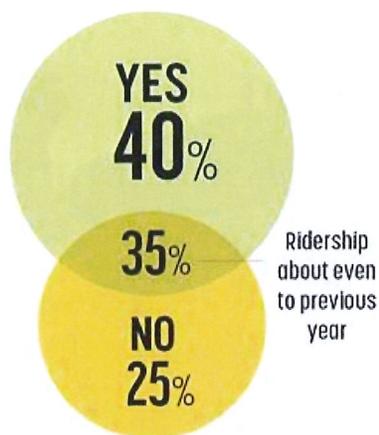
With 40% of public transit agencies experiencing issues with boosting ridership, many are taking a more multimodal approach, according to respondents to **METRO**'s 2019 Top 100 Bus Fleets survey.

To deal with those ridership issues, agencies including San Antonio's VIA Metropolitan Transit (No. 35) and Austin, Texas' Capital Metro (No. 40) are revamping services to increase frequencies in busy corridors, boosting or even creating services in new job centers or new housing developments, or decreasing services in areas where ridership is low.

In San Antonio, the introduction of new high-frequency services over the last year or so have resulted in 20% to 25% ridership increases, while revamping services in Austin resulted in ridership increases in 11 of the network's first 12 months, culminating in a better than 11% increase between May 2018 and May 2019.

Another solution to help boost ridership are on-demand and microtransit services, which are being used in areas where ridership is low, to help solve the first-, last-mile issue, or to increase options for paratransit clientele.

Are you experiencing ridership issues?



Overall, 40% of this year's respondents say they are experiencing ridership issues, with 35% reporting that ridership is about even. Of note, none of the Canadian agencies that responded to the survey reported that they were experiencing ridership issues.

In California, the Orange County Transportation Authority (No. 26) launched microtransit services in two zones as part of its OC Bus 360 program, which was designed to look for ways to address ridership decline and stabilize it or get it trending up.

The OC Flex microtransit service uses wheelchair-accessible shuttles, which are each capable of holding up to eight passengers, to provide on-demand service that takes passengers curb-to-curb within the two designated zones for \$4.50 using the mobile app, or \$5 cash on board. An

OCTA pass gives customers unlimited daily rides in either of the zones and on any OC Bus fixed-route for the day.

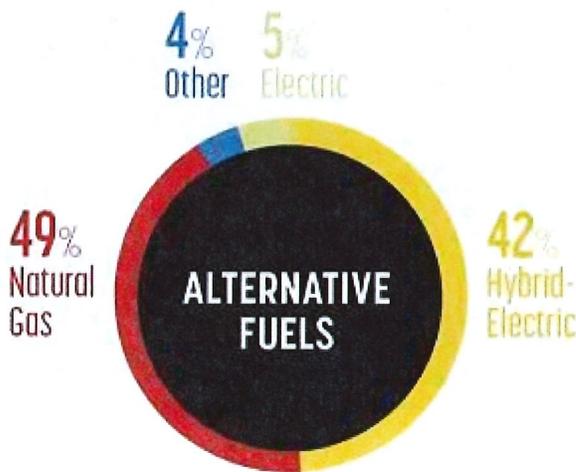
The service also enables Metrolink and Amtrak commuter rail pass holders to use the service as a first-mile, last-mile option to and from train stations for free.

Other transit agencies that have explored microtransit services include the Sacramento Regional Transit District (No. 89), the Central Ohio Transit Authority (No. 52), and Denver's Regional Transportation District (No. 12).

To alleviate costs while also supplying better flexibility to paratransit customers, transit agencies are also partnering with transportation network companies (TNCs) to provide wheelchair-accessible on-demand transportation services.

In Boston, the Massachusetts Bay Transportation Authority (No. 20) has been partnering with Lyft and Uber since 2016, and this year launched a pilot program enabling paratransit customers who use wheelchairs and other devices to begin taking trips using the ride-hailing services.

Alternative Fuels



Natural gas remains the environmentally-friendly fuel of choice, followed closely by hybrid-electric vehicles. Still cited as the most popular future environmental solution is all-electric buses, which also grew to 5% of the total alternative-propulsion mix. Other fuel types, including biodiesel, propane, and hydrogen, collectively make up 4% of the total.

As part of the one-year pilot program, Uber and Lyft receive a subsidy on a per-hour basis for every hour that wheelchair-accessible vehicles are available for use. The per-trip fee assessed through the 2016 Act

Regulating TNCs are being used to reimburse participating TNCs in exchange for providing on-demand wheelchair-accessible vehicles within The RIDE paratransit service area. It was estimated the subsidy would cover approximately 50% of actual WAV supply cost with TNCs contributing the remainder.

Other ways transit agencies are trying to help boost ridership and mobility, include launching bike-share, scooter, ride-share, and car-share programs; piloting autonomous vehicles; and offering low-income fare programs.



The usage of battery-electric buses continues to grow, particularly in California where agencies like BBB have set aggressive zero-emission goals.

Big Blue Bus

Challenges and Tech

In addition to ridership issues, 67% of transit agencies are reporting they are having issues attracting talent, particularly bus operators and maintenance staff.

Some transit agencies report they are tackling the challenge by focusing on retention, including taking measures to improve quality of life and work-life balance for its employees. Other measures include offering sign-on, referral, and/or retention bonuses at certain employment milestones in their efforts to maintain high-quality staff. Additional retention-focused measures include providing better training, instituting internal workforce development programs, and improving the on-boarding process.

To actually attract talent, a few agencies are employing HR staff devoted to recruiting, while an overwhelming amount of agencies report they have increased their advertising and marketing for available positions. However, the types of outreach vary and include everything from attending career fairs and hosting open houses to recruiting via social media and through partnerships with local colleges and vocational schools.

Transit agencies have also taken to advertising on its vehicles and at bus stops and bus shelters for the first time, as well as posting job openings across numerous websites and in multiple cities.

Fleet Mix

71%
35 ft. and over
(48,614)

19%
Under 35 ft.
(13,344)

10%
Artic
(7,152)

Buses 35-feet and over remain the most popular choice, with 48,614 total buses, followed by buses 35-feet and under and articulated vehicles, with 13,344 and 7,152, respectively.

Outside of optimizing its bus services and focusing on a more multimodal mobility solution, transit agencies are also adding new technologies to enhance the rider experience and to increase efficiencies.

On that note, the implementation of CAD/AVL systems continues to grow across the industry, as transit agencies focus on providing improved real-time bus arrival information via its apps and websites.

With that, transit agencies including Louisville, Ky.'s Transit Authority of River City (No. 87) are building more efficient mobile apps that help riders plan their commutes with the potential to use multiple modes of transportation, as well as pay for their entire commute via one app.

TARC partnered with ZED Digital to launch the app in May, which enables customers to seamlessly plan trips across multiple modes of travel, including TARC, Uber, Lyft, Bird Scooters, and LouVelo Bike Share. The next phase of the platform includes real-time parking availability and an added integrated payment solution allowing customers to pay for their full trip, across all platforms from within the TARC app.

Other popular technologies being implemented by transit agencies, include upgrades to radio, scheduling, and transit management systems; increased implementation of surveillance cameras; and improved signage at bus stops and shelters. To enhance safety, a few agencies reported the installation of pedestrian warning/collision avoidance systems and the implementation of driver safety shields to better protect bus operators.



Agencies continue to revamp services to better serve ridership.
MBTA

The Numbers

The Metropolitan Transportation Authority's (MTA) New York City Transit/MTA Bus Co. tops this year's list with 5,825 total vehicles. The rest of this year's top five remains status quo compared to last year, with New Jersey Transit (3,003), L.A. Metro (2,320), Chicago's Pace Suburban Bus (2,129), and Coast Mountain Bus Co. (1,943) all maintaining their positions. Collectively, the top five totals 15,220 vehicles, or 22% of this year's overall 69,281 vehicles.

With 416 total vehicles, West Palm Beach, Fla.'s Palm Tran lands right in the center of the list at No. 50, while Oceanside, Calif.'s North County Transit District rounds out the Top 100 with 182 total vehicles.

A closer look at the numbers reveals 48,614 buses are 35 feet or longer, making up 71% of the total vehicles reported, with 13,344, or 19%, of vehicles 35 feet and under.

Are you having trouble finding staff, including bus operators and maintenance professionals?

67% YES

33% NO

Overall, this year's respondents report that they intend to, or have on order about 4,000 vehicles in the next year. A good number of those planned purchases include electric buses, though still on a somewhat smaller scale. When asked who those new purchases will be with, New Flyer, Gillig, BYD, and Proterra were the suppliers most mentioned.

9/10/2019

APTA Nominates Fernandez, Nelson As Board Officers



Nuria Fernandez, general manager and chief executive officer of the Santa Clara Valley Transportation Authority. Photo – APTA

The American Public Transportation Association (APTA) Nominating Committee last week selected Nuria Fernandez to serve as the board's chair and Jeffrey Nelson to serve as vice chair.

General manager and chief executive officer of the Santa Clara Valley Transportation Authority in San Jose, California, Fernandez previously was APTA's vice chair. Nelson is a former member of the APTA Executive Committee and general manager of the Rock Island County Metropolitan Mass Transit District in Moline, Illinois.

Freddie Fuller, vice president of electronic payment systems for Jacobs Engineering Group, will remain secretary-treasurer. This year's chair, David Stackrow, who's board treasurer of the Capital District Transportation Authority in Albany, New York, will serve as the immediate past chair.

The committee also nominated three members-at-large for a three-year term on the Executive Committee: Thomas Waldron, senior VP of HDR, as a business board member-at-large; Michele Wong Krause, secretary of the Dallas Area Rapid Transit, as a transit board member-at-large; and Henry Li, general manager and CEO of the Sacramento Regional Transit District, at-large.

In addition, the committee nominated the following board members to three-year terms:

- Dorval Carter, president of the Chicago Transit Authority;
- Kimberly Dunham, executive director of the Greater New Haven Transit District;
- Inez Evans, president and CEO of IndyGo;
- Arezou Jolly, vice chair of the Jacksonville Transportation Authority;
- Bacarra Sanderson Mauldin, executive director of ClasTran;
- Natalie Cornell, director of business development for LTK Engineering Services;
- Jack Martinson, Alstom VP and customer director; and
- Jose Bustamante, VP of STV Inc. national business development in the transportation and infrastructure division.

APTA members will vote on the 2019-2020 slate of officers Oct. 12 during the 2019 TRANSform Conference.

MASS TRANSIT

Santa Clara VTA To Receive \$125 Million For BART Silicon Valley Phase II Through Pilot Federal Program

The funding is the first to be allocated through the Expedited Project Delivery Program aimed at faster delivery of new transit capital projects where the federal government's share is under 25 percent.

Mischa Wanek-Libman

August 29, 2019



Federal Transit Administration

The federal government has allocated \$125 million to the Santa Clara Valley Transportation Authority (VTA) for the Bay Area Rapid Transit (BART) Silicon Valley Phase II project. The project was [selected in June](#) as the first to enter the Federal Transit Administration's (FTA) Expedited Project Delivery pilot program.

The funding is contingent on Santa Clara VTA meeting all program requirements needed to proceed to a construction grant agreement. Santa Clara VTA must secure funding through non-federal contributions for at

least 75 percent of the project. These non-federal funds can consist of local, state and/or public-private partnership money. The \$5.81-billion BART Silicon Valley Phase II project is being funded in part by two Santa Clara County voter-approved measures, 2000 Measure A and 2016 Measure B, as well as SB 1, which is a 2017 state law that provides \$5.4 billion annually to transportation improvements for 10 years.

Once the funding threshold is met, FTA will expedite the review and evaluation of application materials under a streamlined review process as authorized by the Fixing America's Surface Transportation (FAST) Act. Santa Clara VTA estimates that the streamlined project delivery promised in the Expedited Project Delivery Program will allow it to fast track its funding process by more than 14 months.

"This administration is focused on expediting infrastructure projects and is providing \$125 million for expansion of BART so that area residents can benefit from these improvements as quickly as possible," said U.S. Secretary of Transportation Elaine L. Chao.

FTA explains that by encouraging innovative partnerships and funding from a variety of sources, projects can be completed more quickly, making better use of taxpayer dollars and bringing new transit service to growing communities.

"We are pleased to announce this \$125 million funding allocation to VTA for the second phase of the BART extension, and to work with VTA as part of FTA's Expedited Project Delivery Pilot Program, an initiative aimed at streamlining the delivery of transit projects," said FTA Acting Administrator Williams.

The BART Silicon Valley Phase II project is a 6.5-mile extension of the BART system from the Berryessa Station through downtown San Jose to the City of Santa Clara. The total estimated project cost is \$5.58 billion and VTA has requested \$1.395 billion in federal funding through FTA's Pilot Program.

Federal Transit Administration

U.S. Department of Transportation Announces \$125 Million Funding Allocation to Santa Clara VTA for BART Silicon Valley Phase 2 Project

8/28/2019

Project is part of FTA's Expedited Project Delivery Pilot Program

SAN JOSE, Calif. – The U.S. Department of Transportation's Federal Transit Administration (FTA) Acting Administrator K. Jane Williams today announced the allocation of \$125 million to the Santa Clara Valley Transportation Authority (VTA) for the Bay Area Rapid Transit (BART) Silicon Valley Phase II project. This is the first project to receive a funding allocation under FTA's Expedited Project Delivery Pilot Program.

FTA Acting Administrator Williams was joined by VTA General Manager Nuria Fernandez at an event in San Jose where she made the announcement.

"This Administration is focused on expediting infrastructure projects and is providing \$125 million for expansion of BART (Bay Area Rapid Transit system) so that area residents can benefit from these improvements as quickly as possible," said U.S. Secretary of Transportation Elaine L. Chao.

FTA's Expedited Project Delivery Pilot Program streamlines project delivery of new transit infrastructure that meets program requirements. By encouraging innovative partnerships and funding from a variety of sources, projects can be completed more quickly, making better use of taxpayer dollars and bringing new transit service to growing communities.

"We are pleased to announce this \$125 million funding allocation to VTA for the second phase of the BART extension, and to work with VTA as part of FTA's Expedited Project Delivery Pilot Program, an initiative aimed at streamlining the delivery of transit projects," said FTA Acting Administrator Williams.

To receive funding under the pilot program, Santa Clara VTA must fund at least 75 percent of the project cost through local, state and other non-

federal contributions, including a public-private partnership. In turn, FTA will expedite the review and evaluation of application materials under a streamlined review process as authorized by law.

The BART Silicon Valley Phase II project is a 6.5-mile extension of the BART system from the Berryessa Station through downtown San Jose to the City of Santa Clara. The total estimated project cost is \$5.58 billion and VTA has requested \$1.395 billion in federal funding through FTA's Pilot Program.

The funding allocation announced today will be awarded to VTA once it meets all program requirements needed to proceed to a construction grant agreement.

Since January 20, 2017, this Administration, through the FTA, has invested \$9.02 billion in funding commitments to support the nation's transit infrastructure.

Driver Shortages Causing Transit Delays Nationwide

St. Louis commuters put up with extensive wait times during rush hour last week — they haven't been the only ones.

By: Aaron Short

Aug 27, 2019



A nationwide bus worker shortage has led to delays in St. Louis and other cities this year.

The next time you find yourself waiting for a bus that's consistently late, consider that it's not just because of heavy traffic, it could be part of a driver shortage that's roiling commutes nationwide.

Last week, St. Louis residents unexpectedly encountered long wait times and reduced transit service during the morning and evening rush hours as well as the elimination of a bus route to Busch Stadium because there weren't enough operators to run trains and buses.

MetroLink, which runs St. Louis's 83 bus routes and 46 miles of light rail, blamed an "unusually high number of operators calling off work" that

Monday. Transit union leaders said Metro simply hasn't hired enough workers to run its system.

"Our job is a hard job ... and just the level of expectations that they put on the drivers, and the lack of support that they give the drivers, make it a very frustrating situation for our operators," Catina Wilson, vice president of Amalgamated Transit Union Local 788, told St. Louis Public Radio.

"We're working 10-hour days — we're driving 10 hours — held on duty, some of us, for 15 hours a day," she continued. "This is what it's taking to keep transit running, and our members are doing it every day. And what happened on Monday ... this was just people saying, 'OK, we've talked to you about it. We've asked you to give us the respect we deserve. We've asked you to give us the necessary tools we need to do the job. We've asked you to keep not only us but the public safe.'"

A spokeswoman for Metro backed away from blaming workers, telling St. Louis Public Radio that the transit authority was close to ratifying a new contract with its employees and "works to avoid conflicts with the labor unions that represent our team members.

"We want to work with them to support our workforce," the spokeswoman added.

Conflicts between transit agencies and their workers' unions are nothing new. But a labor shortage combined with the fiscal limitations of transit systems trying to expand service with fewer federal and state dollars has the effect of unpredictable delays on top of consistently underperforming service.

"One of the biggest reasons for the shortage is lack of pay and quality benefits, which has led many bus drivers to take the job and then quitting after finding a better job," said Amalgamated Transit Union spokesman David Roscow. "This is also a reflection of transit agencies cutting budgets."

Thanks to the labor shortage, bus service has been struggling in Denver, San Francisco, Miami, Omaha, Nebraska, Minneapolis, Toledo, OH, and northern New Jersey, drivers and union leaders told Streetsblog.

In the Denver-Boulder-Aurora area, the Regional Transportation District has 188 open bus and rail positions — and the system's 1,661 drivers cover the deficit by working extra shifts at least six days a week.

Krista Dalton, 57, told Streetsblog Denver she's up before 5 a.m. to drive from Colorado Springs to her Denver bus yard and works until after 7:30 p.m., all for a job that pays \$18 per hour. She drives to help her adult daughter.

"I'm the provider," she said. "There's no way, even in Colorado Springs, she could afford a one bedroom apartment, groceries, gas, insurance, car payment and day care. There's no way."

The low pay has discouraged prospective drivers from signing up in Miami, where starting salaries are between \$16 and \$18 per hour according to union reps, and in northern New Jersey, where union leaders and the transit system increased starting salaries from \$16.90 to over \$20 and added a \$6,000 signing bonus to attract more workers.

Before Gov. Phil Murphy took office last year, the system was short 800 drivers, although the salary boost helped officials ramp up hiring. NJ Transit has added about 200 new bus operators since then, union reps say.

"There aren't too many people who want to get into this occupation anymore," said Ray Greaves, state council chairman of the Amalgamated Transit Union in New Jersey. "Bus operators work crazy hours, split shifts, work 15-16 hour days. It's not an attractive job to begin with hours and days off and sometimes pay isn't so good starting out."

Greaves said driver shortages in New Jersey have resulted in severe delays on buses from Hudson, Bergen, Union, and Essex counties that terminate in Manhattan, particularly the 126 line from Hoboken.

"We have issues with a lot of our New York runs where there's higher demand for commuters going into Manhattan from New Jersey," he said. "Usually, morning rush and evening rush during the week are usually the times where service suffers the most because of the shortages."

San Francisco has faced even more maddening delays. Worker shortages are causes some buses to arrive once every 45 minutes to an hour instead of once every 10 to 15 minutes during peak travel times, union reps say.

Its Muni transit system has struggled to attract workers who can afford to live in the Bay Area even though starting salaries increased from \$22 per hour to \$26 per hour in July and top salaries are around \$37 per hour.

With housing out of their price range, a lot of drivers work six to seven days a week and live 90 minutes to two hours away in places like Sacramento, Modesto, Stockton, and Patterson. Some even drive part-time for ride hail companies to supplement their income.

“We have a lot of people who don’t live here, it’s becoming Manhattan West,” said Terrence Hall, Secretary-Treasurer of the Transport Workers Union-250A. “Even \$37 is not enough to try to purchase a home. Everybody lives across the bay.”

Hall wants San Francisco to consider transportation workers an essential part of the region’s economy — and provide affordable housing for them to lessen their backbreaking commutes.

In San Francisco they’re talking about giving \$10 million to try to make housing for teachers,” Hall said. “We’d like the same for our operators so people can live closer to their jobs.”

North Bay Rail Hurting For Revenue

To keep SMART train going, voters must extend tax

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By: Rachel Swan



Photos by Paul Kuroda / Special to The Chronicle

Left: SMART conductor Scott Mitchell scans cards from Leah Oba (left), Jill Cornejo, Stephanie Stenmark and Sally Blackwood in Santa Rosa. Middle left: A SMART train arrives at the Downtown Santa Rosa Station. Bottom left: Shaun Ralston takes a bus from the San Rafael Transit Center.

Getting to work is an odyssey for Shaun Ralston.

It starts at 6:10 a.m., when he mounts a bike outside his granny flat in Santa Rosa and rides 2 miles to the SMART train station. He boards a train as the first pink sunlight washes over the clouds, rides down to San Rafael, and transfers to a bus that crosses the Golden Gate Bridge and glides into San Francisco's Financial District around 8 a.m.

One trip, three modes, two transfers. But before the train started rolling two years ago, Ralston drove or rode a bus along the painfully sluggish lanes of Highway 101. He said the SMART train, which is now dogged by financial trouble, has changed his life.

“It’s just so much better than bumpertobumper traffic,” he said, sitting with his laptop on the train, as the green hills of Sonoma and Marin streaked by. He’s looking forward to the

opening of a new station near the Larkspur ferry terminal in December, a hardfought victory that will bring North Bay commuters one step closer to San Francisco.

The \$600 million SonomaMarin Area Rail Transit line, envisioned as a fastmoving alternative to the traffic on Highway 101, is struggling with mounting costs and a dearth of sales tax revenue. Unlike BART, it’s a small, boutique service with no rushhour crowds. But those charms also create a quandary for the system as it tries to develop a ridership base.

SMART will deplete its funding reserves by 2024 if voters don’t renew a quartercent sales tax to keep the trains running. Its fare box recovery rate — the amount of revenue divided by the operating costs — is 10%, far lower than BART’s rate of 73% or Caltrain’s rate of 66%.

The system’s top official is relentlessly optimistic, characterizing SMART as a nimble startup that’s enjoyed some early success: This month it beefed up some trains from two to three cars, while clinching an Excellence in Transportation award from the state, and it’s on the verge of opening the new Larkspur station.

Eventually the railroad’s board of directors and managers want to grow east along Highway 37 to connect with Amtrak’s Capitol Corridor in Solano County. For now, though, they have a more immediate need: passing a March 2020 ballot measure to extend the sales tax and prevent service cuts. The board would have to approve the measure this fall to put it before voters.

“Look, BART is 47 years old; Caltrain is 150 years old,” said General Manager Farhad Mansourian. “We’re 2 years old. We’re only getting cuter and bigger and better.”

SMART has always specialized in “the art of the possible,” said Jeffrey Tumlin, a principal at the San Francisco transportation consulting firm Nelson\Nygaard. Funded with a quartercent sales tax that began in 2009, it sought to build a 70-mile track from Cloverdale to Larkspur, with a bicycle pathway linking stations.

It used a railroad that already existed, though the tracks lay dilapidated after Northwestern Pacific stopped transporting passengers 60 years ago. The railway lured in a few companies and generated three transitoriented development projects in Rohnert Park, Petaluma and Santa Rosa, setting off a new pattern of land use in the sprawling North Bay.

Even so, SMART lays bare the conundrum of building rail in the Bay Area, particularly in the rural, sparsely populated towns and suburbs of Marin and Sonoma counties.

It’s a bigger, riskier investment than a wellrun bus system, which could accomplish the same goal of relieving congestion and getting people onto mass transit at a much lower price. Yet taxpayers are more inclined to fund trains than buses, and rail is better at initiating new development than any other form of transportation, if cities are willing to rezone the land.

Whether SMART will reap those benefits is unclear. The train, while appealing to Wine Country tourists and commuters who want to escape choked freeways, is also hobbled by its design. It doesn’t run through a major job center or connect directly to San Francisco; anyone traveling across the bay might have to make two or three transfers.

About 2,800 people ride the train each weekday, in line with projections, Mansourian said, but nowhere near the 400,000 passengers that BART serves. SMART aspires to be a robust commuter rail but at this point runs small trains with big gaps in service. Its scenic route — past barns, through hills and over wetlands, with not an apartment building or office tower in sight — illustrates a key challenge for the rail system.

Still, it beats driving, said passengers who boarded the train in downtown Santa Rosa at 6:31 a.m. Tuesday.

“I do the drive on 101 too, which is enough to rip anyone’s hair out,” said Kathleen Borie, a finance worker who rides the train a couple times a month from her home in Santa Rosa to an office in San Francisco.

Like other passengers, she praises the amenities: upholstered seats, luggage racks, a coffee bar and WiFi. Some segments of the railroad run directly parallel to Highway 101, including an agonizing stretch called the MarinSonoma Narrows, where the freeway shrinks from four lanes to two. Widening projects have been under way for years and aren't expected to be finished until 2023. When SMART riders see the Narrows whoosh by through their windows, they often clap.

"For people who no longer have to sit in their car for two hours at the Narrows, it really is a worldclass system," said Shirlee Zane, a SMART board director and Sonoma County supervisor.

But the railway hit problems almost immediately. First came the economic recession beginning in 2007, which caused sales tax revenue to dip. Construction costs soared. The agency's expenses outstripped its revenue from year to year, and officials began chewing up reserve funds to fill the gap. SMART had placed a 2029 expiration date on the sales tax to make it more palatable to voters, but now officials say that ending the tax after 20 years was never a viable plan.

So, SMART is touting a new one: Renew the sales tax, refinance the debt and save about \$12 million a year. Rail officials would leverage their sales tax earnings to get state, federal and regional grants. They managed to bring in \$300 million that way during the first phase of the buildout, doubling the railroad's sales tax revenue.

There is no guarantee that voters will extend the sales tax. They defeated it before — the measure lost in 2006 before achieving the two-thirds threshold in 2008 — and this time, it may wind up on the ballot alongside a separate sales tax in Sonoma County for fire prevention.

Sales taxes are the lifeblood of public transportation in the Bay Area. Even if SMART were to raise fares and cut service, it would "unequivocally" have to shut down if the tax expires in 2029, said Randy Rentschler, legislative director of the Metropolitan Transportation Commission.

Mansourian won't even acknowledge that possibility.

"There is no mode of transportation that doesn't require some kind of tax," he said. "We have a quartercent sales tax, and we're not going to increase it. We're only asking voters to extend it."

Mansourian and other officials are already thinking about the next expansion for SMART: new stations north of Santa Rosa in Windsor, the Wine Country capital of Healdsburg and Cloverdale. Every addition is transformative for commuters like Ralston, who sat in a traffic jam Tuesday, right where 101 dipped into San Francisco. It was the last leg of his journey.

“This is why I don’t like driving to San Francisco,” he said, sighing. “No matter what mode of wheeled transportation you take, you’re stuck in this.”