

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

BOARD OF DIRECTORS REGULAR MEETING AGENDA AUGUST 10, 2001 (Second Friday of Each Month) SCMTD ENCINAL CONFERENCE ROOM *370 ENCINAL STREET, SUITE 100* SANTA CRUZ, CALIFORNIA

SECTION I: OPEN SESSION - 9:00 a.m.

1. ROLL CALL
2. ORAL AND WRITTEN COMMUNICATION
 - a. Laura Scribner, City of Santa Cruz RE: July 4th Service
 - b. Gail Baker RE: Bus Operator Dennis Baldwin
 - c. Roberta Fama RE: Hwy. 17 Express
3. LABOR ORGANIZATION COMMUNICATIONS
4. METRO USERS GROUP (MUG) COMMUNICATIONS
5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS
6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA

- 7-1. APPROVE REGULAR BOARD MEETING MINUTES OF 7/13/01 AND 7/20/01
Minutes: Attached
- 7-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS
Report: Attached
- 7-3. CONSIDERATION OF TORT CLAIMS: Deny the claim of: Erdem Esengil
Claim: Attached
- 7-4. ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING OF 7/19/01
Minutes: To be included in the Add-On Packet
- 7-5. ACCEPT AND FILE MINUTES OF MUG COMMITTEE MEETING OF 7/18/01
Minutes: Attached
- 7-6. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR JUNE 2001,
APPROVAL OF BUDGET TRANSFERS AND DESIGNATION OF EXCESS SALES
TAX FUNDS IN THE AMOUNT OF \$225,000 FOR LIABILITY INSURANCE

* Please note: Location of Meeting Place

RESERVES, \$440,000 FOR WORKERS' COMPENSATION RESERVES, \$100,000 FOR BUS STOP IMPROVEMENT RESERVES, \$462,000 FOR ALTERNATIVE FUEL CONVERSION FUND AND THE REMAINDER FOR CAPITAL RESERVES IN THE ESTIMATED AMOUNT OF \$1,800,000; AND ADOPTION OF SCHEDULE OF RESERVE ACCOUNTS

Staff Report: Attached

7-7. CONSIDERATION OF APPROVAL OF RESPONSES TO TRIENNIAL PERFORMANCE AUDIT

Staff Report: Attached

7-8. ACCEPT AND FILE STATUS REPORT ON ADA PARATRANSIT PROGRAM FOR JUNE 2001

Staff Report: Attached

7-9. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR JUNE 2001

Staff Report: To be included in the Add-On Packet

7-10. ACCEPT AND FILE JULY RIDERSHIP REPORT

Staff Report: Attached

7-11. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE STATUS REPORT

Staff Report: Attached

7-12. ACCEPT AND FILE STATUS REPORT ON BUS STOP AND SHELTER MAINTENANCE

Staff Report: Attached

7-13. ACCEPT AND FILE THE URBANIZED AREA FORMULA PROGRAM AND THE NEEDS OF SMALL TRANSIT INTENSIVE CITIES STUDY AND APPROVE A LEGISLATIVE POSITION IN SUPPORT OF ITS FINDINGS

Staff Report: Attached

7-14. ACCEPT AND FILE STATUS REPORT ON THE INVESTIGATION OF BIODIESEL AS AN INTERIM FUEL

Staff Report: Attached

REGULAR AGENDA

8. CONSIDERATION OF DISTRICT POSITION ON ELIMINATION OF CITY OF SANTA CRUZ BEACH SHUTTLE/BUS LANE

Presented by: Mark Dorfman, Assistant General Manager

Staff Report: Attached

9. CONSIDERATION OF ADDITIONAL SERVICE TO THE SANTA CRUZ COUNTY FAIR
Presented by: Kim Chin, Planning and Marketing Manager
Prepared by: Linda Fry, Service Planning Supervisor
Staff Report: Attached
ACTION REQUIRED AT THE AUGUST 10, 2001 BOARD MEETING
10. CONSIDERATION OF ADDITIONAL SERVICE TO THE BEACHFEST EVENT
Presented by: Bryant Baehr, Operations Manager
Staff Report: Attached
11. CONSIDERATION OF ALTERNATE MEETING LOCATIONS AND NIGHT MEETINGS FOR THE REGULAR BOARD MEETING
Presented by: Margaret Gallagher, District Counsel
Staff Report: Attached
12. CONSIDERATION OF SHUTTLE SERVICE FOR THE CITY OF CAPITOLA ART AND WINE FESTIVAL
Presented by: Mark Dorfman, Assistant General Manager
Staff Report: Attached
13. CONSIDERATION OF AMENDING THE TERM OF THE CONTRACT FOR PAIGE'S SECURITY SERVICES
Presented by: Tom Stickel, Fleet Maintenance Manager
Staff Report: Attached
14. CONSIDERATION OF ISSUES RELATING TO THE SERVICE AREA SERVED BY ADA PARATRANSIT
Presented by: Kim Chin, Planning and Marketing Manager
Staff Report: Attached
15. CONSIDERATION OF ISSUES RELATING TO THE PARATRANSIT CUSTOMER'S GUIDE/POLICIES AND PROCEDURES FOR PARATRANSIT OPERATIONS
Presented by: Kim Chin, Planning and Marketing Manager
Staff Report: Attached

ADJOURN

NOTICE TO PUBLIC

Members of the public may address the Board of Directors on a topic not on the agenda but within the jurisdiction of the Board of Directors or on the consent agenda by approaching the Board during consideration of Agenda Item #2 "Oral and Written Communications", under Section I. Presentations will be limited in time in accordance with District Resolution 69-2-1. Members of the public may address the Board of Directors on a topic on the agenda by approaching the Board immediately after presentation of the staff report but before the Board

Regular Board Meeting Agenda

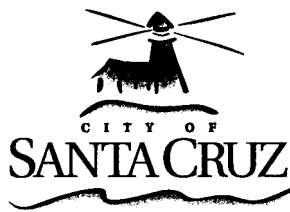
August 10, 2001

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of Directors' deliberation on the topic to be addressed. Presentations will be limited in time in accordance with District Resolution 69-2-1.

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.

The Santa Cruz Metropolitan Transit District does not discriminate on the basis of disability. The Encinal Conference Room is located in an accessible facility. If you wish to attend this meeting and require special assistance in order to participate, please contact Dale Carr at 426-6080 at least 72 hours in advance of the Board of Directors meeting.



LOUDEN NELSON COMMUNITY CENTER
301 Center Street, Santa Cruz, CA 95060 . 831 420-6177 . www.nelsoncenter.com

7/16/01

Sheryl Ainsworth, Chair
SCMTD Board of Directors
370 Encinal Suite 100
Santa Cruz, CA 95060

Dear Chairperson Ainsworth;

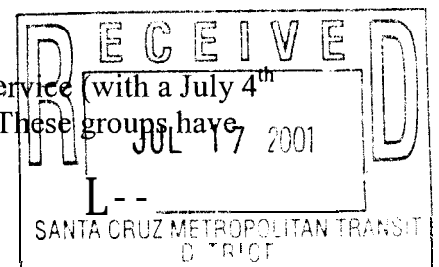
I am writing to thank you, as well as the rest of the Board of Directors, and staff, of the SCMTD, for the bus service that ran on the July 4th. Although the service was quite limited, and as such, was marginally successful, I know that it made a difference to those seniors who were able to use it to attend the Annual July 4th Senior BBQ (see attached signatures). Hopefully for others, as well.

Determining the best possible routing for 3 buses to serve the entire county, as well as conveying that service information to the public required considerable staff time and thought, on top of the dollars allocated to pay for it. I had the opportunity to work with several district staff in this process and would especially like to thank them (Kathy O'Mara, Ian McFadden, Steve Paulson, Eileen Hiltner, Bryant Baehr and Kim Chin) and others I may not be aware of. I would also like to commend the over and above efforts of operators Miguel Urizarri, Ron Dean and Oscar Andrade, and Supervisor John Perez, who provided service on the 4th. It was particularly heartwarming to see the concern Mr. Urizarri showed for his passengers as he conversed with them in both Spanish and English to insure that no one was left stranded before departing from Harvey West for the only return trip to Watsonville.

I continue to hope that Sunday level bus service will be reinstated next year for the 4th of July. The limited service this year was a start but was certainly not an ideal solution. There was not enough service, and not enough public understanding of the service that ran, despite genuine efforts to make it as good as possible.

My understanding is that the request for the reinstatement of July 4th service will be passed on to the Service Planning and Review Committee for evaluation. I am confident that this committee does an excellent job of making recommendations based on the needs that they see daily, both for the benefit of their constituencies, and their passengers. I also believe, that in the case of holiday service, that they may not fully appreciate the need. Full standing loads, with folks left waiting at the curb, are visible to staff. Buses that chronically run late due to unrealistic time points in the face of today's traffic are also very visible. However, transit-dependent people isolated at home on a holiday are invisible.

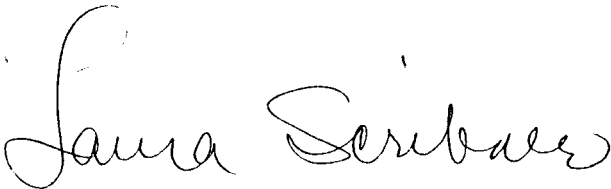
Ridership groups (MASTF and MUG) have been advocating for holiday service (with a July 4th priority frequently expressed) for many, many years (at least since 1994). These groups have



expressed their request in the form of Motions to the Board repeatedly because this is where they have a voice. Hopefully, better communication between ridership groups and Service Planning and Review will help to insure that all types of service needs are considered by staff charged with the difficult job of prioritizing service improvements.

Our buses represent independence for many members of our community. July 4th is a day set aside to celebrate independence. It's an irony that in Santa Cruz bus service drops out on this special day, leaving many isolated and/or dependent as the rest of our community celebrates. Up and down the coast, from Santa Rosa to Santa Barbara, every other community has bus service on Independence Day. I'm hoping that by next year, we will once again be able to say that Santa Cruz does too. Your consideration of our request for the reinstatement of July 4th bus service is much appreciated.

Sincerely,

A handwritten signature in cursive script that reads "Laura Scribner". The signature is written in black ink on a white background.

Laura Scribner
Recreation Supervisor

PS. An extra special thanks goes out to Directors Reilly and Fitzmaurice who joined in as volunteers to serve the seniors BBQ on July 4th. You were great!

cc. Les White, Metro General Manager
United Transportation Union
Metro Accessible Services Transit Forum

SANTA CRUZ

~~WATSONVILLE~~

Thank you for the Bus.

Excellent plan Jim Frederick

Excellent plan E. McIndoe Martha McIndoe
Break for all of us Lucy Evans - aptos
Thanks!

Masako Mura, MD - Good Deed!

Peter Stafford

Wendy - David Riegel

Marilyn Riegel - so well organized

Doris M Attoma

Josephine Wolman

Honora Eshels

John Telfair

Margo Hall

Mrs. Ralf Meyman

Martha Swasey

Augustina Ramirez
Mrs. Mrs.

Marjorie Berchard

Lina Jandy

Hub. Bardard

Marv Veljando

Hermine Feedi

LEOPOLDO

Wassilyman

Salas Leon

Jack Shekman

Domitilo Leon

Elyn Wiata (put a bit confusing)

Lorna Terra

Jean Nelson

Elena Baker

Grace Rao

Lula Grite

Bert PERRY

Norman Leish (21 Hill)

Francesca Durche

Herb. Hansen's Thanks

Kim Page

Frankie Neje Thanks for the Bus

Mr. Mrs. H.R. Larson Stan Creek

Ed + Dot Wisely

Marilyn Payne

Bilbo Gerardi

Joyce Phelps

Maxine Richards

Virginia Eyles

John Miller

Marie Prara

Camille DeMa

Rosemary Spencer

Dan Spencer

Hazel + Peter Caselli

Wm. Jensen

Earl + Della Conright

Helen + Billy

Betty Terkla

John Terkla

Olivia Gray

W. Depp

Han + Rich

Marjorie Medley

Bonnie Stussler

Judy Zuerch

Paul Winston

Carol Sanchez

Jed Carr

Ann Pinkham

Elly Gamble

Joyce Keller

Nelly Fitzky

Dorothy L. Sultan

Barbie Schaller

Ken G

Betty Waller

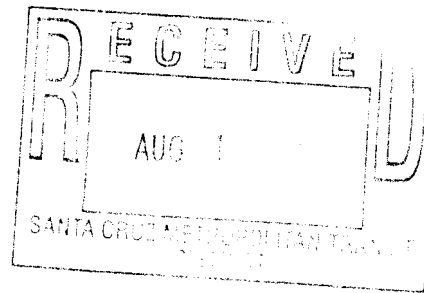
Mary Lee Scott

Alyce Alexander

Adrian Lane

Watsonville

Santa Cruz Metro
370 Encinal Street
Santa Cruz, CA 95060



31 July 2001

Dear Sirs:

I am writing this letter on behalf of Gail Baker, who was one of the passengers on the Metro Bus, Route 69, driven by Dennis Baldwin the day of the shooting at Soquel Avenue and Ocean Street (29 June, 2001). She wishes me to express her thanks and gratitude to Mr. Baldwin for his very courageous and self-sacrificing actions that day. She was the passenger whom he shielded with his body when she fell while exiting the bus. She would like to see Mr. Baldwin given some sort of official commendation for saving his passengers. He went far above and beyond the call of duty to help, and perhaps save the lives of, his passengers. It was a terrifying experience for Gail, and she is extremely grateful to Mr. Baldwin for his care.

Respectfully yours,

Gail J. Baker

Gail Baker
690 Pacific Avenue
Santa Cruz, CA 95060

July 31, 2001


Santa Cruz Transit Board
370 Encinal #100
Santa Cruz, Ca. 95060

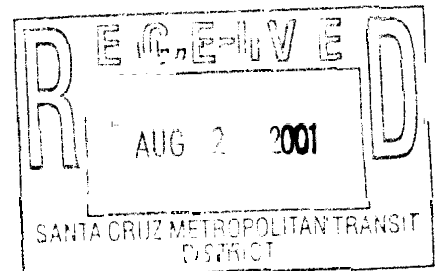
Re: Hwy 17 Express route

Attn: Board Members

As a avid Hwy 17 Express commuter, I would like to request that the 2:00 westbound bus to Santa Cruz be extended to the Hwy I park and ride stop. There are alot of us commuters that would take advantage of the earlier bus if it was extended and companies that offer flex time for day care dilemmas would appreciate the extra flexibility.

Thank you for your consideration,


Roberta Fama



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

July 13, 2001

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, July 13, 2001 at the District's Administrative Office, 370 Encinal Street, Santa Cruz, CA.

Vice-Chairperson Reilly called the meeting to order at 9:00 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Jan Beautz
Tim Fitzmaurice
Bruce Gabriel
Michelle Hinkle
Mike Keogh
Christopher Krohn
Rafael Lopez
Emily Reilly
Ex-Officio Mike Rotkin

DIRECTORS ABSENT

Sheryl Ainsworth
Jeff Almquist (arrived at 9:05 a.m.)
Dennis Norton

STAFF PRESENT

Bryant Baehr, Operations Manager
Paul Chandley, Human Resource Manager
Kim Chin, Planning & Marketing Manager
Mark Dorfman, Asst. General Manager
Marilyn Fenn, Asst. Finance Manager
Terry Gale, IT Manager
Margaret Gallagher, District Counsel

David Konno, Fac. Maint. Manager
Ian McFadden, Transit Planner
Kathy O'Mara, Schedule Analyst
Elisabeth Ross, Finance Manager
Judy Souza, Base Superintendent
Tom Stickel, Fleet Maintenance Manager
Leslie R. White, General Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO INDICATED THEY WERE PRESENT

Wally Brondstatter, UTU
Jenny Bragar, Outreach Consultant
Pat Dellin, SCCRTC
Lynn Everett-Leigh, MultiSystems
Jenna Glasky, SEIU
Mark Hartunian, Lift Line
Don Hubbard, Harvey West Assn.
Jeff LeBlanc, Bus Rider

Gillian McGlaze, PSA
John Mellon, VMU
Bonnie Morr, UTU
Cliff Nichols, Cabrillo College
Larry Paegler, UCSC
Michael Schmidt, Goodwill Ind.
Patricia Spence, MASTF
Cliff Tillman, SEIU
Candace Ward, UCSC

2. ORAL AND WRITTEN COMMUNICATION

Oral Communications:

A young man who had thrown a rock at a bus out of frustration when he was passed up by two previous buses, apologized to the Board and Staff for his actions. He was arrested for what he had done and has paid for the bus windshield.

Michael Schmidt discussed the survey which was conducted by the Santa Cruz Chamber of Commerce regarding the widening of Highway 1. He stated that the survey was to obtain the community's attitude toward reallocating some of the sales tax revenue. He expressed his hope that METRO would work with the Board of Supervisors to find additional funding for the widening project. He added that there was no intention by himself or the Chamber to initiate a ballot measure for sales tax reallocation.

Don Hubbard of the Harvey West Area Association wanted to ensure that the list of 32 questions submitted by the Harvey West Area Association and Chamber of Commerce would be included in the economic impact study being conducted for MetroBase. Mark Dorfman informed Mr. Hubbard that the staff report on this issue would be available early next week and would be discussed at the July 20th Board meeting.

Written Communications:

- a. Tracy Kellerman RE: MetroBase at Harvey West
- b. Jan Davis-Hadley RE: Bikes on Buses

Les White stated that these letters would be responded to after receiving input, if any, from the Board.

3. LABOR ORGANIZATION COMMUNICATIONS

No questions or comments.

4. METRO USERS GROUP (MUG) COMMUNICATIONS

No questions or comments.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

No questions or comments.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

The staff report on Item #10 Service Improvements for Fall 2001 was distributed along with a map of the ADA Paratransit service areas and a map of the area to which Mr. Whiteagle would like transportation each week.

CONSENT AGENDA

7-1. APPROVE REGULAR BOARD MEETING MINUTES OF 6/8/01 & 6/15/01 AND SPECIAL BOARD MEETING MINUTES OF 5/23/01

No questions or comments.

7-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS

No questions or comments.

7-3. ACCEPT AND FILE PASSENGER LIFT REPORT FOR JUNE 2001

No questions or comments.

7-4. CONSIDERATION OF TORT CLAIMS: Deny the claims of: Victoria Balsa; Ronald F. Chinitz; Sheri Cooper

No questions or comments.

7-5. ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING OF 6/14/01

No questions or comments.

7-6. ACCEPT AND FILE MINUTES OF MUG COMMITTEE MEETING OF 6/13/01

No questions or comments.

7-7. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR MAY 2001, APPROVAL OF BUDGET TRANSFERS

No questions or comments.

7-8. ACCEPT AND FILE STATUS REPORT ON ADA PARATRANSIT PROGRAM FOR MAY 2001

No questions or comments.

7-9. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MAY 2001

Director Fitzmaurice met with the Mayor and City Manager of Los Gatos both of whom expressed interest in express bus service into Los Gatos. Mr. White informed the Board that METRO and VTA, through a Joint Powers Agreement, work collectively to make decisions about service configurations, fares and operation of the Highway 17 Express service.

7-10. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE STATUS REPORT

Director Fitzmaurice reported that UCSC opened the road to two-way traffic next to the bookstore. Les White was informed that the work on campus is ahead of schedule and he added that the Transportation Commission is helping to fund this project through the STPC grant in the amount of approximately \$550,000.

7-11. ACCEPT AND FILE RESOLUTION AUTHORIZING SECRETARY/GENERAL MANAGER AND/OR FINANCE MANAGER TO EXECUTE DOCUMENTS REQUIRED BY NOVA INFORMATION SYSTEMS, INC., FOR MERCHANT BANK CARD SERVICES

No questions or comments.

7-12. CONSIDERATION OF APPROVAL OF DISPOSITION OF PARATRANSIT VEHICLES AND VEHICLE #902

These vehicles exceeded their useful life and will be available for sale. Mr. White anticipates that the cab companies may be interested in purchasing them.

7-13. CONSIDERATION OF ADOPTION OF THE ANNUAL DBE PARTICIPATION RATE OF 15% FOR FEDERALLY-FUNDED PROCUREMENTS IN FY 2002

Ex Officio Director Rotkin asked staff if the DBE goal of 15% is reachable and was informed that it is, due to the security firm being a Disadvantaged Business Enterprise. Mark Dorfman will send Ex Officio Director Rotkin a copy of the newly configured DBE plan which outlines the penalties for districts not meeting their goals.

7-14. CONSIDERATION OF CHANGE OF USE FOR FLORA BELLA FROM CHILDREN'S CLOTHING STORE TO EXPRESSO/GOURMET COFFEE OUTLET

Margaret Gallagher distributed to the Board a letter of opposition to this venture. The party who is opposed to this also sells coffee at his venue located at the Watsonville Transit Center.

7-15. CONSIDERATION OF AMENDMENT TO AGREEMENT FOR PARATRANSIT SERVICE BETWEEN SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND FOOD AND NUTRITION SERVICES INC. TO PROVIDE FOR A NAME CHANGE FOR FOOD AND NUTRITION SERVICES, INC. TO "COMMUNITY BRIDGES" AS A RESULT OF A CORPORATE NAME CHANGE

No questions or comments.

REGULAR AGENDA

8. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

No questions or comments.

9. PRESENTATION OF THE URBANIZED AREA FORMULA PROGRAM AND THE NEEDS OF SMALL TRANSIT INTENSIVE CITIES STUDY AND APPROVAL OF A LEGISLATIVE POSITION IN SUPPORT OF ITS FINDINGS

Summary:

Mark Dorfman gave a Power Point presentation on this program. He stated that a clause was added to the Reauthorization Bill in 1997 which required a study of the Urbanized Area Formula Program to see if the method of distribution meets the needs of the transit agencies of small transit intensive cities. This is a \$3B program which funds both operating and capital expenditures. For funding purposes, Watsonville and Santa Cruz are two separate areas. Staff is requesting approval from the Board to incorporate this issue into the lobbying program at the Federal level.

Discussion:

Les White will attend a meeting of the small systems within APTA in two weeks to begin to craft a position on this issue. He explained that no money would be taken out of the program as this would affect other systems. Any additional funding would be new capital. Ex Officio Director Rotkin suggested that lobbying efforts in this regard be made by staff and Board members. He requested that staff inform the Board of times and locations when they should participate in this effort. Director Keogh requested that staff create a report of where METRO stands nationwide in terms of service. Director Lopez suggested that staff obtain support from local jurisdictions in the form of Resolutions of Support and that this information be included in the report requested by Director Keogh.

10. CONSIDERATION OF SERVICE IMPROVEMENTS FOR THE FALL BIDS PUBLIC HEARING AT THE 7/20/01 BOARD MEETING

Summary:

Kim Chin and Ian McFadden reviewed the various service changes to be implemented in the Fall of 2001, with Board approval. These changes were the result of nine months of work by the Service Planning & Review Committee. Changes included: bi-directional service on the UCSC campus, service to the Holiday Inn for UCSC students, the Watsonville-Santa Cruz corridor, cross-county and local service, ridership and trip demand for the day after Thanksgiving. The total cost of these changes/improvements is \$330,000. In the next 24 months, existing routes will be reviewed and service will be redistributed, as opposed to adding more funds into the system. Unmet service needs will be presented at the July 20th Board meeting.

Discussion:

Kim Chin, Candace Ward and Larry Paegler will work on a campaign to ensure that the UCSC ridership is aware of the changes to their service, i.e. bi-directional service. Larry Paegler informed the Board that UCSC has expanded their shuttle service in the past year with higher capacity vehicles. He anticipates that revenues to the METRO from UCSC will be \$230,000 - \$300,000 in one year due to the changes being made.

It will cost approximately \$49,000/year to provide service to the UCSC students being housed at the Holiday Inn. Ex Officio Director Rotkin asked Larry Paegler for a report on parking requirements at the Holiday Inn. Mr. Paegler will provide this report to the Board. Mr. Paegler thanked METRO staff for their responsiveness to the UCSC's service needs. Bryant Baehr informed Director Lopez of routes leading from Watsonville to the UCSC campus. Mr. Paegler reported that there are currently five van pools from South County to the university.

THE BOARD MOVED INTO CLOSED SESSION AT THIS TIME. ITEM #24 WILL BE TAKEN OUT OF ORDER DIRECTLY FOLLOWING CLOSED SESSION.

21. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION: District Counsel

22. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

Diane Dunn of SEIU informed the Board that the SEIU labor contract was ratified by the union yesterday, thereby ending the labor negotiations from their end.

SECTION II: CLOSED SESSION

Vice Chairperson Reilly adjourned to Closed Session at 10:14 a.m. and reconvened to Open Session at 10:34 a.m.

SECTION III: RECONVENE TO OPEN SESSION

23. REPORT OF CLOSED SESSION

Margaret Gallagher reported that no action had taken place in Closed Session.

24. CONSIDERATION OF APPROVAL OF SERVICE EMPLOYEES' INTERNATIONAL UNION (SEIU) MEMORANDUM OF UNDERSTANDING (MOU) ACTION REQUIRED AT JULY 13TH BOARD MEETING

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR GABRIEL

Move approval of the SEIU labor contract with thanks to the negotiating team.

Motion passed unanimously with Directors Ainsworth, Beautz and Norton absent.

THE BOARD RETURNED TO ITEM #10 CONSIDERATION OF SERVICE IMPROVEMENTS FOR THE FALL BIDS AT THIS TIME.

Discussion: (Continued)

Ian McFadden discussed routes which are not meeting performance standards, namely, Routes 51, 60 and 6, and service the day after Thanksgiving.

DIRECTORS FITZMAURICE AND KROHN LEFT THE MEETING.

Director Lopez requested a meeting with Staff, the Watsonville City Manager, Public Works and Redevelopment in order to open the lines of communication regarding road improvements for transit service. Les White clarified that this conversation would take place in the Service Planning and Review Committee meeting. Director Lopez will coordinate with the Watsonville participants to attend one of these meetings. Vice Chairperson Reilly directed anyone with suggestions for this meeting to e-mail either Les White or Director Lopez.

Patricia Spence confirmed with Staff that the bus to the Stroke Center would remain the same.

THE FOLLOWING ITEMS WERE TAKEN OUT OF ORDER:

19. CONSIDERATION OF A REQUEST TO CONSTRUCT ONE KIOSK AT THE WATSONVILLE TRANSIT CENTER

ACTION: MOTION: DIRECTOR LOPEZ SECOND: DIRECTOR ALMQUIST

Move Item #19 to the Consent Agenda.

Motion passed unanimously with Directors Ainsworth, Beautz, Fitzmaurice, Krohn and Norton absent.

18. CONSIDERATION OF REQUEST FOR SHUTTLE SERVICE FROM THE RUDOLPH F. MONTE FOUNDATION FOR FIREWORK FUNDRAISER

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR LOPEZ

Move Item #18 to the Consent Agenda.

Motion passed unanimously with Directors Ainsworth, Beautz, Fitzmaurice, Krohn and Norton absent.

20. CONSIDERATION OF STATUS REPORT ON METRO SECURITY CONTRACT

ACTION: MOTION: DIRECTOR LOPEZ SECOND: DIRECTOR GABRIEL

Move Item #20 to the Consent Agenda.

Motion passed unanimously with Directors Ainsworth, Beautz, Fitzmaurice, Krohn and Norton absent.

13. **CONSIDERATION OF APPROVAL OF CABRILLO COLLEGE TRANSPORTATION MASTER PLAN AND AUTHORIZATION TO ENTER INTO A BUS PASS PROGRAM AGREEMENT**
14. **CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH WATERLEAF INTERIORS, INC. TO PROVIDE FOR A FINANCIAL IMPACT REVIEW AND REPORT FOR THE METROBASE PROJECT**
16. **CONSIDERATION OF PARTICIPATION IN THE AMERICAN PUBLIC TRANSIT ASSOCIATION'S (APTA) PARTNERSHIP FOR TOMORROW**

ACTION: MOTION: DIRECTOR KEOGH SECOND: DIRECTOR ALMQUIST

Move Items 13, 14 and 16 to Consent Agenda.

Motion passed unanimously with Directors Ainsworth, Beautz, Fitzmaurice, Krohn and Norton absent.

DIRECTORS ALMQUIST AND LOPEZ LEFT THE MEETING.

ADJOURN

Due to a lack of quorum, Vice-Chair Reilly adjourned the meeting at 11:04 a.m.

Respectfully submitted,

DALE CARR
Administrative Services Coordinator

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

July 20, 2001

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, July 20, 2001 at the City Hall Council Chambers, 809 Center Street, Santa Cruz, California.

Vice-Chairperson Reilly called the meeting to order at 9:04 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Jan Beautz
Tim Fitzmaurice
Bruce Gabriel
Michelle Hinkle
Mike Keogh
Christopher Krohn
Rafael Lopez
Dennis Norton
Emily Reilly

DIRECTORS ABSENT

Sheryl Ainsworth
Jeff Almquist

STAFF PRESENT

Bryant Baehr, Operations Manager
Kim Chin, Planning & Marketing Manager
Mark Dorfman, Asst. General Manager
Marilyn Fenn, Asst. Finance Manager
Linda Fry, Service Planning Supervisor
Terry Gale, IT Manager
Margaret Gallagher, District Counsel

David Konno, Fac. Maint. Manager
Ian McFadden, Transit Planner
Jeff North, UTU Svc. Review Comm. Chair
Kathy O'Mara, Schedule Analyst
Elisabeth Ross, Finance Manager
Tom Stickel, Fleet Maintenance Manager
Leslie R. White, General Manager

EMPLOYEE AND MEMBERS OF THE PUBLIC WHO INDICATED THEY WERE PRESENT

Sharon Barbour, MUG	Patti Korba, SEA
Wally Brondstatter, UTU	Debra Lane, MASTF
Scott Bugental, Senior Council	John Mellon, VMU
Lynn Everett-Lee, Multisystems	Patti Monahan, Multisystems
Mary Ferrick, PSA	Bonnie Morr, UTU
Mark Hartunian, Lift Line	Patricia Spence, MASTF
Don Hubbard, Harvey West Area Assn.	Candace Ward, UCSC

Vice Chairperson Reilly introduced the Spanish language interpreter who informed the audience that this service is available for the Oral Communication portion of the meeting and for any other items on the agenda. This interpreter will be present at each Board meeting held on the third Friday of the month.

Vice Chairperson Reilly further explained that, going forward, the Board of Director meetings held on the third Friday of each month would be broadcast live by Community Television of Santa Cruz.

2. ORAL AND WRITTEN COMMUNICATION

Oral Communications:

Ms. Rita Gentry, bus operator, submitted a letter to the Board regarding an incident which occurred on June 24, 2001, and asked that this matter be dealt with swiftly to ensure this type of incident does not happen again.

Mark Hartunian of Community Bridges quoted total rides for 99/00 as 103,074 vs. this year's Lift Line rides totaling 101,541 which reflects an decrease of 1,533 rides from last year. Turndowns recognized from January to June 2001 totaled 19 vs. a total of 400 in October 2000.

Director Lopez stated that both he and Director Almquist are on the committee "Success by Six". It was suggested to Directors Lopez and Almquist to investigate how to make METRO more accessible to families, i.e. use and storage of baby strollers; and group family passes. Director Lopez directed Staff to bring back a report at a future meeting outlining the composition of the METRO Board of Directors with regard to the census.

Written Communications:

- a. Tracy Kellerman RE: MetroBase at Harvey West
- b. Jan Davis-Hadley RE: Bikes on Buses
- c. **Robert H. Trempert** **RE: Beachfest Santa Cruz**

Director Krohn asked what communication had taken place between METRO staff and the Beachfest organizers. Les White reported that METRO and City staff would work with the organizers to review their transportation plan and report back to the Board in August. Mr. White reiterated that additional service on pre-existing bus lines is being requested to alleviate traffic during this event.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR KROHN

Direct Staff to contact City staff and Beachfest organizers to work with them on this event.

Motion passed unanimously with Directors Ainsworth and Almquist absent.

VICE CHAIRPERSON REILLY STATED THAT ITEM #21 WOULD BE TAKEN OUT OF ORDER AFTER ITEM #8. ITEM #9 WOULD BE MOVED TO THE END OF THE AGENDA.

3. LABOR ORGANIZATION COMMUNICATIONS

Wally Brondstatter stated that UTU has entered into a tentative labor agreement with Lift Line. Members of Lift Line ratified the labor agreement as of July 18th and the labor agreement will go before the Board of Community Bridges on July 23rd. This agreement would bring the living wage to all members of the Lift Line organization.

Diana Dunn of SEIU thanked the members of SEIU for completing contract negotiations.

4. METRO USERS GROUP (MUG) COMMUNICATIONS

Sharon Barbour of MUG read the following motions which were made at the MUG meeting of July 18th:

- a. MUG supports Staff's recommendation to use the name "METRO ParaCruz" for the Paratransit program.
- b. MUG supports Staff's recommendation to acknowledge the efforts of the working group who helped develop and refine the Paratransit Rider's/Customer's Guide.
- c. MUG recognizes and appreciates Cabrillo's efforts to encourage bus usership and encourages further effort in this direction.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

Debra Lane of MASTF read the following motions which were made at the MASTF meeting of July 19th:

- a. MASTF expresses concern about the possible elimination of (Route 60) bus service along Old San Jose Road. Elimination of bus service also affects the use of paratransit in that area.
- b. MASTF recommends that bus service to and from Pleasant Care be expanded on weekdays and weekends.
- c. MASTF requests involvement in discussion of changes to the paratransit service area. Note: Discussion of the 3/4 mile to 1 1/2 mile paratransit service corridor prompted this motion.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Vice Chairperson Reilly reported that there are two add-on packets for this meeting as follows:

SECTION I

ADD TO ITEM #2

ORAL AND WRITTEN COMMUNICATIONS

- c. Robert H. Trempert RE: Beachfest Santa Cruz
(Add written communication)

CONSENT AGENDA:
ADD TO ITEM #7-3

ACCEPT AND FILE PASSENGER LIFT REPORT FOR JUNE 2001
(Add Staff Report)

REGULAR AGENDA:
ADD TO ITEM #8

EMPLOYEE LONGEVITY AWARDS
(Add Revised Employee Recognition List)

ADD TO ITEM #14

CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH WATERLEAF INTERIORS, INC. TO PROVIDE FOR A FINANCIAL IMPACT REVIEW AND REPORT FOR THE METROBASE PROJECT
(Add Staff Report)

ADD TO ITEM #21

CONSIDERATION OF RESOLUTION OF APPRECIATION FOR BUS OPERATOR DENNIS BALDWIN
(Add Resolution)

CONSENT AGENDA:
ADD TO ITEM #7-4

CONSIDERATION OF TORT CLAIMS: Victoria Balsa
(Replace Page 7-4.3)

REGULAR AGENDA:
ADD TO ITEM #10

CONSIDERATION OF SERVICE IMPROVEMENTS FOR THE FALL BIDS
(Add letter from Leah H. Sterle regarding Route #60.
Add letter and petition from Lisa LeBlanc regarding Route #60)

ADD TO ITEM #12

CONSIDERATION OF ISSUES RELATING TO THE AREAS SERVED BY ADA PARATRANSIT
(Add Attachment E)

CONSENT AGENDA

- 7-1. **APPROVE REGULAR BOARD MEETING MINUTES OF 6/8/01 & 6/15/01 AND SPECIAL BOARD MEETING MINUTES OF 5/23/01**
- 7-2. **ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS**
- 7-3. **ACCEPT AND FILE PASSENGER LIFT REPORT FOR JUNE 2001**
- 7-4. **CONSIDERATION OF TORT CLAIMS: Deny the claims of: Victoria Balsa; Ronald F. Chinitz; Sheri Cooper**
- 7-5. **ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING OF 6/14/01**
- 7-6. **ACCEPT AND FILE MINUTES OF MUG COMMITTEE MEETING OF 6/13/01**
- 7-7. **ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR MAY 2001, APPROVAL OF BUDGET TRANSFERS**

- 7-8. ACCEPT AND FILE STATUS REPORT ON ADA PARATRANSIT PROGRAM FOR MAY 2001
- 7-9. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MAY 2001
- 7-10. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE STATUS REPORT
- 7-11. ACCEPT AND FILE RESOLUTION AUTHORIZING SECRETARY/GENERAL MANAGER AND/OR FINANCE MANAGER TO EXECUTE DOCUMENTS REQUIRED BY NOVA INFORMATION SYSTEMS, INC., FOR MERCHANT BANK CARD SERVICES
- 7-12. CONSIDERATION OF APPROVAL OF DISPOSITION OF PARATRANSIT VEHICLES AND VEHICLE #902
- 7-13. CONSIDERATION OF ADOPTION OF THE ANNUAL DBE PARTICIPATION RATE OF 15% FOR FEDERALLY-FUNDED PROCUREMENTS IN FY 2002
- 7-14. CONSIDERATION OF CHANGE OF USE FOR FLORA BELLA FROM CHILDREN'S CLOTHING STORE TO EXPRESSO/GOURMET COFFEE OUTLET
- 7-15. CONSIDERATION OF AMENDMENT TO AGREEMENT FOR PARATRANSIT SERVICE BETWEEN SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AND FOOD AND NUTRITION SERVICES INC. TO PROVIDE FOR A NAME CHANGE FOR FOOD AND NUTRITION SERVICES, INC. TO "COMMUNITY BRIDGES" AS A RESULT OF A CORPORATE NAME CHANGE
- 7-16. CONSIDERATION OF APPROVAL OF CABRILLO COLLEGE TRANSPORTATION MASTER PLAN AND AUTHORIZATION TO ENTER INTO A BUS PASS PROGRAM AGREEMENT
(Moved to Consent Agenda at 7/13/01 Board Meeting. Staff Report retained original numbering as Item #13)
- 7-17. MOVED TO REGULAR AGENDA AS ITEM #14
- 7-18. CONSIDERATION OF PARTICIPATION IN THE AMERICAN PUBLIC TRANSIT ASSOCIATION'S (APTA) PARTNERSHIP FOR TOMORROW
(Moved to Consent Agenda at 7/13/01 Board Meeting. Staff Report retained original numbering as Item #16)
- 7-19. CONSIDERATION OF REQUEST FOR SHUTTLE SERVICE FROM THE RUDOLPH F. MONTE FOUNDATION FOR FIREWORK FUNDRAISER
(Moved to Consent Agenda at 7/13/01 Board Meeting. Staff Report retained original numbering as Item #18)
- 7-20. MOVED TO REGULAR AGENDA AS ITEM #19
- 7-21. CONSIDERATION OF STATUS REPORT ON METRO SECURITY CONTRACT
(Moved to Consent Agenda at 7/13/01 Board Meeting. Staff Report retained original numbering as Item #20)

Don Hubbard of the Harvey West Area Association requested that Item #7-17 be moved to the regular agenda for discussion. This item will become Item #14 on the regular agenda for discussion purposes.

Ali Gharahgozloo requested that Item #7-20 be moved to the regular agenda for discussion. This item will become Item #19 on the regular agenda for discussion purposes.

Director Krohn requested that Item #7-1 be moved to the regular agenda to discuss items in the Minutes.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR REILLY

Approve the Consent Agenda.

Director Krohn inquired as to why the City could not obtain a trolley to operate this summer. He referred to literature from a vendor in Oregon who stated that they could deliver a trolley here within 7-10 days. Margaret Gallagher informed Director Krohn that since this is not a change to the Minutes, the Board would need to direct staff to return with an update on this issue. Director Krohn further asked if the issue of bio-diesel has been addressed with the people who brought this up and was informed by Mr. White that communication continues with those interested parties.

ACTION: MOTION: DIRECTOR KROHN SECOND: DIRECTOR FITZMAURICE

Approve Item #7-1 as part of the Consent Agenda.

Motion passed unanimously with Directors Ainsworth and Almquist absent.

Vice Chairperson Reilly agreed to take Items 14 and 19 at this time.

14. CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH WATERLEAF INTERIORS, INC. TO PROVIDE FOR A FINANCIAL IMPACT REVIEW AND REPORT FOR THE METROBASE PROJECT

Discussion:

Don Hubbard, representative of the Harvey West Area Association, expressed concerns regarding the feasibility analysis that is to be conducted on Alternatives 1, 3, 4, and 5. He asked for clarification as to which alternatives would be studied. Mr. Hubbard also asked for clarification on the number of buses to be used in the economic impact analysis. Several more sections of the proposal to WaterLeaf were cited as needing further clarification.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR NORTON

Direct either Chairperson or Vice-Chairperson to write a letter to Mr. Hubbard, based on Staff information, that explains the exclusion of Phase 2 and 3 at Harvey West.

Motion passed unanimously with Directors Ainsworth and Almquist absent.

Mr. White added that alternatives in the EIR would be examined as part of the financial review. He further added that Staff would meet with Mr. Hubbard to address his concerns. The Scope of Work contains five (5) public meetings for the consultant to gather information from the public.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR REILLY

Authorize the General Manager to amend the contract with WaterLeaf Architecture and Interiors for the preparation of a Financial Feasibility and Impact Report for the proposed MetroBase project.

Les White reported that Staff met with Dick Wilson and Ceil Cirillo who wanted the following points included in the Scope of Work:

- 1) Loss of business goodwill for businesses.
- 2) How Harvey West Area Business Park would look with the current operation of mixed uses, and how it would look with MetroBase operating there.
- 3) Timeline.

Motion passed unanimously with Directors Ainsworth and Almquist absent.

19. CONSIDERATION OF A REQUEST TO CONSTRUCT ONE KIOSK AT THE WATSONVILLE TRANSIT CENTER

Summary:

Ali Gharahgozloo, currently a tenant, dba Transmart, is requesting an additional lease to open a Chinese restaurant. He referred to a petition which was signed in support of this venture. Ms. Gallagher is requesting that the Board deny this request as it may take business away from other tenants who are not currently as successful as Staff would like them to be at the Watsonville Transit Center. The area where Mr. Gharahgozloo is requesting this kiosk is currently being used to store bicycles.

Discussion:

Vice Chairperson Reilly inquired as to when Cabrillo's Watsonville campus would be open. Manual Osorio, Vice President of Student Services at Cabrillo College, reported that enrollment would begin this fall with an anticipated 500 students. Director Lopez added that the Watsonville campus would ultimately have 5,000 students and that it would be best to consider Mr. Gharahgozloo's request at a later date when there would be a better estimation of traffic through the transit center. The cost of construction of this kiosk would be approximately \$2,300. Mr. Gharahgozloo requested that he pay back these costs as part of his base rent charge over the term of the lease.

ACTION: MOTION: DIRECTOR LOPEZ SECOND: DIRECTOR BEAUTZ

Deny the request to construct one kiosk at the Watsonville Transit Center. Direct Staff to contact Mr. Gharahgozloo in approximately one year to invite him to reapply for the kiosk space. Direct Staff to obtain costs of installing grease traps, etc. in anticipation of increased traffic in the transit center.

Motion passed unanimously with Directors Ainsworth and Almquist absent.

REGULAR AGENDA

8. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

The Board of Directors formally recognized the following employees for their years of service.

TEN YEARS

Bonnie Wilson, Administrative Secretary/Supervisor

TWENTY-FIVE YEARS

Andres Polanco, Bus Operator

ITEM #21 WAS TAKEN OUT OF ORDER

21. CONSIDERATION OF RESOLUTION OF APPRECIATION FOR BUS OPERATOR DENNIS BALDWIN

Summary:

Vice Chairperson Reilly read the Resolution of Appreciation for Bus Operator Dennis Baldwin and his efforts to ensure the safety of his passengers during a recent police action. Mr. Baldwin received a standing ovation from the Board and audience.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR REILLY

Approve the Resolution of Appreciation for Bus Operator Dennis Baldwin.

AYES: Directors - Beautz, Fitzmaurice, Gabriel, Hinkle, Keogh, Krohn, Lopez, Norton, Reilly

NOES: Directors - None

ABSTAIN: Directors - None

ABSENT: Directors - Ainsworth, Almquist

Motion passed unanimously with Directors Ainsworth and Almquist absent

10. CONSIDERATION OF SERVICE IMPROVEMENTS FOR THE FALL BIDS

Summary:

Kim Chin acknowledged Ian McFadden, Linda Fry, and the Service Planning and Review Committee for their input into this process. The three main objectives for service improvements for the Fall of 2001 are: 1) Enhance service to UCSC; 2) Expand service on cross county routes between Watsonville and Santa Cruz; and, 3) Improve cross county and local service for mid-

county residents in Capitola and La Selva Beach, including routes to encourage Soquel High School and New Brighton Middle School students to utilize METRO. Mr. Chin added that these improvements/changes consume funding of \$300,000 for service improvements over the next 24 months. Future changes will be taken from existing service. Procedural changes have taken place to further include the MUG and MASTF committees in the service improvement/changes process. These procedural changes will be effective with the Winter 2001 service changes.

Discussion:

Ian McFadden went into detail regarding the service improvements on the UCSC campus, cross county service improvements and improved service to mid-county. These changes include the elimination of Routes 51 and 60. There was concern expressed by MASTF that with the elimination of Route 60, the paratransit service would also be eliminated. The paratransit service area issue will be discussed during Agenda Item #12. Route 51 consists mostly of Soquel High School students who would now board the new Route 58 for transportation to school.

Director Lopez inquired about bus service on holidays as his constituents require transportation to and from work on holidays. Kim Chin reported that in the next 60-90 days, METRO Staff would meet with staff from the City of Watsonville regarding service needs for the present and future. A "demand" survey will also be conducted with the ridership in Watsonville to determine their service needs. Director Lopez will compile petitions for service that he had received in the past for discussion at the joint meeting.

Director Beautz expressed concern over the elimination of Route 60 when a 100-acre park had just been established in this area. There was also discussion regarding "life line" service in the Route 60 area and working with the Transportation Commission to find TDA funds for this route.

THE PUBLIC HEARING WAS OPENED UP AT 11:02 A.M.

Jeff North reviewed the stops made on Route 60 and stated that the ridership is abysmal. He reported that Route 63 is an improvement for residents of the Pleasant Care facility. The unmet service needs need to be updated and prioritized and, possibly, consider holiday-level service. Mr. North urged the Board to approve the submitted changes/improvements for Fall 2001.

Sharon Barbour expressed concern regarding the paratransit route being affected by the elimination of Route 60. Ms. Barbour suggested using a smaller bus on the Route 60 thereby eliminating the difficulty in turning at certain spots. She also stated that the recommended service changes would preclude many service improvements in Watsonville over the next two years and suggested that Staff address the intra-Watsonville area.

Debra Lane spoke on behalf of the MASTF members who are concerned about the need for service in the area of the Pleasant Care facility. She stated that the majority of these residents have only \$25-\$30 per month of disposable income. Another concern is the limited wheelchair securement areas and that the bus only stops once an hour. Ms. Lane asked the Board to consider MASTF's motion to expand service to the Pleasant Care area and on weekends as well. It was stated that the District's policy is that if the wheelchair securement areas are full

and the next bus is one hour away, the bus operator should call for a pickup. This policy goes above and beyond the ADA requirements.

Scott Bugental, Chair of E&D TAC, reported that the committee has not reviewed these service changes yet. Speaking on behalf of himself only, Mr. Bugental was concerned about the Route 59 loop that is being eliminated. This loop serves the Jade Street Seniors Center and with the elimination of the loop, would cause many seniors to have to arrange a paratransit ride from the bus stop to the Seniors Center. Lastly, Mr. Bugental suggested that life line service be kept on the Route 60. Not all passengers on that route would qualify for ADA service. He also shares Ms. Lane's concerns about service to the Pleasant Care facility.

Patricia Spence of MASTF stated that Old San Jose Road was defined as an area of exemption to the 3/4 mile policy. She added that with service being cut, the District is potentially redefining the service areas for ADA paratransit. Ms. Spence spoke of Pleasant Care and how the business community could develop a program for each business to adopt a resident of Pleasant Care and fund the ADA qualified resident in the amount of \$20 per month to use the paratransit service.

Aleta Johnson spoke on behalf of her 85-year old mother who lives on Old San Jose Road. Lift Line service has been implemented in the last three years. She encouraged the Board not to take away service that people have had and suggested that a smaller bus be used for those in need. The area of Route 60 is growing and Ms. Johnson implored the Board to look for an exemption to all areas that are desperate for service so that residents can continue their lifestyle. She urged the Board not to eliminate Route 60.

THE PUBLIC HEARING CLOSED AT 11:18 A.M.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR GABRIEL

Approve the proposed service improvements for Fall 2001.

**ACTION:
AMENDMENT TO MOTION: DIRECTOR NORTON SECOND: DIRECTOR KROHN**

Keep Route 60 in place in place until a reasonable alternative is found.

Les White explained that the cost of retaining Route 60 would be \$40,000 per year and funds would need to be found. Director Beautz asked how long it would take to look at a different type of system for this route. Mr. White recommended that Route 60 be sustained through December 2001 for a cost of \$10,000.

At this point, Mr. White recommended to the Board that Items 9, 11, 12, 15 and 17 be moved to the August agenda.

**ACTION: AMENDMENT TO THE AMENDMENT:
MOTION: DIRECTOR NORTON SECOND: DIRECTOR KROHN**

Continue Route 60 service with a budget allocation of \$10,000 until a minimum of December. Prior to November, Staff is directed to submit a proposal to review alternatives in funding or routing to make up for this deficiency.

The Motion passed unanimously with Directors Ainsworth and Almquist absent. The Amendment to the Amendment to the Motion passed with Director Lopez voting "no".

ITEMS 9, 11, 12, 15 AND 17 WILL BE CARRIED OVER TO THE AUGUST AGENDA.

21. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION: District Counsel

Margaret Gallagher reported that there would be a discussion with the Real Property Negotiator regarding a request by McDonalds for a reduction in rent and terms of payment. There will also be a conference with legal counsel regarding the possibility of initiating litigation in two separate matters.

22. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

None

SECTION II: CLOSED SESSION

Vice Chairperson Reilly adjourned to Closed Session at 11:33 a.m. and reconvened to Open Session at 12:35 p.m.

SECTION III: RECONVENE TO OPEN SESSION

23. REPORT OF CLOSED SESSION

Margaret Gallagher stated that the Board of Director authorized the filing of litigation in one matter and that in the other matter, because written agreements had to be prepared and approved by the other parties, that reporting these matters would be at a subsequent Board Meeting.

ADJOURN

Vice-Chair Reilly adjourned the meeting at 12:35 p.m.

Respectfully submitted,

DALE CARR
Administrative Services Coordinator

DATE: 06/01/00 THRU 06/30/00

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
3699	06/01/01	676.90	001	PACIFIC BELL/SAC		73901	MAY PHONES MIS	338.45	
						73902	MAY PHONE MIS	338.45	
3700	06/01/01	9,094.20	001043	VISION SERVICE PLAN		74063	JUNE VSP INSURANCE	9,094.20	
3701	06/01/01	752.82	001052	MID VALLEY SUPPLY		73903	VEH CLEANING SUPPLY	752.82	
3702	06/01/01	3,153.10	001063	NEW FLYER INDUSTRIES LIMITED		73904	REV VEH PARTS 3074	3,073.50	
						73905	REV VEH PARTS 82	81.60	
3703	06/01/01	1,737.19	001230	CAPITOL CLUTCH AND BRAKE, INC		73906	REV VEH PARTS	1,675.99	
						73907	REV VEH PARTS	22.84	
						73908	REV VEH PARTS	38.36	
3704	06/01/01	955.75	001492	EVERGREEN		73909	HAZ WASTE DISPOSAL	955.75	
3705	06/01/01	32,230.79	001616	UNUM		74064	JUNE LTD INSURANCE	32,230.79	
3706	06/01/01	738.08	001711	MOHAWK MFG. & SUPPLY CO.		73912	REV VEH PARTS 705	705.44	
						73913	REV VEH PARTS 33	32.64	
3707	06/01/00	4,250.00	001745	ITT HARTFORD		74065	JUNE LIFE INSURANCE	4,250.00	
3708	06/01/01	163,523.03	001762	COMMUNITY BRIDGES		74049	MARCH ADA PARATRAN.	163,523.03	
3709	06/01/01	751.09	001934	ALDRAN CHEMICAL, INC		73914	VEH CLEANING SUPPLY	751.09	
3710	06/01/01	5,796.41	001991	BAY STAFFING		73915	TEMPS W/E 5/14 FLEET	1,302.00	
						73916	TEMPS W/E 5/14 FLEET	952.56	
						73917	TEMPS W/E 5/7 ADMIN	448.00	
						73918	TEMPS W/E 4/30 FLEET	940.80	
						73919	TEMPS W/E 4/30 FLEET	1,068.40	
						73920	TEMPS W/E 5/7 HRD	832.65	
						73921	TEMPS W/E 5/7 HRD	252.00	
3711	06/01/01	13.45	001992	LRP PUBLICATIONS		74050	RETURN TO WORK STRAT	13.45	
3712	06/01/01	495.72	002021	HALL KINTON		73922	TEMPS W/E 5/4 LEGAL	495.72	
3713	06/01/01	323.85	002035	BOWMAN & WILLIAMS		73923	OPS PAVING	323.85	
3714	06/01/01	131.16	002063	COSTCO		73924	PHOTO PROCESS OPS	77.19	
						73925	PHOTO PROCESS OPS	23.97	
						73926	PHOTO PROCESS OPS	30.00	
3715	06/01/01	1,692.75	002192	BAY EQUIPMENT & REPAIR		73927	OUT REPAIR REV VEH	1,692.75	
3716	06/01/01	40.00	002212	CONFLICT RESOLUTION PROGRAM		73928	MEDIATION SVCS-OPS	40.00	
3717	06/01/01	3,250.34	002214	SSI CORP.		73929	REPAIRS/MAINT.	3,250.34	
3718	06/01/01	88.24	002245	STAPLES CREDIT PLAN		73930	OFFICE SUPPLY PLANNG	88.24	
3719	06/01/01	2,596.59	002292	CINCO GROUP, INC.		73931	REV VEH PARTS	2,596.59	
3720	06/01/01	1,402.50	002302	SCOTT, CELIA		74066	1/24-5/10 PROF SVCS	1,402.50	
3721	06/01/01	790.00	002313	HARTSELL & OLIVIERI		74051	TRANSCRIPTS	790.00	
3722	06/01/01	1,429.90	002316	HIGHLAND GRAPHICS		73932	PRINTING	1,429.90	
3723	06/01/01	177.11	002323	NORTHERN SAFETY CO., INC.		73933	SAFETY SUPPLIES 168	177.11	
3724	06/01/01	1,000.00	002352	UNITED STATES POSTAL SERVICE		74052	POSTAGE - ADMIN	1,000.00	
3725	06/01/01	1,800.00	002362	RDP		73934	REPAIRS/MAINT.	1,800.00	
3726	06/01/01	500.00	002399	FREEDOM SHEET METAL, INC.		73935	OUT REPAIR BLDG/IMP	500.00	
3727	06/01/01	696.90	002413	ERIK'S DELICAFE, INC.		73936	BID CHANGE LUNCHEON	696.90	
3728	06/01/01	453.69	002433	IMPACT PRODUCTIONS		73937	PROMO ITEMS-PLANNING	453.69	
3729	06/01/01	32.00	002567	DEPARTMENT OF JUSTICE		73938	APRIL FINGERPRINTING	32.00	
3730	06/01/01	449.19	002627	CDW GOVERNMENT, INC.		73939	OFFICE SUPPLY-MIS	449.19	
3731	06/01/01	7.00	002632	SAN JOSE POLICE DEPARTMENT		74053	REPORT FEE	7.00	
3732	06/01/01	253.80	002643	IOS CAPITAL		73940	5/22-6/21 COPIER	253.80	
3733	06/01/01	300.00	002633	TRUCK-TRAILER-TRANSIT		73941	REV VEH PARTS 300	300.00	
3734	06/01/01	8,288.53	002686	WATERLEAF ARCHITECTURE		73942	PROF SVCS TO 4/27/01	8,288.53	
3735	06/01/01	19.50	002707	PITNEY BOWES CREDIT CORP		73943	EQUIPT RENTAL	19.50	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 CHECK JOURNAL DETAIL BY CHECK NUMBER
 ALL CHECKS FOR COAST COMMERCIAL BANK

DATE: 06/01/01 THRU 06/30/01

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TRANS. TYPE	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
3736	06/01/01	934.24	002713 SANTA CRUZ AUTO TECH' INC	73944	REPAIR VEH #9600	1,934.24	
3737	06/01/01	641.35	009 PACIFIC GAS & ELECTRIC	73945	4/12-5/12 KINGS VLG	11.35	
				73946	4/12-5/12 KINGS VLG	65.47	
				73947	4/12-5/12 KINGS VLG	488.73	
				73948	4/14-5/16 PAUL SWEET	62.38	
				73949	3/31-4/30 CNG GAS	13.42	
3738	06/01/01	1,094.46	013 MCI SERVICE PARTS, INC.	73950	REV VEH PARTS	111.69	
				73951	REV VEH PARTS	982.77	
3739	06/01/01	2,270.42	018 SALINAS VALLEY FORD SALE	73952	REV VEH PARTS	2,270.42	
3740	06/01/01	480.19	020 ADT SECURITY SYSTEMS.	73953	JUNE ALARM - MOF	87.54	
				73954	JUNE ALARM - OPS	40.33	
				73955	JUNE ALARM - SVTC	29.36	
				73956	JUNE ALARMS - MMF	48.29	
				73957	JUNE ALARM - WTC	32.08	
				73958	JUNE ALARM - SMC	44.31	
				73959	JUNE ALARM - DUBOIS	32.08	
				73960	REPAIR MOF SYSTEM	166.20	
3741	06/01/01	45.25	021 WHOLY WATER PURIFICATION SERV.	73961	OUT REPAIR EQUIPT	45.25	
3742	06/01/01	5,325.39	023 PACIFIC TRUCK PARTS, INC.	73962	REV VEH PARTS	3,380.68	
				73963	REV VEH PARTS	1,944.71	
3743	06/01/01	37.71	051 SANTA CRUZ F RE EQUIPMENT	73964	SAFETY SUPPLIES	37.71	
3744	06/01/01	3,011.88	057 U.S. BANK	74067	4251-2400-0574-2697	349.15	
				74068	4251-2400-0554-7229	2,662.73	
3745	06/01/01	2,473.51	∞ REGISTER PAJARDONIAN	73965	ADVERTISING- ADMIN	2,473.51	
3746	06/01/01	373.64	067 ROTO-ROD ER SEWER/PLUMBING	73966	OUT REPAIR BLDG/IMP	176.14	
				73967	OUT REPAIR BLDG/IMP	197.50	
3747	06/01/01	117.13	083 THYSSENKRUPP ELEVATOR -042	74054	MAY SERVICE	117.13	
3748	06/01/01	16,756.20	085 DIXON & SON, INCORPORATED	73968	APRIL TIRES/TUBES	16,756.20	
3749	06/01/01	198.25	090 CRYSTAL SPRINGS WATER CO.	73969	APRIL WATER - FLEET	198.25	
3750	06/01/01	173.03	104 STATE STEEL COMPANY	73970	PARTS & SUPPLIES	153.74	
				73971	REPAIRS/MAINTENANCE	19.29	
3751	06/01/01	6,489.51	117 GILLIG CORPORATION	73972	REV VEH PARTS	218.49	
				73973	REV VEH PARTS	135.66	
				73974	REV VEH PARTS	3,178.86	
				73975	REV VEH PARTS	2,956.50	
3752	06/01/01	146.50	123 BAY PHOTO LAB INC	73976	PHOTO PROCESS-PLANG	146.50	
3753	06/01/01	880.28	130 WATSONVILLE C TY WATER DEPT.	73977	4/2-5/1 SAKATA LANE	67.27	
				73978	4/2-5/1 SAKATA LANE	12.45	
				73979	4/2-5/1 RODRIGUEZ	8.80	
				73980	3/1-5/1 RODRIGUEZ	55.82	
				73981	3/1-5/1 RODRIGUEZ	69.09	
				73982	CONT. - RODRIGUEZ	1,162.00	
				73983	3/1-5/1 RODRIGUEZ	504.85	
3754	06/01/01	7,773.30	134 DAY WIRELESS SYSTEMS	73984	OUT REPAIR EQUIPT	7,773.30	
3755	06/01/01	18.00	136 DANCING MAN IMAGERY	73985	PHOTO SUPPLY/PROCESS	18.00	
3756	06/01/01	1,155.62	148 ZEP MANUFACTURING COMPANY	73986	CLEANING SUPPLY	1,155.62	
3757	06/01/01	859.50	166 HOSE SHOP, INC.,THE	73987	REV VEH PARTS/SUPPLY	859.50	
3758	06/01/01	906.51	170 TOWNSEND'S AUTO PARTS	73988	REV VEH PARTS	906.51	
3759	06/01/01	5,390.99	180 MANPOWER TEMPORARY SERV CE NC	73989	TEMPS W/E 4/22 ADMIN	684.13	
				73990	TEMPS W/E 5/6 HRD	1,923.45	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TRANS. TYPE	TRANSACTION NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
					73991	TEMPS W/E 4/29 ADMIN	461.85	
					73992	TEMPS W/E 4/29 HRD	792.00	
					73993	TEMPS W/E 5/6 ADMIN	677.20	
					73994	TEMPS W/E 4129 HRD	832.32	
3760	06/01/01	920.62	BOWMAN DISTRIBUTION		73995	PARTS & SUPPLIES 896	920.82	
3761	06/01/01	1,663.91	LABOR READY, INC.		73996	TEMPS W/E 5/3 FAC	527.71	
					73997	TEMPS W/E 5/4 FAC	478.40	
					73999	TEMPS W/E 43' 25 FAC	657.60	
3762	06/01/01	424.40	VEHICLE MAINTENANCE PROGRAM		73999	REV VEH PARTS 424	424.40	
3763	06/01/01	55.26	MISSION PRINTERS		74000	BUSINESS CARDS - OPS	59.26	
3764	06/01/01	64.00	SANTA CRUZ GLASS CO., INC.		74001	REPAIRS/MAINTENANCE	64.00	
3765	06/01/01	727.69	GRAINGER INC. W.W.		74002	REPAIRS/MAINTENANCE	63.36	
					74003	REPAIRS/MAINTENANCE	53.35	
					74004	REPAIRS/MAINTENANCE	253.42	
					74005	REPAIRS/MAINTENANCE	357.56	
3766	06/01/01	1,120.61	ANDY'S AUTO SUFFLY		74006	APRIL PARTS/SUPPLIES	1,120.61	
3767	06/01/01	1,577.00	JB ASSOCIATES		74007	APRIL FRGF SVCS	1,577.00	
3768	06/01/01	47.08	FEDERAL EXPRESS		74055	FREIGHT CHARGES	47.08	
3769	06/01/01	1,855.17	STEWART & STEVENSON		74008	REV VEH PARTS	721.20	
					74009	REV VEH PARTS	115.75	
					74010	REV VEH PARTS	38.91	
					74011	REV VEH PARTS/SUPPLY	382.23	
					74012	MACHINERY & EQUIP;	597.08	
3770	06/01/01	89.69	JOHN'S ELECTRIC MOTOR		74013	MECHANICAL SUFFLY	89.69	
3771	06/01/01	1,937.88	TRANSIT INFORMATION PRODUCTS		74014	REVIEW HEADWAYS	1,937.88	
3772	06/01/01	2,560.14	NEOWARE SYSTEMS, INC.		74015	COMPUTER SUPPLIES	2,560.14	
3773	06/01/01	1,792.00	EXPRESS PERSONNEL SERVICES		74016	TEMPS W/E 5/6 HRD	896.00	
					74017	TEMPS W/E 4/29 HRD	395.00	
3774	06/01/01	116.14	WEST GROUP PAYMENT CTR		74056	APR INTERNET ACCESSSS	lib.14	
3775	06/01/01	45.00	RUNFOROFFICE.COM		74013	APRIL-JUNE SVCS	45.00	
3776	06/01/01	933.34	VULTRGN INC.		74019	REV VEH PARTS	466.75	
					74020	GUT REFGIR REV VEH	466x59	
3777	06/01/01	149.23	BRENTON SAFETY, INC.		74021	SAFETY SUPPLIES	149.23	
3778	06/01/01	157.00	AMERICAN PUBLIC TRANSIT ASSOC.		74022	AFTA PASSENGER TRANS	157.00	
3779	06/01/01	146,080.04	PUBLIC EMPLOYEES'		74869	JUNE MEDICAL INS,	146,080.04	
3780	06/01/01	2,790.00	KION TV		74023	A5 AIRTIME 3/26-4/29	2,790.00	
3781	06/01/01	3,924.90	SKYLIGHT PLACE, THE		74024	GUT REPAIR BLDG/IMP	3x924.90	
3782	06/01/01	510.63	WEST-LITE SUFFLY CO., INC.		74025	ELECTRICAL SUFFLY	510.63	
3783	06/01/01	122.52	CALISTOGA SPRING WATER CO.		74026	OFFICE SUPPLY-PLANG	122.52	
3784	06/01/01	500.00	BAY EQUIPMENT & REPAIR		74027	DEDUCTIBLE PAYMENT	500.00	
3785	06/01/01	458.99	LAB SAFETY SUPPLY INC.		74028	SMALL TOOLS-FAC 450	458.99	
3786	06/01/01	493.95	FRASER, VICKI C.S.R.		74029	TRANSCRIPT SVCS	493.95	
3787	06/01/01	250.00	AMERICAN LEAK DETECTION		74057	GUT REPAIR BLDG/IMP	250.00	
3788	06/01/01	139.15	GFI BENFARE		74030	FAREBOX KEYS	139.15	
3789	06/01/01	32.50	HAWKINS TRAFFIC SAFETY SPLY		74031	NO PARKING SIGNS	32.50	
3790	06/01/01	131.95	CITY OF SCOTTS VALLEY		74032	3/15-5/15 KINGS VLG	131.95	
3791	06/01/01	47.50	SANTA CRUZ DODGE		74033	REV VEH PARTS	47.50	
3792	06/01/01	100.00	AINSWORTH, SHERYL		74034	MAY BOARD MEETINGS	100.00	
3793	06/01/01	50.00	ALMQUIST, JEFF		74035	MAY BOARD MEETINGS	50.00	
3794	06/01/01	100.00	BEAUTZ, JAM		74036	MAY BOARD MEETINGS	100.00	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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3795	06/01/01	100.00	B004	FITZMAURICE, TIM		74037	MAY BOARD MEETINGS	100.00	
3796	06/01/01	100.00	B005	GABRIEL, BRUCE		74038	MAY BOARD MEETINGS	100.00	
3797	06/01/01	100.00	B006	HINKLE, MICHELLE		4 039	MAY BOARD MEETINGS	100.00	
3798	06/01/01	100.00	B007	KEDGH, MICHAEL		74040	MAY BOARD MEETINGS	100.00	
3799	06/01/01	100.00	B008	KROHN, CHRISTOPHER		7 041	MAY BOARD MEETINGS	100.00	
3800	06/01/01	50.00	B009	LOPEZ, RAFAEL		74042	MAY BOARD MEETINGS	50.00	
3801	06/01/01	100.00	B010	NORTON, DENNIS		4 043	MAY BOARD MEETINGS	100.00	
3802	06/01/01	100.00	B011	REILLY, EMILY		74044	MAY BOARD MEETINGS	100.00	
3803	06/01/01	20.25	E002	STICKEL, TOM		74058	EXPENSES CARB MTG	20.25	
3804	06/01/01	64.00	E182	LOGIUDICE, JASON		74045	DMV RENEWAL FLEET	64.00	
3805	06/01/01	34.00	E244	KEETON, BYRON		74046	DMV FEES - FLEET	34.00	
3806	06/01/01	200.00	E404	WILSON, BONNIE		74047	BID CHANGE LUNCHEON	200.00	
3807	06/01/01	53.71	E522	CARR, DALE		74048	BOARD MTG EXPENSES	53.71	
3808	06/01/01	325.43	R034	ENTERPRISE RENT-A-CAR		7059	SETTLEMENT OF CLAIM	325.43	
3809	06/01/01	102.77	R034A	ENTERPRISE RENT-A-CAR		74060	SETTLEMENT OF CLAIM	102.77	
3809P06/01/01		-102.77	R034A	ENTERPRISE RENT-A-CAR VOID CHECK		74415	VOID CHECK	-102.77	PRE-PAID
3810	06/01/01	783.56	R345	PEARSON AUTOMOBILE COMPANY		74051	SETTLEMENT OF CLAIM	783.56	
3811	06/01/01	513.25	R346	RONNIE'S AUTO BODY		74062	SETTLEMENT OF CLAIM	513.25	
3812M06/04/01		240.00	001600	DIAMOND LINK FENCE CO. REMOVE/REPLACE FENCE		74071	REMOVE/REPLACE FENCE	240.00	MANUAL
3813M06/04 01		112.58	0000	MANGINI, LAURA REIMBURSE EXPENSES		74072	EMPLOYEE INCENTIVE	112.58	MANUAL
3814	06/15/01	5,696.88	001063	NEW FLYER INDUSTRIES LIMITED		74073	REV VEH PARTS 5697	5,696.88	
3815	06/15/01	1,326.28	001119	MACERICH PARTNERSHIP, LP, THE		74074	JULY-CAPITOLA MALL	1,326.28	
3816	06/15/01	5,048.21	001230	CAPITOL CLUTCH AND BRAKE, INC		74077	REV VEH PARTS	796.21	
						74078	REV VEH PARTS	331.65	
						74079	REV VEH PARTS	2,962.28	
						74080	REV VEH PARTS	958.07	
3817	06/15/01	111.95	001315	WASTE MANAGEMENT OF S C		74081	KINGS VILLAGE-MAY	111.95	
3818	06/15/01	94,972.88	001316	DEVCO OIL		74082	MAY FUEL	94,972.88	
3819	06/15/01	742.70	001379	SAFETY-KLEEN CORP		74083	HAZ WASTE DISPOSAL	742.70	
3820	06/15/01	595.15	001433	MOORE MATERIAL HANDLING GROUP		74084	OUT REPAIR EQUIPT	595.15	
3821	06/15/01	234.90	001636	GUENTHER COMPUTER PRODUCTS		74085	OFFICE SUPPLY MIS	234.90	
3822	06/15/01	30.67	001648	STEVE'S UNION		74086	MAY FUEL	30.67	
3823	06/15/01	522.57	001683	WEBB ENTERPRISES		74087	PD FORMS	522.57	
3824	06/15/01	307.35	001704	SURTEG SYSTEM, INC		74088	CLEANING SUPPLY	307.35	
3825	06/15/01	150,052.18	001762	COMMUNITY BRIDGES		74203	APR ADA PARATRANSIT	50,052.18	
3826	06/15/01	900.00	001887	HUMPHREY, YVONNE A.		74089	JULY - VERNON ST LOT	900.00	
3827	06/15/01	736.40	001936	WORLDCOM TECHNOLOGIES, INC.		74090	MAY LONG DISTANCE	736.40	
3828	06/15/01	60.00	001962	LEAGUE OF CALIFORNIA C TIES		74204	CA MUNICIPAL LAW	60.00	
3829	06/15/01	1,008.00	001991	BAY STAFFING		74075	TEMPS W/E 5/20 ADMIN	448.00	
						74076	TEMPS W/E 5/13 ADMIN	560.00	
3830	06/15/01	1,325.98	002005	TRANSIT RESOURCES, NC.		74091	REV VEH PARTS	1,325.98	
3831	06/15/01	450.89	002006	IMSI		74092	TURBOCAD PLUS UPGRAD	450.89	
3832	06/15/01	1,059.63	002063	COST		74093	PHOTO PROCESS OPS	21.79	
						74094	U SHAPE DESK- OPS	873.98	
						74095	HIGH BACK CHAIR-OPS	163.86	
3833	06/15/01	514.80	002069	A TOOL SHED, INC.		74205	EQUIPT RENTAL	514.80	
3834	06/15/01	28,761.47	002116	HINSHAW, EDWARD & BARBARA		74096	JULY-120 DUBOIS	5,861.19	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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						74097	JULY- 370 ENCINAL	22,900.28	
3835	06/15/01	10,173.30	002117	IULIANO, NICK		74098	JULY- 111 DUBOIS	10,173.30	
3836	06/15/01	500.00	002119	LEWIS TREE SERVICE, INC.		74099	CLEAN PARK & RIDE LOT	500.00	
3837	06/15/01	34.75	002162	ALEXANDER HAMILTON		74206	OFFICE SUPPLY - HR	34.75	
3838	06/15/01	505.00	002168	DSL.NET		74100	JUNE CENTREX LINE	505.00	
3339	06/15/01	4,121.55	002192	BAY EQUIPMENT & REPAIR		74101	OUT REPAIR REV VEH	4,121.55	
3840	06/15/01	2,000.00	002267	SHAW & YODER		74182	MAY PROF SERVICES	2,000.00	
3841	06/15/01	5,247.55	002292	CINCO GROUP, INC.		74103	REV VEH PARTS	5,247.55	
3842	06/15/01	155.19	002307	EWING IRRIGATION PRODUCTS		74104	REPAIRS & MINT	156.19	
3843	06/15/01	3,750.00	002346	CHANEY, CAROLYN & ASSOC., INC.		74105	JUNE PROF SERVICES	3,750.00	
3844	06/15/01	134.69	002330	MOBILE STORM GROUP, INC.		74106	5/7-6/4 EQUIPT RENT	134.59	
3845	06/15/01	295.00	002415	SOLARI RANCH		74107	OUT REPAIR BLDG/IMP	295.00	
3846	06/15/01	197.01	002433	IMPACT PRODUCTIONS		74207	ADS - DISTRICT PROMO	197.01	
3847	06/15/01	366.72	002474	ELECTRICAL DISTRIBUTORS CO.		74108	ELECTRICAL SUPPLIES	279.17	
						74109	REV VEH PARTS	107.55	
3848	06/15/01	2,217.30	002610	FREDERICK ELECTRONIC CORP.		74110	JULY - 375 ENCINAL	2,217.30	
3849	06/15/01	1,176.12	002626	NELSON NYGAARD		74111	PROF SVCS TO 4/27/01	1,176.12	
3850	06/15/01	1,752.63	002627	CDW GOVERNMENT, INC.		74112	COMPUTER SUPPLIES	1,752.63	
3851	06/15/01	630.00	002634	PITNEY BOWES PURCHASE POWER		74208	POSTAGE METER-PLANG	630.00	
3852	06/15/01	253.80	002643	IOS CAPITAL		74209	6/22-7/21 COPIER	253.80	
3853	06/15/01	96.59	002689	B & B SMALL ENGINE REPAIR		74210	SMALL TOOLS - FAC	96.59	
3854	06/15/01	9,694.00	002705	PACIFIC TRANSIT MANAGEMENT		74113	TRANSIT SURVEY SVCS	9,694.00	
3855	06/15/01	802.00	002720	METRO SANTA CRUZ NEWSPAPER		74114	AD 5115 ISSUE	246.00	
						74211	5/23-30 EDITION ADS	556.00	
3856	06/15/01	31.11	004	NORTH BAY FORD LINC-MERCURY		74115	REV VEH PARTS	31.11	
3857	06/15/01	136.83	007	UNITED PARCEL SERVICE		74116	FREIGHT OUT	136.83	
3859	06/15/01	7,713.59	009	PACIFIC GAS & ELECTRIC		74117	4/30-5/31 RIVER ST	84.75	
						74118	5/1-6/1 ENCINAL ST	2,173.85	
						74119	5/1-6/1 ENCINAL ST	104.80	
						74120	4/26-5/29 SAKATA	10.50	
						74121	4/26-5/29 SAKATA LN	10.80	
						74122	4/30-5/31 RIVER ST	1,461.50	
						74123	5/1-6/1 DUBOIS ST	320.49	
						74124	5/1-6/1 111 DUBOIS	719.45	
						74125	4/30-5/30 RODRIGUEZ	952.50	
						74126	4/30-5/30 RODRIGUEZ	40.33	
						74127	4/30-5/31 BEACH ST	86.36	
						74128	4/30-5/31 GOLF CLUB	1,290.39	
						74129	4/20-6/1 HARVEY WEST	32.38	
						74130	4/30-5/31 GOLF CLUB	425.49	
3860	06/15/01	1,200.32	013	MCI SERVICE PPRTS, INC.		74131	REV VEH PARTS	326.44	
						74212	REV VEH PARTS	873.88	
3861	06/15/01	8,228.43	018	SALINAS VALLEY FORD SALES		74132	REV VEH PARTS	1,643.04	
						74133	REV VEH PARTS	398.68	
						74134	REV VEH PARTS	89.31	
						74135	REV VEH PARTS	366.18	
						74136	OUT REPAIR REV VEH	5,731.22	
3862	06/15/01	98.47	935	KELLY-MIRE PAINT CO INC.		74213	REPAIRS/MAINT FAC	98.47	
3863	06/15/01	4,375.46	039	KINKO'S INC.		74214	MAY PRINTING/COPIES	4,375.46	
3864	06/15/01	2,094.43	041	MISSION UNIFORM		74215	MAY UNIFORMS/LAUNDRY	333.21	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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					74216	MAY UNIFORMS/LAUNDRY	1,761.22	
3865	06/15/01	430.45	045	ROYAL WHOLESALE ELECTRIC	74217	ELECTRICAL SUPPLIES	430.45	
3866	06/15/01	453.63	059	BATTERIES U.S.A. INC.	74137	REV VEH PARTS	453.63	
3867	06/15/01	447.07	068	UNITED LABORATORIES	74138	REPAIRS & MAINT	447.07	
3868	06/15/01	67.76	074	KENVILLE & SONS LOCKSMITH	74218	MAY KEYS	67.76	
3869	06/15/01	974.36	075	COAST PAPER & SUPPLY INC.	74219	PARTS & SUPPLIES	974.36	
3870	06/15/01	881.97	081	KAR PRODUCTS	74139	PARTS & SUPPLIES	515.02	
					74140	REV VEH PARTS	366.95	
3671	06/15/01	20,215.74	085	DIXON & SON, INCORPORATED	74141	KAY TIRES & TUBES	20,215.74	
3872	06/15/01	859.95	097	SCOTTS VALLY BANNER/	74142	ADS 5/16, 5/23 ISSUE	859.95	
3873	06/15/01	1,010.27	107	SAN LORENZO LUMBER CO., INC.	74220	WAYPARTS/SUPPLIES	564.05	
					74221	MAY PARTS/SUPPLIES	446.22	
3874	06/15/01	2,100.00	110	TRANSMART	74143	JULY CUSTODIAN SVCS	2,100.00	
3875	06/15/01	10,683.79	117	GILLIG CORPORATION	74144	REV VEH PARTS	923.54	
					74145	REV VEH PARTS	108.00	
					74146	REV VEH PARTS	191.84	
					74147	REV VEH PARTS	146.54	
					74148	REV VEH PARTS	3,897.67	
					74149	REV VEH PARTS	908.16	
					74150	REV VEH PARTS	59.37	
					74151	REV VEH PARTS	28.68	
					74152	REV VEH PARTS	4,419.99	
3876	06/15/01	1,552.62	135	SANTA CRUZ AUTO PARTS, INC.	74222	MAY PARTS & SUPPLIES	1,552.62	
3877	06/15/01	253.78	147	ZEE MEDICAL SERVICE	74223	SAFETY SUPPLIES	263.78	
3878	06/15/01	1,875.28	148	ZEP MANUFACTURING COMPANY	74224	REV VEH PARTS	1,875.28	
3879	06/15/01	225.00	150	U.C. REGENTS	74153	FEB, MAR, APR ROOMS	225.00	
3880	06/15/01	258.50	156	PRINT GALLERY, THE	74154	PRINTING	258.60	
3881	06/15/01	4,218.60	166	HOSE SHOP, INC., THE	74155	REV VEH PARTS	1,984.22	
					74225	REV VEH PARTS/SUPPLY	2,234.38	
3882	06/15/01	904.36	170	TOWNSEND'S AUTO PARTS	74226	REV VEH PARTS	904.36	
3883	06/15/01	339.13	186	WILSON, GEORGE H., INC.	74156	PLUMBING SUPPLIES	339.13	
3884	06/15/01	779.30	191	GOLDEN GATE PETROLEUM	74157	MAY FUELS	779.30	
3885	06/15/01	211.04	215	IKON OFFICE SOLUTIONS	74158	6/1-7/1 MAINTENACE	211.04	
3886	06/15/01	1,650.19	216	LABOR READY, INC.	74159	TEMPS W/E 5/10 FAC	527.11	
					74160	TEMPS U/E 5/15 FAC	598.00	
					74161	TEMPS W/E 5/17 FAC	524.46	
3887	06/15/01	452.33	261	OFFICE MAX	74162	COPY PAPER- 20 BOXES	452.33	
3888	06/15/01	552.15	288	MUNCIE RECLAMATION & SUPPLY	74163	REV VEH PARTS	552.15	
3889	06/15/01	1,474.28	294	ANDY' S AUTO SUPPLY	74164	MAY PARTS/SUPPLIES	1,474.28	
3890	06/15/01	788.00	309	GOOD TIMES	74227	MAY ADVERTISING	788.00	
3891	06/15/01	8,326.54	314	GOODWIN, EILEEN	74226	PROF SVCS 4/1-5/31	8,326.54	
3892	06/15/01	374.86	315	JB ASSOCIATES	74165	APR SVCS-BALANCE DUE	374.86	
3893	06/15/01	556.70	316	WATSONVILLE AUTO SUPPLY	74229	REV VEH PARTS	556.70	
3894	06/15/01	111.44	358	POWR-FLITE	74166	CLEANING SUPPLY	111.44	
3895	06/15/01	227.02	372	FEDERAL EXPRESS	74167	KAY MAILING CHARGES	227.02	
3896	06/15/01	356.00	362	AIRTEC SERVICE	74168	OUT REPAIR BLDG/IMP	356.00	
3897	06/15/01	3,232.28	410	TRANSIT INFORMATION PRODUCTS	74169	TRANSUT FAIR SIGNS	81.66	
					74170	GRAPHIC SERVICES	2,319.60	
					74171	GRAPHIC SERVICES	831.02	
3898	06/15/01	896.00	432	EXPRESS PERSONNEL SERVICES	74172	TEMPS W/E 5/13 HRD	896.00	

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
3899	06/15/01	2,062.00	433	AMPAC BUILDING MAINTENANCE		74230	MAY CUST. SVCS-SVTC	2,062.00	
3900	06/15/01	260.83	434	VERIZON WIRELESS-PAGERS		7 473	JUNE PAGERS	132.10	
						7 474	MAY PAGER CHARGES	128.73	
3901	06/15/01	1,567.12	460	SAFETY ENVIRONMENTAL CONTROL		7 475	GLOVES - FLEET MAINT	1,567.12	
3902	06/15/01	6,306.06	480	DIESEL MARINE ELECTRIC		7 476	REV VEH PARTS	3,614.47	
						7 477	REV VEH PARTS	2,691.59	
3903	06/15/01	160.00	481	PIED PIPER EXTERMINATORS, INC.		72431	MAY PEST CONTROL	160.00	
3904	06/15/01	161,426.44	508	COMPLETE COACH W-RKS		7 478	INSTALL ENGINES	161,426.44	
3905	06/15/01	194.87	510	ASCOM HASLER LEASING		7 479	POSTAGE METER-ADMIN	194.87	
3906	06/15/01	251.78	511	LUMINATOR		7 480	OUT REPAIR REV VEH	251.78	
3906P06/15/01		-251.78	511	LUMINATOR VOID CHECK		7 446	VOID CHECK	-251.78	PRE-PAID
3907	06/15/01	4,451.33	521	NECX DIRECT		74232	COMPUTER SUPPLIES	2,479.06	
						74233	COMPUTER SUPPLIES	1,972.27	
3907P06/15/01		-4,451.33	52	NECX DIRECT VOID CHECK		74418	VOID CHECK	-2,479.06	PRE-PAID
						74419	VOID CHECK	-1,972.27	
3908	06/15/01	186.75	565	WEST-LITE SUPPLY CO., INC.		74181	ELECTRICAL SUPPLY	186.75	
3909	06/15/01	1,044.75	575	JARUA OF CALIFORNIA		74182	CONCRETE BENCH ENDS	1,044.75	
3910	06/15/01	469.50	590	HOMWOOD SUITES HILTON		74183	HOTEL- 7/22-727	469.50	
3910P06/15/01		-469.50	590	HOMWOOD SUITES HILTON VOID CHECK		74422	VOID CHECK	-469.50	PRE-PAID
3911	06/15/01	5,739.84	599	SOUTHWEST OFFSET PRINTING		74234	PRINTING -PLANNING	5,739.84	
3912	06/15/01	99.54	604	YENGLE, PATRICIA		74184	TRANSLATION 5/14/01	45.36	
						74185	TRANSLATION 5/23/01	54.18	
3913	06/15/01	1,055.11	610	MAJTAG - INDIANAPOLIS		74186	MACHINERY & EQUIPT	1,055.11	
3914	06/15/01	38,496.51	633	PRUDENTIAL HEALTHCARE		74235	JUNE DENTAL INS	38,496.51	
3915	06/15/01	53.69	932	A.L. LEASE COMPANY, INC.		74187	REPAIRS & MAINT,	53.69	
3916	06/15/01	13.00	E012	ASPESI, JOHN		74236	PARKING FEE	13.00	
3917	06/15/01	200.00	E084	RODRIGUEZ, VAL		74188	CONFERENCE 6/25-29	200.00	
3918	06/15/01	60.55	E373	DOFFMAN, MARK		74237	APTA TRAVEL EXPENSES	60.55	
3919	06/15/01	44.00	E394	MILBURN, PETER		74189	DMV/VTT FEES OPS	44.00	
3920	06/15/01	66.48	E501	BAHR, BRYANT		74238	APTA TRAVEL EXPENSES	66.48	
3921	06/15/01	39.81	E522	CARR, DALE		74239	OFFICE SUPPLIES	39.81	
3922	06/15/01	130.00	M001	HORTON, JOSEPH		74190	JULY MEDICAL PREMIUM	130.00	
3923	06/15/01	130.00	M002	RACKLEY, EARL		74191	JULY MEDICAL PREMIUM	130.00	
3924	06/15/01	65.00	M003	WYANT, JUDI		74192	JULY MEDICAL PREMIUM	65.00	
3925	06/15/01	65.00	M004	PORTILLA, EARLENE		74193	JULY MEDICAL PREMIUM	65.00	
3926	06/15/01	65.00	M005	ROSS, EMERY		74194	JULY MEDICAL PREMIUM	65.00	
3927	06/15/01	169.00	M006	VAN DER ZANDE, ED		74195	JULY MEDICAL PREMIUM	169.00	
3928	06/15/01	122.00	M007	BLAIR-ALWARD, GREGORY		74196	JULY MEDICAL PREMIUM	122.00	
3929	06/15/01	122.00	M008	CAMPOS, ARVILLA		74197	JULY MEDICAL PREMIUM	122.00	
3930	06/15/01	339.00	M009	FOEEMAN, MARY		74198	JULY MEDICAL PREMIUM	339.00	
3931	06/15/01	122.00	M010	SHORT, SLOAN		74199	JULY MEDICAL PREMIUM	122.00	
3932	06/15/01	46.00	M011	LAWSON, LOIS		74200	JULY MEDICAL PREMIUM	46.00	
3933	06/15/01	46.00	M012	ROSE, JACK		74201	JULY MEDICAL PREMIUM	46.00	
3934	06/15/01	38.00	M013	JAHNKE, EILEEN		74202	JULY MEDICAL PREMIUM	38.00	
3935	06/15/01	240.00	M014	HARRELL, LAURA		74240	JUNE PDP INSURANCE	240.00	
3936	06/15/01	679.58	R347	ACKERMAN, OWEN		74241	SETTLEMENT OF CLAIM	679.58	
3937	06/15/01	5,000.00	R347	GARCIA, IRENE		74242	SETTLEMENT OF CLAIM	5,000.00	

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS TYPE NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT
					74375	DISK/CHAR LEGAL	600.85
					74376	PHOTO PROCESS LEGAL	10.53
3960	06/29/01	1,250.00	002080	CHRISTOPHER, BROOKE	74280	MUTRO ART EXHIBITS	1,250.00
3961	06/29/01	6,606.75	002192	BAY EQUIPMENT & REPAIR	74281	OUT REPAIR REV VEH	6,606.75
3962	06/29/01	178.58	002245	STAPLES CREDIT PLAN	74282	OFFICE SUPPLIES	178.58
3963	06/29/01	1,016.66	002323	NORTHERN SAFETY CO., INC.	74283	SAFETY SUPPLIES 1017	1,016.66
3964	06/29/01	1,050.00	002361	SANTA CRUZ COUNTY SHERIFF	74377	SIGN PAINTING	1,050.00
3965	06/29/01	134.69	002380	MOBILE STORAGE GROUP, INC.	74378	5/4-7/2 CONTAINER	134.69
3966	06/29/01	39.95	002411	BIG O TIRE	74284	OUT REPAIR OTHER VEH	39.95
3967	06/29/01	545.00	002448	CLEARVIEW WINDOWS	74285	WINDOW CLEANING	545.00
3968	06/29/01	544.96	002458	EASTERDAY JANITORIAL SUPPLY CO	74286	CUSTODIAL SUPPLIES	544.96
3969	06/29/01	174.46	002474	ELECTRICAL DISTRIBUTORS CO.	74287	REV VEH PARTS	174.46
3970	06/29/01	30.00	002536	SANTA CRUZ COUNTY FAIR	74379	PASSES/COUNTY FAIR	30.00
3971	06/29/01	160.00	002567	DEPARTMENT OF JUSTICE	74288	MAY FINGERPRINTING	160.00
3972	06/29/01	590.86	002639	NEXTEL COMMUNICATIONS	74380	MAY STATEMENT	590.86
3973	06/29/01	2,750.74	009	PACIFIC GAS & ELECTRIC	74289	5/7-6/6 PACIFIC AVE	202.63
					74290	5/7-6/6 PACIFIC AVE	48.32
					74291	5/7-6/6 PACIFIC AVE	1,074.48
					74292	5/7-6/6 PACIFIC AVE	73.33
					74293	5/7-6/6 PACIFIC AVE	561.23
					74294	5/12-6/13 KINGS VLG	670.97
					74295	5/12-6/13 KINGS VLG	11.24
					74296	5/12-6/13 KINGS VLG	17.41
					74297	5/16-6/15 PAUL SWEET	77.71
					74298	4/30-5/31 CNG	13.42
3974	06/29/01	996.49	013	MCI SERVICE PARTS, NC.	74299	REV VEH PARTS	996.49
3975	06/29/01	51.00	014	CABRILLO COLLEGE	74381	FINGERPRINTING	51.00
3976	06/29/01	49.00	014A	CABRILLO COLLEGE	74382	FINGERPRINT SCAN	49.00
3977	06/29/01	11,462.44	018	SALINAS VALLEY FORD SALES	74300	OUT REPAIR REV VEH	5,731.22
					74301	OUT REPAIR REV VEH	5,731.22
3978	06/29/01	30.80	042	ORCHARD SUPPLY HARDWARE	74302	REPAIRS & MAINT	30.80
3979	06/29/01	5,220.34	043	PALACE ART & OFFICE SUPPLY	74383	JUNE STATEMENT	5,220.34
3980	06/29/01	3,579.15	057	U.S. BANK	74384	4251-2400-0574-2697	370.23
					74385	4251-2400-0554-7229	3,208.92
3981	06/29/01	241.14	067	ROTO-ROOTER SEWER/PLUMBING	74303	OUT REPAIR BLDG/IMP	241.14
3982	06/29/01	38.89	079	SANTA CRUZ MUNICIPAL UTILITY	74304	MAY LANDFILL	38.89
3983	06/9/01	401.96	087	RECOGNITION SERVICES LTD.	74305	EMPLOYEE INCENT 402	401.96
3984	06/9/01	256.25	090	CRYSTAL SPRINGS WATER CO.	74306	MAY WATER FLEET	256.25
3985	06/29/01	58,508.16	101	EDS CLAIMS SERVICES, INC.	74307	MAY TRUST ACCOUNT	58,508.16
3986	06/29/01	421.62	117	BILLIS CORPORATION	74308	REV VEH PARTS	134.13
					74309	REV VEH PARTS	287.49
3987	06/29/01	90.64	130	WATSONVILLE CITY WATER DEPT.	74310	5/1-6/1 SAKATA LA <	69.39
					74311	5/1-6/1 RODRIGUEZ	8.80
					74312	5/1-6/1 SAKATA LANE	12.45
3988	06/29/01	2,539.90	134	DAY WIRELESS SYSTEMS	74313	OUT REPAIR EQUIPT	2,539.90
3989	06/29/01	577.81	148	ZEP MANUFACTURING COMPANY	74314	CLEANING SUPPLIES	577.81
3990	06/29/01	4,253.84	149	SANTA CRUZ SENTINEL	74386	MAY ADVERTISING	4,253.84
3991	06/29/01	73.70	161	OCEAN CHEVROLET INC	74315	REV VEH PARTS	73.70
3992	06/29/01	190.50	166	HOSE SHOP, INC. THE	74316	REPAIRS & MAINT	190.50
3993	06/29/01	14.00	172	CENTRAL WELDERS SUPPLY, INC.	74387	NEW CYLINDERS	14.00

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TRANS. TYPE	TRANSACTION NUMBER DESCRIPTION	TRANSACTION AMOUNT	COMMENT
3994	06/29/01	205.84	175 CROWN TOOL AND SUPPLY INC.	74317	PARTS & SUPPLIES	205.34	
3995	06/29/01	3,896.16	180 MANPOWER TEMPORARY SERVICE INC	74318	TEMPS W/E 5/20 ADMIN	277.29	
				74319	TEMPS W/E 5/13 ADMIN	697.20	
				74320	TEMPS W/E 5113 HRD	2,921.76	
3996	06/29/01	74.80	186 WILSON, GEORGE H... IN.	74321	PLUMBING SUPPLIES	74.80	
3997	06/29/01	1,215.80	191 GOLDEN GATE PFTOQUEUM	74386	FUELS & LUBRICANTS	1,215.80	
3993	06/29/01	46.53	204 RADIO SHACK	74322	ANSWERING MACHINE	46.53	
3999	06/29/01	399.67	211 BOWMAN DISTRIBUTION	74323	PARTS & SUPPLIES 375	399.57	
4000	06/29/01	4,409.20	216 LABOR READY, INC.	74339	TEMP W/E 5/9	717.60	
				74399	TEMP W/E 6/7	598.00	
				74391	TEMP W/E 5/30	1,196.00	
				74392	TEMP W/E 5/31	1,180.00	
				74393	TEMP U/E 6/8	717.60	
4001	06/29/01	10,444.34	221 VEHICLE MAINTENANCE PROGRAM	74324	REV VEH PARTS 4549	4,548.46	
				74394	REV VEH PARTS 5661	5,895.88	
4002	06/29/01	119.86	260 SANTA CRUZ GLASS CO., INC.	74325	REPAIRS & MAINT	119.86	
4003	06/29/01	476.00	271 CARLSON, BRENT D., M.D., INC.	74326	MAY-MAY EXAMS-HRD	476.99	
4004	06/29/01	1,151.50	292 NORTH COUNTY RECOVERY & TOWING	74327	OUT REPAIR REV VEH	937.50	
				74395	2 PPT SIGNS	214.99	
4005	06/29/01	351.44	339 ACCESS HARDWARE SUPPLY	74323	REFRIRS & MAINT	351.44	
4006	06/29/01	60.00	345 SANTA CRUZ COUNTY OFFICE OF	74329	FINGERPRINTING SVCS	60.00	
4007	06/29/01	668.76	346 GLOBAL COMPUTER SUPPLIES	74339	OFFICE SUPPLY - MIS	668.76	
4008	06/29/01	ft. 16	372 FEDERAL EXPRESS	74396	MAY MAILINGS	91.16	
4009	06/29/01	1,463.37	378 STEWART & STEVENSON	74331	REV VEH PARTS/SUPPLY	679.19	
				74332	REV VEH PARTS/SUPPLY	793.27	
4919	06/29/01	264.42	339 KENS AUTO PARTS, INC.	743333	PARTS & SUPPLIES	264.42	
4011	06/29/01	1,149.22	410 TRANSIT INFORMATION PRODUCTS	74391	TRANSIT POSTERS	1,149.22	
4912	06/29/01	1,952.13	422 IMAGE SALES INC.	74334	PHOTO PROCESSING	172.11	
				74335	FILM-PHOTO ID	1,780.02	
4913	06/29/01	1,612.80	432 EXPRESS PERSONNEL SERVICES	74336	TEMPS W/E 5/20 HR	896.00	
				74398	TEMP W/E 6/3HRD	716.30	
4914	06/29/01	199.53	436 WEST GROUP PAYMENT CTR	74399	MAY ACCESS CHARGE	190.53	
4015	06/29/01	576.35	447 FERRISHOIST & REPAIR INC.	74337	OUT REPAIR EQUIPT	578.35	
4016	06/29/01	1,044.11	461 VULTRON INC.	74338	REV VEH PARTS	1,044.11	
4917	06/29/01	1,135.99	473 BEE CLENE	74339	CUSTODIAL SERVICES	1,135.00	
4913	06/29/01	24,081.20	599 PAIGE'S SECURITY SERVICES, INC	74340	MAY SECURITY	24,081.20	
4019	06/29/01	161,426.44	598 COMPLETE COACH WORKS	74341	OUT REPAIR REV VEH	161,426.44	
4020	06/29/01	213.76	511 LUMINATOR	74342	OUT REPAIR REV VEH	213.76	
4921	06/29/01	56.69	521 NECX DIRECT	74343	PRINTER COVER	56.69	
4922	06/29/01	100.74	546 GRANITE ROCK COMPANY	74344	REPAIRS/MAINTENANCE	100.74	
4023	06/29/01	723.95	565 WEST-LITE SUPPLY CO., INC.	74400	FLUDRESCENT TUBES	723.95	
4924	06/29/01	63.65	566 CALISTOGA SPRING WATER CO.	74345	MAY WATER PLANNING	63.65	
4025	06/29/01	2,111.56	579 LAB SAFETY SUPPLY INC.	74346	SUPPLIES 1206	1,291.39	
				74347	REPAIRS/MAINT 803	829.17	
4026	06/29/01	2,500.00	606 TRANSIT DYNAMICS	74348	AMBER LED 2500	2,500.00	
S927	06/29/01	4,387.58	609 TROXELL COMMUNICATIONS, INC.	74349	PROJECTOR	4,387.58	
4028	06/29/01	29,330.88	618 CITY OF WATSONVILLE	74350	SECURITY 6/99-4/01	29,330.88	
4929	06/29/01	1,115.04	619 INTERSTATE PLASTICS	74351	ACRYLIC SHEETS	1,115.94	
4030	06/29/01	840.00	620 KSBW-TV	74352	AIR-TIME	840.00	
4031	06/29/01	565.20	621 MID-COUNTY POST	74401	DISPLAY AD 5/22	565.20	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 CHECK JOURNAL DETAIL BY CHECK NUMBER
 ALL CHECKS FOR COAST COMMERCIAL BANK

DATE: 06/01/01 THRU 06/30/01

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TRANS. TYPE	TRANSACTION DESCRIPTION	TRANSACTION MOUNT	TRANSACTION COMMENT
4032	06/29/01	6.00	793 CALIFORNIA HIGHWAY PATROL	74402	POLICE REPORT	6.00	
4033	06/29/01	185.90	794 MCBRIDE & ASSOCIATES	74493	COPY OF TRANSCRIPT	185.90	
4034	06/29/01	1,035.00	900 STATE OF CALIFORNIA-DEPT OF	74494	MANIFEST FEE	1,035.00	
4035	06/29/01	277.48	932 A.L. LEASE COMPANY, INC.	74353	PLUMBING SUPPLIES	277.48	
4036	06/29/01	224.64	973 SANTA CRUZ DODGE	74354	REV VEH PARTS	224.64	
4937	06/29/01	100.00	B001 AINSWORTH, SHERYL	74355	JUNE BOARD MEETINGS	100.00	
4038	06/29/01	100.00	B992 ALMQUIST, JEFF	74356	JUNE BOARD MEETINGS	100.00	
4039	06/29/01	199.99	B993 BEAUTZ, JAN	74357	JUNE BOARD MEETINGS	100.00	
4040	06/29/01	199.99	B004 FITZMAURICE, TIM	74353	JUNE BOARD MEETINGS	199.99	
4041	06/29/01	100.00	B005 GABRIEL, BRUCE	74359	JUNE BOARD MEETINGS	199.99	
4942	06/29/01	199.90	B006 HINKLE, MICHELLE	74369	JUNE BOARD MEETINGS	100.00	
4943	06/29/01	100.00	B007 KEOGH, MICHAEL	74361	JUNE BOARD MEETINGS	100.00	
4044	06/29/01	59.99	B993 KROHN, CHRISTOPHER	74362	JUNE BOARD MEETINGS	50.00	
4045	06/29/01	100.00	B011 REILLY, EMILY	74363	JUNE BOARD MEETINGS	199.99	
4046	06/29/01	225.99	E 387 FLAGG, PAULA R.	74406	EMPLOYEE INCENTIVE	225.99	
4947	06/29/01	200.00	E012 ASPESTI, JOHN	74364	TSI BUS OF CONF.	299.99	
4048	06/29/01	23.81	E185 DANIEL, REBECCA	74495	MILEAGE	23.81	
4049	06/29/01	52.74	E522 CARR, DALE	74497	CABLES	52.74	
4050	06/29/01	58.89	R934 ENTERPRISE RENT-A-CAR	74408	SETTLEMENT OF CLAIM	58.89	
4051	06/29/01	2,954.40	R349 ESENGIL, ERDEM	74499	SETTLEMENT OF CLAIM	2,954.40	
4952	06/29/01	735.00	R350 BAROUSSE, GREG	74410	SETTLEMENT OF CLAIM	735.99	
4953	06/29/01	3,528.25	R351 ROBERTS, MICHAEL	74411	SETTLEMENT OF CLAIM	3,528.25	
4054	06/29/01	896.30	R352 GISUIERE, DEBORAH	74412	SETTLEMENT OF CLAIM	896.30	
4055	06/29/01	6,077.57	R353 BAY EQUIPMENT AND REPAIR	74413	REPAIR VEH #9700	6,077.57	
4056	06/29/01	235.54	511 LUMINATOR	74417	KEYBOARD REPAIR 210	235.54	
4057	06/29/01	4,273.02	521 NECDIRECT	74429	COMPUTER SUPPLY 2301	2,300.75	
				74421	COMPUTER SUPPLY	1,972.27	
TAL		1,587,652.31	COAST COMMERCIAL BANK		TOTAL CHECKS	362	1,587,652.31

GOVERNMENT TORT CLAIM

RECOMMENDED ACTION

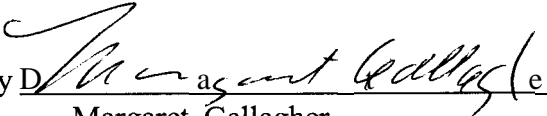
TO: Board of Directors

FROM: District Counsel

RE: Claim of: Erdem Esengil Received: 07/24/01 Claim #: 01-0018
Date of Incident: 01/23/01 Occurrence Report No.: SC 01-01-09

In regard to the above-referenced Claim, this is to recommend that the Board of Directors take the following action:

- 1. Deny the claim.
- 2. Deny the application to file a late claim.
- 3. Grant the application to file a late claim.
- 4. Reject the claim as untimely filed.
- 5. Reject the claim as insufficient.
- 6. Approve the claim in the amount of \$____ and reject it as to the balance, if any.

By  : _____ July 27, 2001
Margaret Gallagher
DISTRICT COUNSEL

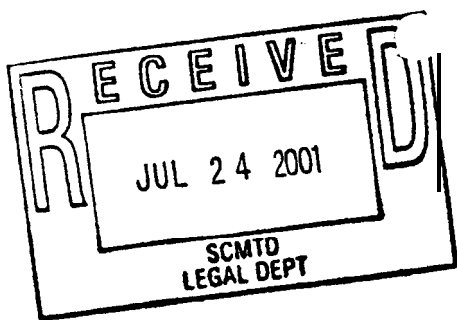
I, Dale Carr, do hereby attest that the above Claim was duly presented to and the recommendations were approved by the Santa Cruz Metropolitan Transit District's Board of Directors at the meeting of _____, 2001.

Dale Carr
Recording Secretary

Date

MG/hp

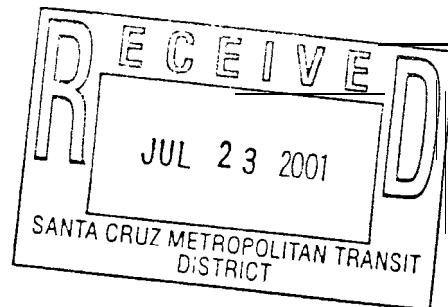
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DILARA ESENGIL
ATTORNEY AT LAW

COPY

July 21, 2001



Board of Directors
Santa Cruz Metropolitan District
Attn: Secretary to the Board
370 Encinal St., Suite 100
Santa Cruz, CA 95060

RE: Claim #: SC 01-01-09
Date of Loss: 01/23/01

To the Board of Directors Reviewing this Claim:

I am writing this letter to you, on behalf of my client, Mr. Erdem Esengil. As of the date of this letter, I am representing Mr. **Esengil** in matters related to **and** regarding this case. Please submit all future **correspondence** and direct future inquiries to my attention. My address and telephone contact information is listed **below**.

As I understand, the property damage in the **case** has **already** been paid by your organization. **Additionally**, however, there may still possible outstanding property damage. Additional expenses also include, but **are** not limited to past, present and future medical expenses, lost wages, personal expenses as a result of this incident as well as damages for pain and suffering caused to my client.

At this time, per our telephone conversation 07.20.01, I **am aware** that the your local statute of limitations, per government regulations, permits only a six month period as of the date of the incident within which to file a **claim**. In order to preserve this claim, I am filing the enclosed, necessary form provided by SC Metro entitled "**Claim Against the Santa Cruz Metropolitan Transit District.**" Please be **aware** that this is the second filing of this form. Originally, my client had attempted to file a claim with **your department**, without indicating an amount being claimed. The date of his original submission, without the assistance or representation of legal counsel, **was 03.18.01**. Your office returned the entire **claim** to my client due to the fact that he did not indicate any requisite amount(s) as required by Government Code **§910(f)**. My client has asked me to continue with the filing of his claim with your office, on his behalf

My client believes that the total aggregate cost of his claim is **worth** well over **\$25,000.00**. Note that under **§910(f)**, neither a computation nor a basis for such calculations is required at this time. **At** this juncture, my client is still seeking and receiving medical attention and assistance as a result of this accident. Hence, the estimated amount of **any** prospective injury, damage, or loss at this time is not **clearly computable**. The overall cost(s), however, amount to a claim, as of yet undetermined, in excess of a "limited **civil case**".

To be within your compliance period, I am providing an account of the incident, on **Mr. Esengil's** behalf, as requested by your enclosed and completed claim form. Following are summarized descriptions of Facts and events to items 3 and 4 on your claim form. Note that these facts are simply a **summary** description, **as** provided by my client, of the questions asked. Additional, supporting documentation is not being provided, as it is not required at this time.

Summary Explanation to Circumstances of Occurrence or Transaction Giving Rise to Claim (Item#3)

On January **23, 2001**, my client, Mr. Esengil, was headed Northbound on Mission St., in **Santa Cruz**, California at **approximately 7:05 PM**. He was driving his 1989 Red **Isuzu** Impulse, which he maintains in excellent condition. Mr. **Esengil** was traveling safely, in **the outer** (right side) lane, at **appx. 20 mph (5 miles under the**

PO BOX 190056 SAN FRANCISCO, CA 94119

PHONE: 650.692.6013 • FAX: 413.895.6206 • EMAIL: LAW'BUNNY@EARTHLINK.COM

JULY 21, 2001

posted speed limit of 25 mph) since there was some **construction** in the area. He was **also** slowing down, preparing for the red **light** at Walnut Street, the same route home **from** his company that he takes on a daily basis, for the last **twenty** plus years.

Meanwhile, unbeknownst to **Mr. Esengil**, the driver of a 1985 **large**, white, utility tow-truck (equipped for towing SC Metro buses and other large public transport motor vehicles) owned and operated by the Santa Cruz Metropolitan Transit District, was **traveling** in the inner (left) lane, **also** Northbound on Mission St. The driver, a Mr. **Meral Richard** Jesen I, made an unsafe **lane** change from the left lane to the right **lane**, where Mr. Esengil's car **was** located. **Although** Mr. Esengil's car **was** one **full** car length in **front** of Mr. Jesen's vehicle and scope of vision, **Mr. Jesen** failed to **observe** Mr. **Esengil's** position and proceeded to sideswipe **Mr. Esengil's** car from the rear left driver's side, continuing up through the left driver's side door, and into the front panel of Mr. Esengil's car. As a result, Mr. Esengil's car was forced to the right curb, incurring severe damage to the car. **Mr. Jesen** did nothing to prevent or to avoid **the** accident- **This** collision occurred just south of Peyton Ave, on Mission St. **Mr. Esengil** was taken by ambulance to Dominican Hospital where he was treated for injuries sustained as a result of the collision caused by Mr. **Jesen's** negligent driving.

General Indebtedness of Obligation, Injury, Damage, or Loss Incurred (so far as known)(item #4)

Given that a precise calculation for damages, losses, and/or **other** financial obligation is not required at this **time** [see above **explanation** under § 910(f)], the following is a general summary of losses.

As a result of **Mr. Jesen's** negligent driving, **Mr. Esengil** sustained serious injuries to his property (vehicle) as well as to his person. His losses include, but are not **limited** to: various medical costs (to be detailed in **a** later demand package, since medical care is still **continuing**), documented auto repair and replacement costs, personal losses, lost wages and business profits, pain and suffering **costs, as** well as **other** incurred expenses to be calculated, determined and submitted in a final demand **package**.

Mr. **Esengil** is the owner and founder of a major manufacturing corporation. His is **primarily** responsible for the operation and success of his business. The accident has made it **difficult** for Mr. Esengil to perform his duties by limiting his range of motion. Additionally, my client continues to be unable to work at intervals in attempts to rehabilitate his injuries to his person.

At the present **time**, **Mr. Esengil** is still in the recovery process for his injuries He continues to take medications **prescribed** by **specialists** for his conditions resulting from the injury. **Mr. Esengil** **still** receives medical **treatment** and maintains regular visits **with** spinal care specialists. He is **still** in pain and injuries **resulting from** this incident have left Mr. Esengil with possible permanent damage to his spine area, which was otherwise **undamaged previous** to this incident **Mr. Esengil** may, in the future, require **further** treatment, including surgery due to the injuries to the **new** areas of his spine. Additionally, Mr. Esengil has not been able to enjoy nor conduct simple, daily functions (such as driving, sitting etc.) as a direct result of this injury sustained due to Mr. Jesen's negligence.

In submitting this claim to your attention, I understand that your organization may only be able to decide claims **with** damages limited to a specific dollar amount (under \$25,000). **My** client and I both believe that this case is worth **an amount** greater than this. Thus, I believe **that** your insurance carrier may be **contacting** me regarding this matter. **Please** let me know if you should require any additional information at this time.

JULY 21, 2001

Thank you for your tune and continued assistance with this matter. I look forward to hearing from you regarding the status of my client's claim, to best resolve this in a just and efficient manner.

Sincerely,

A handwritten signature in black ink that reads "Dilara Esengil". The signature is written in a cursive style with a large, looped initial 'D'.

Dilara Esengil, Esq.

Enclosures
Cc: client

CLAIM AGAINST THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
(Pursuant to Section 910 et Seq., Government Code)
Claim # SC 01-01-09

TO: BOARD OF DIRECTORS, Santa Cruz Metropolitan Transit District

ATTN: Secretary to the Board of Directors
370 Encinal Street, Suite 100
Santa Cruz, CA 95060

1. Claimant's Name: Erdem Esenail

Claimant's Address/Post Office Box: 1050 Escalona Dr.
Santa Cruz, CA 95060

Claimant's Phone Number: H: (831) 425-5354 W: (831) 425-1145

2. Address to which notices are to be sent: as of 7/19/01, please send all correspondence to:
Dilara Esenail, Esq. PO BOX 190056 San Francisco, CA 94119. W: (650) 692-6013

3. Occurrence: Date of incident 01/23/01 Injury Accident

Date: 01/23/01 Time: 7:05 pm approx Place: Northbound / Mission St.

Circumstances of occurrence or transaction giving rise to claim: Please refer to enclosed letter

4. General description of indebtedness, obligation, injury, damage, or loss incurred so far as is known: Please refer to enclosed letter

5. Name or names of public employees or employees causing injury, damage, or loss, if known: Meral Richard Jensen I

6. Amount claimed now \$ in excess of
Estimated amount of future loss, if known \$ 25,000 US dollars.
TOTAL \$ total tbd; medicals
are still open.

7. Basis of above computations: basis is not provided at
this time and will be submitted, accordingly, with demand package
(03-18-01) originally submitted

Erdem Esenail
CLAIMANT'S SIGNATURE OR
COMPANY REPRESENTATIVE'S SIGNATURE OR
PARENT OF MINOR CLAIMANT'S SIGNATURE

07-19-01
DATE

And
attorney
for
claimant

Dilara Esenail

Note: Claim must be presented to the Secretary to the Board of Directors, Santa Cruz Metropolitan Transit District

Santa Cruz Metropolitan Transit District

Minutes-Metro Users Group

July 18, 2001

The Santa Cruz Metropolitan Transit District Metro Users Group met at 2:15 p.m., Wednesday, July 18, 2001, at the District's Encinal Conference Room, 370 Encinal Street, Suite 100, Santa Cruz.

MEMBERS PRESENT

Bruce Gabriel, Chair
Sharon Barbour, MASTF
G. Ted Chatterton, Transit User
Sandra Coley, Pajaro TMA
David Moreau, UTU
Barbie Schaller, Seniors Council

VISITORS PRESENT

Lynn Everett-Lee, Multisystems
Patty Monihan, Multisystems

SCMTD STAFF PRESENT

Ian McFadden, Transit Planner
Bryant Baehr, Operations Manager
Kim Chin, Planning & Marketing Mgr.
Tom Stickel, Fleet Maint. Manager

MUG RESOLUTIONS TO METRO BOARD OF DIRECTORS

1. MUG supports Staff's recommendation to use the name "METRO ParaCruz" for the Paratransit program.
2. MUG supports Staff's recommendation to acknowledge the efforts of the working group who helped develop and refine the Paratransit Rider's/Customer's Guide.
3. MUG recognizes and appreciates Cabrillo's efforts to encourage bus usership and encourages further effort in this direction.

MUG RESOLUTIONS TO METRO MANAGEMENT

None.

1. CALL TO ORDER AND INTRODUCTION

Lynn Everett-Lee and Patty Monihan from Multisystems introduced themselves. They are working on the new policies & procedures for ADA Paratransit service and the Rider's/Customer's Guide.

2. ORAL AND WRITTEN COMMUNICATIONS AND ANNOUNCEMENTS

- a) Transit user, Ted Chatterton recommends that the bus stop between Harvey West Park & Coral St (right across from Costco) needs a red curb mark and a bench. Bryant Baehr will let David Konno know. Sandra Coley suggested that Costco be requested to install a bench or at least match funds to have a bench installed. Sharon Barbour suggested the possibility of using the older benches that are being replaced.
- b) Sharon Barbour stated that MUG and MASTF have requested notification for bus service changes and that they had been included in the MASTF packet, but not the MUG packet. Please see the attached memo, which was distributed to the Committee at this meeting, from Kim Chin to the Service Review Committee.
- c) Chairperson Bruce Gabriel requested ridership information for the 4th of July service. Bryant Baehr said there were 184 passengers and MUG would be notified of the actual number of riders and cost per passenger at next month's meeting. Sharon Barbour stated that *Headways* said there would be no service for the 4th of July and she was concerned that it was not well publicized. Kim Chin stated they sent out the info to all of last year's users, had handouts on the buses, did a news release and also that Public Service Announcements had been on the radio. There was a timing issue that prevented the information being in *Headways*. If this service is provided next year, it will be on the cover of *Headways* so that people are aware of it.
- d) Sandra Coley suggested a free holiday shuttle downtown Watsonville next year with lots of publicity.
- e) Sharon Barbour expressed that parents are concerned about their children riding the bus alone. This item will be on the next agenda for further discussion.

3. ADDITIONS AND DELETIONS TO THE AGENDA

None

ITEM #7 WAS TAKEN OUT OF ORDER

7. NEW BUSINESS

7a) Multisystems

Lynn Everett-Lee and Patty Monihan informed the Committee about the work Multisystems is doing putting together the ADA Paratransit Rider's Guide and new Operating Policies & Procedures for the ADA Paratransit service. A working draft has been developed of the new Rider's/Customer's Guide, a copy of which is available on request for review. A number of policies are changing that Lift Line has been operating under. There will be a public meeting as part of MASTF tomorrow, July 19, 2001 and opportunity for further comment on Friday July 20, 2001 at the Board of Directors meeting. Kim Chin acknowledged the hard work on this project put in by MUG Chair Bruce Gabriel, Pat Spence from MASTF, Scott Bugental from E&D TAC, John Daugherty and himself. Kim also announced that the name "METRO ParaCruz" is being proposed for the ADA paratransit program. This name identifies the service as a METRO service. As the name is finalized, all existing and future paratransit vehicles will get new decals and be identified with the new name.

4. CONSENT AGENDA

- a) Receive and Accept June Meeting Minutes:
(Attached)
- b) Monthly Attendance Report
(Attached)
- c) Review of Minutes of Board of Directors Meeting
(Attached)

ACTION: MOTION: Sharon Barbour
SECOND: Sandra Coley

Approve Consent Agenda

Motion passed unanimously.

5. ON-GOING ITEMS

5a) Review of Board Agenda Items

Kim Chin addressed two items of interest to MUG. First, the ADA Paratransit Service Area. Second, the development of the Rider's/Customer's Guide for

paratransit service including that the name of the program be changed to "METRO ParaCruz", which has already been discussed under Item #7.

ACTION: **MOTION:** **Sharon Barbour**
 SECOND: **Barbara Schaller**

MUG supports Staff's recommendation to use the name "METRO ParaCruz" for the Paratransit program.

Motion passed unanimously.

Kim Chin proposed to Chairperson Bruce Gabriel to consider a motion to acknowledge the efforts of the working group who helped develop and refine the Paratransit Rider's/Customer's Guide.

ACTION: **MOTION:** **Sharon Barbour**
 SECOND: **Barbara Schaller**

MUG supports Staff's recommendation to acknowledge the efforts of the working group who helped develop and refine the Paratransit Rider's/Customer's Guide.

Motion passed unanimously.

Chairperson Bruce Gabriel asked for information on the status of the Cabrillo College Bus Pass Program. Kim Chin replied that the Assistant GM is on a committee with Cabrillo College to evaluate different strategies that would be supportive of public transit, this includes reviewing the Pass Program. Also, Staff is currently working with the SCTMD and Cabrillo to develop information materials for students – such as a brochure that highlights the routes that serve all the Cabrillo campuses. There was indecision by some MUG members about mandatory parking or bus pass purchases.

ACTION: **MOTION:** **Sharon Barbour**
 SECOND: **Sandra Coley**

MUG recognizes and appreciates Cabrillo's efforts to encourage bus usership and encourages further effort in this direction.

Motion passed with opposition by Ted Chatterton and Chairperson Bruce Gabriel

5b) Review of *Headways* Redesign Issues

See Item # 2c. Also, Kim is presently working with graphic designers to increase the font size and develop a clearer layout.

5c) Service and Planning Update

Ian McFadden reviewed the service improvement plans that will be presented to the Board of Directors this Friday, July 20, 2001.

Sharon Barbour was concerned about how the elimination of Route 60 will affect the ADA service area. Kim Chin reported that an impact report addressing this issue would be available soon.

5d) Marketing

Kim Chin listed the goals for this fall:

- ◆ Bi-directional service at UCSC
- ◆ Providing service between the Holiday Inn and UCSC
- ◆ Providing cross county service between south county and Watsonville
- ◆ Service improvements in Capitola and La Selva Beach
- ◆ Service for high school students in Soquel
- ◆ Operating at Sunday level service for the Day after Thanksgiving.

Sharon Barbour suggested that the outdated advertisements inside the buses be taken down immediately and regularly going forward.

5e) Cabrillo College

Item was deleted. See Item #5a

5f) Bus Procurement

Tom Stickel reported that the Board of Directors approved the purchase of 8 dedicated CNG buses. The District is due to receive the buses by the middle of 2002, and Staff is looking at putting together a fueling station specifically for these buses. Sharon Barbour suggested that the new CNG buses have signs that say, "This bus is powered by CNG".

It was also reported that responses from vendors are still coming in concerning the Highway 17 repower project.

6. UPDATES

6a) ADA Recertification/Audit

Kim Chin reported that Staff is finalizing the details with regard to recertification. Specifically, Staff is evaluating two types of software that will assist with the processing of applications and enable this information to be accessible to providers. The next step is to put out a request for proposals from companies that can develop and deliver this kind of software. Kim also reported that Staff is moving forward towards METRO ParaCruz, with a timeline to kick it off the first part of next year.

6b) Bus Stop Signs

David Konno reported that about 60% of the no smoking signs have been installed at the bus stops. Also, bus signalization lights have been installed in 10 locations including Freedom Blvd and Hwy 9, which have received positive feedback. Facility Maintenance Staff's next project is to install solar lighting in 8 locations in the San Lorenzo Valley and 3 locations in Watsonville.

6c) MetroBase

Kim Chin reported that on this month's Board of Directors agenda there is a Staff Report on the Financial Impact Report and last month the Board approved the implementation of the EIR. Staff will also initiate a Financial Analysis/Economic Impact Report to evaluate the cost of relocation and other matters associated with the construction of the MetroBase project. Kim stated that Staff is moving forward and it looks promising.

8. OPEN DISCUSSION

9. ADJOURNMENT

The meeting adjourned at 3:50 p.m.

Respectfully submitted,

Cindi Thomas
Administrative Secretary

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001

TO: Board of Directors

FROM: Elisabeth Ross, Manager of Finance

SUBJECT: MONTHLY BUDGET STATUS REPORT FOR JUNE 2001; APPROVAL OF BUDGET TRANSFERS; DESIGNATION OF EXCESS SALES TAX FUNDS IN THE AMOUNT OF \$225,000 FOR LIABILITY INSURANCE RESERVES, \$440,000 FOR WORKERS' COMPENSATION RESERVES, \$100,000 FOR BUS STOP IMPROVEMENT RESERVES, \$462,000 FOR ALTERNATE FUEL CONVERSION FUND, AND THE REMAINDER FOR CAPITAL RESERVES IN THE ESTIMATED AMOUNT OF \$1,800,000; AND ADOPTION OF SCHEDULE OF RESERVE ACCOUNTS

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors approve the budget transfers for the period of July 1-31, 2001; designate additions to reserves from sales tax revenue for liability insurance in the amount of \$225,000, for workers' compensation expense in the amount of \$440,000, for bus stop improvements in the amount of \$100,000, for the alternate fuel conversion fund in the amount of \$462,000, and designate the remainder of available sales tax revenue for allocation to capital reserves; and adopt the attached schedule of reserve accounts.

II. SUMMARY OF ISSUES

- The attached monthly revenue and expense report represents the status of the District's FY 00-01 revised budget, as of June 30, 2001, the end of the fiscal year. The numbers in the report are preliminary, since all accounting adjustments have not yet been completed.
- Operating revenue for the year (preliminary) totals \$30,437,357 or \$547,004 under the amount of revenue expected to be received during the fiscal year based on the revised budget. Approximately \$520,000 in grant funding was deferred to next fiscal year.
- Total operating expenses for the year to date (preliminary), including pass through grant programs, in the amount of \$27,839,090, are at 89.8% of the budget. Day to day operating expenses (preliminary) total \$27,268,649 or 91.2% of the budget.
- A total of \$2,820,158 has been expended (preliminary) for the FY 00-01 Capital Improvement Program.

- Since liability insurance costs and workers' compensation costs are projected to be under budget for the year, it is recommended that the projected savings be allocated to reserves for those purposes, as the Board directed last year. Staff further recommends that \$95,000 in addition to the \$130,000 savings, be allocated to the liability insurance reserves to attain the recommended minimum balance, \$100,000 to the bus stop improvement reserve, and the balance of excess revenue to capital reserves, in accordance with the schedule of reserve accounts (Attachment B). The Board had already included in the adopted FY 00-01 budget, the \$462,000 allocation to the alternative fuel conversion fund, which is reflected in the schedule.
- The amount of revenue received exceeds total expenses by \$2.6 million in this preliminary report. Although several accounting adjustments are still required in preparation for the final audit, the amounts recommended for retirement to reserve accounts should be available. The final reserve balances will be reported in the audited financial statements for the fiscal year.

III. DISCUSSION

An analysis of the District's budget status is prepared monthly in order to apprise the Board of Directors of the District's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year. The attached monthly revenue and expense report represents the status of the District's FY 00-01 budget as of June 30, 2001. The fiscal year is 100% elapsed.

A. Operating Revenues.

Operating revenue is \$547,004 or 1.8% under the amount expected to be received for the fiscal year, based on the revised budget adopted by the Board in April. Operating revenue variances are discussed in the attached notes to the report. Aside from the \$450,000 in pass-through rail funding, the largest variance is sales tax, which is \$109,105 under the budgeted amount for the year. The revised budget projected a 10.2% increase over the revenue received in the previous fiscal year, but the final monthly payment for the year was \$109,105 under budget, resulting in a 9.5% increase over the previous year.

The other operating revenue shortfalls are in passenger revenue accounts: passenger fares and paratransit fares. The passenger fares, comprised of farebox revenue and pass sales, are \$28,621 or 0.8% under the amount expected to be received for the year. Recently there has been a downward trend in these fares. Beginning in February of this year, every month's receipts have been lower than the same month in the previous year with the exception of April. Paratransit fares are under budget only because the number of trips taken did not meet projections. The District saw a corresponding savings in expense due to this fact.

Other apparent shortfalls are actually deferred grant funds which will be carried over into FY 01-02.

B. Operating Expenses.

Total regular operating expenses are at 91.2% of the revised budget for the year (preliminary). There are no significant departmental budget overruns. All overruns are explained in the attached notes. Total expenses are within the budgeted amount for the year.

Several accounting adjustments are yet to be entered which may increase expenses, including depreciation.

C. Capital Improvement Program.

Expenses for the capital improvement program total \$2,820,158 for the year. The majority of capital projects will be carried over to FY 01-02. A total of \$587,740 in District reserves was required for the District share of capital expenses in FY 00-01. The State Transit Assistance (STA) funding may increase since the allocation for the 4th quarter has not yet been received.

D. Allocation to Reserves.

For the past three years, the Board of Directors has designated excess sales tax revenue at year end for various reserves. Based on preliminary year end figures, it appears that there will be excess sales tax revenues in FY 00-01 since expenses came in under budget. In several key areas, operating expenses did not reach budgeted levels, including salary expense (\$876,000 under budget), fringe benefits (\$1,075,000 under budget), professional/administrative services (\$240,000 under budget) and casualty and liability expense (\$134,000 under budget). These savings are all of a one-time nature, primarily due to personnel vacancies and delays in hiring consultants for projects which have been deferred to next year's budget. In addition, the contract transportation expense for the paratransit program was \$640,000 under budget for the year.

Staff proposes that funds be allocated to the reserve accounts in accordance with the schedule of reserve accounts (Attachment B). Staff is recommending a minimum balance for each reserve as explained on the chart, to meet the needs of the District outside of the current operating budget. The column entitled "Outstanding Obligations" notes the funds committed for either projects or expenses, depending on the reserve. After recognizing the outstanding obligations, the only reserve fund that meets the recommended minimum balance is the cash flow reserve. Since the final accounting adjustments have not yet been completed, the final amounts for the reserves may change slightly, in particular, the capital reserve. The final amounts will be available upon completion of the financial audit later this calendar year.

IV. FINANCIAL CONSIDERATIONS

Based on the preliminary numbers, FY 00-01 revenues exceed expenses (excluding depreciation) by \$2.6 million and should allow for the recommended allocations to insurance reserves, bus stop improvement reserves, the alternate fuel conversion fund, and capital reserves.

Approval of the budget transfers will increase some line item expenses and decrease others. Overall, the changes are expense-neutral.

V. ATTACHMENTS

Attachment A: Revenue and Expense Report for June, and Budget Transfers

Attachment B: Schedule of Reserve Accounts

MONTHLY REVENUE AND EXPENSE REPORT
OPERATING REVENUE - JUNE 2001

Operatina Revenue	FY 00-01 Budgeted for Month	FY 00-01 Actual for Month	FY 00-01 Budaeted YTD	FY 99-00 Actual YTD	FY 00-01 Actual YTD	YTD Variance from Budaetec	
Passenger Fares	\$ 282,164	\$ 266,344	\$ 3,199,146	\$ 3,097,810	\$ 3,170,525	\$ (28,621)	
Paratransit Fares	\$ 47,377	\$ 35,884	\$ 262,000	\$ 206,148	\$ 203,608	\$ (58,392)	
Special Transit Fares	\$ 63,733	\$ 60,282	\$ 1,605,319	\$ 1,596,885	\$ 1,670,204	\$ 64,885	
Highway 17 Revenue	\$ 454,761	\$ 70,251	\$ 819,413	\$ 753,196	\$ 867,180	\$ 47,767	
Subtotal Passenger Rev		432,761	\$ 5,885,878	\$ 5,654,039	\$ 5,911,517	\$ 25,639	See Note 1
Advertising Income	\$ 14,000	\$ 14,000	\$ 158,000	\$ 132,000	\$ 156,000	\$ (2,000)	
Other Aux Transp Rev	\$ 917	\$ 801	\$ 11,000	\$ 11,829	\$ 11,902	\$ 902	
Rent Income	\$ 14,151	\$ 13,932	\$ 141,200	\$ 111,105	\$ 144,200	\$ 3,000	
Interest - General Fund	\$ 81,094	\$ 94,938	\$ 1,171,249	\$ 838,983	\$ 1,199,158	\$ 27,909	See Note 2
Non-Transportation Rev	533	\$ 5,867	\$ 6,400	\$ 48,225	\$ 13,163	\$ 6,763	
Sales Tax income	\$ 1,478,160	\$ 1,368,955	\$ 16,128,000	\$ 14,635,412	\$ 16,018,895	\$ (109,105)	See Note 3
TDA Funds	\$ -	\$ -	\$ 6,410,211	\$ 4,674,062	\$ 6,410,211	\$ -	
MBUAPCD Funding							
Other Local Funding	\$ -		\$ 30,000	\$ 150,000	\$ 27,000	\$ (3,000)	See Note 4
State Guideway Funding	\$ -		\$ 450,000	\$ -	\$ -	\$ (450,000)	See Note 5
Other State Funding				\$ 63,993			
FTA Op Asst - Sec 5303	\$ -		\$ 70,000	\$ 30,015	\$ -	\$ (70,000)	See Note 6
FTA Op Asst - Sec 5307	\$ -		\$ 505,614	\$ 505,614	\$ 505,614	\$ -	
FTA Op Asst - Sec 5311	\$ -		\$ 42,448	\$ 36,604	\$ 39,697	\$ (2,751)	
Other Federal Grants							
Other Revenue							
Total Operating Revenue	\$ 2,043,616	\$ 1,931,254	\$ 31,010,000	\$ 26,891,881	\$ 30,437,357	\$ (547,004)	

**MONTHLY REVENUE AND EXPENSE REPORT
OPERATING EXPENSE SUMMARY -JUNE 2001**

	FY 00-01 Final Budget	FY 00-01 Revised Budget	FY 99-00 Expended YTD	FY 00-01 Expended YTD	Percent Expended of Budget	
PERSONNEL ACCOUNTS						
Administration	\$ 586,021	\$ 545,781	\$ 430,201	\$ 481,158	88.2%	
Finance	\$ 526,041	\$ 510,663	\$ 396,330	\$ 441,383	86.4%	
Planning & Marketing	\$ 799,773	\$ 833,091	\$ 690,346	\$ 668,931	80.3%	
Human Resources	\$ 419,954	\$ 392,454	\$ 348,249	\$ 321,875	82.0%	
Information Technology	\$ 346,012	\$ 346,112	\$ 214,470	\$ 314,820	91.0%	
District Counsel	\$ 294,577	\$ 271,776	\$ 187,773	\$ 224,036	82.4%	
Facilities Maintenance	955,338	\$ 919,838	\$ 795,878	\$ 788,636	85.7%	
Operations	\$ 1,785,628	\$ 1,706,669	\$ 1,524,390	\$ 1,626,393	95.3%	
Bus Operators	\$ 10,088,130	\$ 10,721,858	\$ 9,035,364	\$ 9,992,035	93.2%	
Fleet Maintenance	\$ 3,371,075	\$ 3,494,455	\$ 2,609,141	\$ 2,920,844	83.6%	
Retired Employees Benefits	\$ 354,602	\$ 354,602	\$ 259,687	\$ 364,619	102.8%	See Note 7
Total Personnel	\$ 19,527,151	\$ 20,097,301	\$ 16,491,829	\$ 18,144,730	90.3%	
NON-PERSONNEL ACCOUNTS						
Administration	\$ 539,600	\$ 571,405	\$ 480,235	\$ 520,956	91.2%	
Finance	\$ 464,325	\$ 463,960	\$ 360,678	\$ 377,865	81.4%	
Planning & Marketing	\$ 188,425	\$ 211,867	\$ 203,368	\$ 183,924	86.8%	
Human Resources	\$ 92,740	\$ 136,960	\$ 99,770	\$ 112,901	82.4%	
Information Technology	\$ 95,925	\$ 125,796	\$ 122,201	\$ 104,519	83.1%	
District Counsel	\$ 311,405	\$ 184,405	\$ 132,503	\$ 108,624	58.9%	
Facilities Maintenance	\$ 201,791	\$ 282,144	\$ 226,169	\$ 252,450	89.5%	
Wats TC Operation	\$ 89,244	\$ 94,644	\$ 66,707	\$ 98,598	104.2%	See Note 8
Santa Cruz Metro Center	\$ 253,030	\$ 271,080	\$ 252,520	\$ 244,414	90.2%	
Scotts Valley TC	\$ 122,535	\$ 105,035	\$ 97,519	\$ 87,840	83.6%	
Paratransit Program	\$ 3,244,666	\$ 3,308,646	\$ 2,261,726	\$ 2,569,521	77.7%	See Note 9
Operations	\$ 201,891	\$ 228,416	\$ 632,123	\$ 237,324	103.9%	See Note 10
Bus Operators	\$ 6,000	\$ 6,000	\$ 2,762	\$ 6,225	103.8%	See Note 11
Fleet Maintenance	\$ 2,747,222	\$ 3,267,614	\$ 2,337,626	\$ 2,718,654	83.2%	
Op Prog/SCCIC	\$ 1,300	\$ 8,284	\$ 80	\$ 6,529	78.8%	
Reserve for Service Additions	\$ 150,000	\$ -	\$ -	\$ -	0.0%	
Reserve for New Positions	\$ -	\$ 73,498	\$ -	\$ -	0.0%	
Reserve for Repower Project		\$ 462,000	\$ -	\$ 462,000	100.0%	
Incurred W/C	\$ -	\$ -	\$ (39,392)	\$ 1,031,572	100.0%	See Note 12
Total Non-Personnel	\$ 8,710,099	\$ 9,801,754	\$ 7,236,595	\$ 9,123,916	93.1%	
Subtotal Operating Expense	\$ 28,237,250	\$ 29,899,055	\$ 23,728,424	\$ 27,268,649	91.2%	
Grant Funded Studies/Programs	\$ 43,750	\$ 97,496	\$ 43,703	\$ 9,995	10.3%	See Note 13
Transfer to/from Cap Program	\$ -	\$ 533,449	\$ 430,308	\$ 533,449	100.0%	
Pass Through Programs	\$ 450,000	\$ 480,000	\$ -	\$ 27,000	5.6%	See Note 14
Total Operating Expense	\$ 28,731,000	\$ 31,010,000	\$ 24,202,435	\$ 27,839,090	89.8%	
YTD Operating Revenue Over YTD Expense				\$ 2,598,267		

**CONSOLIDATED OPERATING EXPENSE
JUNE 2001**

	FY 00-01 Final Budget	FY 00-01 Revised Budget	FY 99-00 Expended YTD	FY 00-01 Expended YTD	YTD of Budget	
LABOR						
Operators Wages	\$ 5,275,946	\$ 5,531,659	\$ 4,859,665	\$ 5,284,468	95.5%	
Operators Overtime	\$ 687,958	\$ 928,450	\$ 764,064	\$ 928,450	100.0%	
Other Salaries & Wages	\$ 5,551,026	\$ 5,324,042	\$ 4,296,144	\$ 4,695,584	88.2%	
Other Overtime	\$ 211,271	\$ 271,481	\$ 306,792	\$ 270,295	99.6%	
	\$ 11,726,200	\$ 12,055,632	\$ 10,226,665	\$ 11,178,797	92.7%	
FRINGE BENEFITS						
Medicare/Soc Sec	\$ 96,120	\$ 115,727	\$ 87,799	\$ 105,363	91.0%	
PERS Retirement	\$ 855,952	\$ 878,067	\$ 693,649	\$ 763,788	87.0%	
Medical Insurance	\$ 1,858,621	\$ 1,943,838	\$ 1,487,414	\$ 1,771,832	91.2%	
Dental Plan	\$ 501,187	\$ 523,466	\$ 391,425	\$ 459,607	87.8%	
Vision Insurance	\$ 122,065	\$ 127,470	\$ 100,014	\$ 106,892	83.9%	
Life Insurance	\$ 64,318	\$ 66,295	\$ 50,190	\$ 50,572	76.3%	
State Disability Ins	\$ 106,904	\$ 112,047	\$ 51,983	\$ 85,665	76.5%	
Long Term Disability Ins	\$ 444,702	\$ 458,425	\$ 277,187	\$ 379,176	82.7%	
Unemployment Insurance	\$ 27,692	\$ 28,895	\$ 27,036	\$ 26,803	92.8%	
Workers Comp	\$ 1,373,821	\$ 1,436,541	\$ 1,044,229	\$ 991,812	69.0%	See Note 15
Absence w/Pay	\$ 2,325,929	\$ 2,325,929	\$ 1,991,289	\$ 2,200,979	94.6%	
Other Fringe Benefits	\$ 23,640	\$ 24,969	\$ 23,557	\$ 23,440	93.9%	
	\$ 7,800,951	\$ 8,041,669	\$ 6,225,772	\$ 6,965,933	86.6%	
SERVICES						
Acctng/Admin/Bank Fees	\$ 413,210	\$ 413,010	\$ 233,513	\$ 367,444	89.0%	
Prof/Legis/Legal Services	\$ 284,475	\$ 429,270	\$ 213,318	\$ 188,397	43.9%	See Note 16
Temporary Help	\$ 12,534	\$ 227,520	\$ 156,804	\$ 228,856	100.6%	See Note 17
Uniforms & Laundry	\$ 38,497	\$ 43,883	\$ 38,770	\$ 41,375	94.3%	
Security Services	297,843	\$ 324,843	\$ 322,408	\$ 350,919	108.0%	See Note 18
Outside Repair - Bldgs/Eqmt	\$ 160,444	\$ 167,098	\$ 115,707	\$ 147,588	88.3%	
Outside Repair - Vehicles	\$ 245,000	\$ 234,856	\$ 197,465	\$ 210,227	89.5%	
Waste Disp/Ads/Other	\$ 163,855	\$ 150,920	\$ 143,194	\$ 142,542	94.4%	
	\$ 1,615,858	\$ 1,991,400	\$ 1,421,179	\$ 1,677,348	84.2%	
CONTRACT TRANSPORTATION						
Contract Transportation	\$ 400	\$ 400	\$	\$ 176	44.0%	See Note 19
Paratransit Service	\$ 3,033,966	\$ 3,033,966	\$ 2,261,726	\$ 2,389,786	78.8%	See Note 9
Hwy 17 Service	\$ -	\$ -	\$ 412,827	\$ -	0.0%	
	\$ 3,034,366	\$ 3,034,366	\$ 2,674,553	\$ 2,389,962	78.8%	
MOBILE MATERIALS						
Fuels & Lubricants	\$ 1,190,637	\$ 1,488,075	\$ 915,027	\$ 1,169,459	78.6%	See Note 20
Tires & Tubes	\$ 150,000	\$ 150,000	\$ 152,441	\$ 148,666	99.1%	
Body/Upholstery Supplies	\$ 7,500	\$ 8,500	\$ 5,458	\$ 7,590	89.3%	
Revenue Vehicle Parts	\$ 603,885	\$ 716,523	\$ 623,919	\$ 713,778	99.6%	
Inventory Adjustment			\$ (47,447)	\$ (123,821)		See Note 21
	\$ 1,952,022	\$ 2,363,098	\$ 1,649,398	\$ 1,915,672	81.1%	

CONSOLIDATED OPERATING EXPENSE
JUNE 2001

	FY 00-01 Final Budget	FY 00-01 Revised Budget	FY 99-00 Expended YTD	FY 00-01 Expended YTD	% Exp YTD of Budget	
OTHER MATERIALS						
Postage & Mailing/Freight	\$ 17,100	\$ 18,162	\$ 14,599	\$ 17,345	95.5%	
Printing	\$ 86,411	\$ 96,553	\$ 91,360	\$ 88,214	91.4%	
Office/Computer Supplies	\$ 68,318	\$ 77,914	\$ 66,131	\$ 81,484	104.6%	See Note 22
Safety Supplies	\$ 17,928	\$ 20,612	\$ 16,718	\$ 18,129	88.0%	
Cleaning Supplies	\$ 70,400	\$ 55,558	\$ 69,587	\$ 57,873	104.2%	See Note 23
Repair & Maint Supplies	\$ 72,780	\$ 122,640	\$ 75,817	\$ 110,087	89.8%	
Parts, Non-Inventory	50,000	\$ 57,509	\$ 54,211	\$ 57,509	100.0%	
Tools/Tool Allowance	\$ 19,780	\$ 23,986	\$ 19,004	\$ 19,097	79.6%	
Photos/Mktg/Other Supplies	\$ 15,862	\$ 16,562	\$ 7,240	\$ 13,124	79.2%	
	\$ 418,579	\$ 489,498	\$ 414,667	\$ 462,860	94.6%	
UTILITIES	\$ 312,079	\$ 333,294	\$ 265,263	\$ 263,062	78.9%	
CASUALTY & LIABILITY						
Insurance - Prop/PL & PD	\$ 175,000	\$ 175,000	\$ 119,291	\$ 125,678	71.8%	
Settlement Costs	\$ 250,000	\$ 100,000	\$ 43,640	\$ 49,330	49.3%	See Note 24
Repairs to Prop	\$ 11,750	\$ 11,750	\$ (14,533)	\$ (8,270)		See Note 25
Prof/Other Services	\$ 30,500	\$ 30,500	\$ 38,914	\$ 15,906	52.2%	See Note 26
	\$ 467,250	\$ 317,250	\$ 187,312	\$ 182,645	57.6%	
TAXES	\$ 41,872	\$ 45,094	\$ 33,890	\$ 36,744	81.5%	
MISC EXPENSES						
Dues & Subscriptions	\$ 50,564	\$ 47,423	\$ 37,125	\$ 39,676	83.7%	
Media Advertising	\$ 46,400	\$ 58,241	\$ 28,893	\$ 25,283	43.4%	See Note 27
Employee Incentive Program	\$ 15,000	\$ 15,135	\$ 12,234	\$ 12,892	85.2%	
Training	\$ 42,170	\$ 45,990	\$ 24,555	\$ 28,735	62.5%	
Travel & Local Meetings	\$ 61,025	\$ 67,175	\$ 58,106	\$ 52,390	78.0%	
Other Misc Expenses	\$ 13,500	\$ 11,231	\$ 11,980	\$ 15,181	135.2%	See Note 28
	\$ 228,659	\$ 245,195	\$ 172,893	\$ 174,158	71.0%	
OTHEREXPENSES						
Leases & Rentals	\$ 533,164	\$ 544,559	\$ 500,532	\$ 537,887	98.8%	
Service Reserve	\$ 150,000	\$ -	\$ -	\$ -	0.0%	
New Position Reserve	\$ -	\$ 73,498	\$ -	\$ -	0.0%	See Note 29
Repower Project Reserve	\$ -	\$ 462,000	\$ -	\$ 462,080	100.0%	
Transfer to Capital	\$ -	\$ 533,449	\$ 430,308	\$ 533,449	100.0%	
Pass Through Programs	\$ 450,000	\$ 480,000	\$ -	\$ 27,000	5.6%	See Note 14
Incurred Workers Comp	\$ -	\$ -	\$ -	\$ 1,031,572	100.0%	See Note 12
	\$ 1,133,164	\$ 2,093,506	\$ 930,840	\$ 2,591,906	123.8%	
Total Operating Expense	\$ 28,731,000	\$ 31,010,000	\$ 24,202,435	\$ 27,839,090	89.8%	

**MONTHLY REVENUE AND EXPENSE REPORT
FY 00-01 CAPITAL IMPROVEMENT PROGRAM**

CAPITAL PROJECTS	Program Budget	Expended in June	YTD Expended
Grant Funded Projects			
Consolidated Operating facility	\$ 8,104,770	\$ 7,292	\$ 192,547
Urban Bus Replacement	\$ 7,600,591		
Engine Repower Project	\$ 3,037,000	\$ 484,279	\$ 645,706
A D A Paratransit Vehicles	\$ 436,500	\$ 270	\$ 255,564
Farebox Replacement	\$ 1,000,000	\$ 27,802	\$ 912,607
Computer System	\$ 152,500	\$ 1,342	\$ 67,201
Benches with Bike Storage (MBUAPCD)	\$ 30,000		\$ 19,164
Non-Revenue Vehicle Replacement CNG	\$ 130,000		
Talking Bus	\$ 4,500		\$ 4,500
	\$ 20,495,861		
District Funded Projects			
Purchase of Buses	\$ 299,780	\$ 8,205	\$ 168,857
Bus Stop Improvements	\$ 452,100	\$ 3,339	\$ 76,478
Yield Signs for Buses	\$ 56,000		\$ 55,332
I T Projects	\$ 225,000	\$ 61,813	\$ 61,813
Bike Racks for Buses	\$ 4,500		\$ 3,885
Scotts Valley Transit Center Construction	\$ 9,000		
Metro Center Repairs	\$ 22,348		\$ 22,065
Facilities Repair & Improvements	\$ 255,860	\$ 23,929	\$ 62,486
Machinery/Equipment Repair/Impr	\$ 99,350	\$ 236	\$ 317
Non-Revenue Vehicle Replacement	\$ 160,000		\$ 158,248
Office Equipment	\$ 22,429	\$ 6,970	\$ 18,388
	\$ 1,606,367		
TOTAL CAPITAL PROJECTS	\$ 22,102,228	\$ 625,476	\$ 2,820,158
CAPITAL FUNDING SOURCES			
	Budget	Received in June	YTD Received
Federal Capital Grants	\$ 14,679,489	\$ 288,531	\$ 996,512
State Capital Grants	\$		
STA Funding	\$ 787,198	\$ 237,807	\$ 651,226
Local Capital Grants	\$ 60,481		\$ 481
Transfer from Operating Budget	\$ 533,449	\$ 232,614	\$ 533,449
Interest Income	\$ 50,750		\$ 50,750
District Reserves	\$ 5,742,361	\$ -	\$ 587,740
Transfer from Bus Stop Improvement Reserve	\$ 248,500		
TOTAL CAPITAL FUNDING	\$ 22,102,228	\$ 758,952	\$ 2,820,158

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
NOTES TO REVENUE AND EXPENSE REPORT**

1. Passenger fares (farebox and pass sales) are \$28,621 or 0.8% under the revised budget amount for the year. This revenue source increased by 2.3% over last year. Paratransit fares are \$58,392 or 22% under budget for the year because ridership is below projected levels. A total of 131,000 trips were forecast while 101,532 were actually taken.

Special transit fares (contracts) are \$64,885 or 4% over the budgeted amount. UCSC contract revenue is \$47,489 over the projected revenue for the year or 6.2% over the revenue collected in the previous fiscal year. Cabrillo College contract revenue is \$8,078 over the projected revenue for the year but still 6.7% below the revenue collected in FY 99-00. The employer bus pass program revenue from the Seaside Company, Dominican Hospital, City of Santa Cruz, County of Santa Cruz and Seagate is \$5,593 over the budgeted revenue and 5.6% over last year's revenue.

Highway 17 Express revenue is \$47,767 or 6% over the budgeted amount. Together, all four passenger revenue accounts are over the budgeted amount for the fiscal year by a net \$25,639 or 0.4%.

2. Interest income is \$27,909 over the revised budget for the year due to higher interest rates and a higher treasury balance than anticipated as a result of expenditure delays.
3. Sales tax income is \$109,105 or 0.7% under budget for the year. The revised budget forecast an increase of 10.2% over last year, but only a 9.5% increase for the year was realized.
4. Other local funding is \$3,000 below budget because this is pass-through funding for the Cabrillo Transportation Study and the ibus Study, and expenses for both projects came in \$3,000 below budget.
5. State guideway funding was not received in FY 00-01 since these were pass-through funds for which no project expenses were incurred.
6. Federal Transit Administration (FTA) financial assistance for planning studies was not received in FY 00-01 since both projects were delayed until FY 01-02.
7. Retired employee benefit expense is at 102.8% of the budget due to more retirees this year than projected. This report represents an overrun of \$10,017.
8. Watsonville Transit Center expenses are at 104.2% of the budget due to payment for security services to the City of Watsonville who billed for a two year period. The overrun only totals \$3,954.
9. Paratransit program expense is only at 77.7% of the budget because ridership totals were well below projections for the year. A total of 131,000 rides were budgeted and 101,532 were billed.

10. Operations non-personnel expense is at 103.9% of the budget or \$8,908 over budget for the year due to overruns in office supplies (Note 22) and security services (Note 18).
11. Bus Operator non-personnel expense is at 103.8% of the budget due to purchase of Bus Operator pins at year end. The total overrun for the year is \$225.
12. The annual adjustment for incurred workers compensation appears here. The future liability has been increased by \$1,031,572, based on the latest estimates by the District's worker's compensation program administrator.
13. Grant-funded programs are only at 10.3% of the budget because two major projects have been delayed until FY 01-02.
14. Pass through program expense is only at 5.6% of the budget since the largest project, fixed guideway studies, in the amount of \$450,000, has been delayed. This was a project budgeted on behalf of the Transportation Commission wherein revenues completely offset any expenses.
15. Worker's compensation expense is only at 69% of the revised budget because claims paid remained low in FY 00-01. The funds not expended are recommended to be retired to the worker's compensation reserve.
16. Professional services are only at 43.9% of the budget primarily because of the delay in the two grant-funded planning studies to FY 01-02 and a \$74,000 balance in funds budgeted for the paratransit recertification program.
17. Temporary help is at 100.6% of the budget or \$1,336 over budget for the year due to continuing staff vacancies in Human Resources. Normally, funds are transferred from salary savings when positions are vacant, but a budget transfer was not received by year end closing to cover the overrun.
18. Security services are at 108% of the budget or \$26,076 over budget for the year due to continuing use of security personnel for fare collection purposes.
19. Contract transportation expense is the amount paid to cab companies to pick up bus passengers and transport them in the event that the passenger lift fails and no back-up District vehicle is available. Only \$176 was expended during the year for this purpose.
20. Fuels and lubricants are at 78.6% of the budget for the year. Diesel fuel ranged from a high of \$1.63 per gallon in August 2000 to a low of \$0.97 in January 2001. On June 30th, the price was \$1.07 per gallon and the average for the entire year was \$1.20.
21. The annual Fleet Maintenance inventory adjustment appears here. The adjustment accounts for a \$123,821 increase in inventory value at year end.

22. Office/computer supplies are at 104.6% of the budget or \$3,570 over budget for the year due to a \$7,000 overrun in Operations for purchase of office supplies, furniture and equipment in June.
23. Cleaning supplies are at 104.2% of the budget or \$2,315 over budget for the year due to a large order of custodial supplies placed by Facilities Maintenance in early June and received by year end.
24. Settlement costs are at 49.3% for the year or \$50,670 below the budgeted amount of \$100,000. The balance is recommended to be retired to liability reserves.
25. Repairs to property is a casualty and liability account to which repairs to District vehicles and property are charged when another party is liable for the damage. All collections made from other parties for property repair are applied to this account to offset the District's repair costs. Collections have been applied for the year, but some repairs have yet to be charged to the account.
26. Professional services expense for casualty and liability is only at 52.2% of the budget because expenses related to claims were much lower than anticipated, and are in line with the settlement costs for the year.
27. Media advertising is only at 43.4% of the budget for the year because the major campaign for the year, TV advertising, is continuing into the next fiscal year and planned promotional advertising of the transit centers did not occur.
28. Other miscellaneous expense is at 135.2% of the budget due to write-offs of uncollectable debts. However, this represents an overrun of only \$3,950.
29. The reserve for new positions in the amount of \$73,498 was not utilized primarily because of the delay in developing job specifications for the new paratransit program personnel.

**FY 00-01 BUDGET TRANSFERS
7/1/01 - 7/31/01**

	ACCOUNT #	ACCOUNT TITLE	AMOUNT
TRANSFER # 01-087			
TRANSFER FROM:	4100-503354	Other Vehicle Repair - Out	\$ (2,250)
TRANSFER TO:	4100-504511	Small Tools	\$ 2,000
	4100-504205	Freight Out	\$ 250
			<u>\$ 2,250</u>
REASON:	To cover account overrun in the Fleet Maintenance Department.		
TRANSFER # 01-088			
TRANSFER FROM:	1100-509127	Board Fees	\$ (55)
TRANSFER TO:	1100-504311	Office Supplies	\$ 55
REASON:	To cover account overrun for Administration Dept. through the remainder of the fiscal year.		
TRANSFER # 01-089			
TRANSFER FROM:	1300-501021	Other Salaries	\$ (9,904)
	1300-509081	Advertising Promo	\$ (1,659)
			<u>\$ (11,563)</u>
TRANSFER TO:	1300-501023	Other Overtime	\$ 210
	1300-503041	Temporary Help	\$ 9,694
	1300-512061	Equipment Rental	\$ 527
	1300-507201	Licenses & Permits	\$ 822
	3100504215	Paratransit Printing	\$ 310
			<u>\$ 11,563</u>
REASON:	To cover account overruns in the Planning & Marketing Department for the remainder of the fiscal year.		
TRANSFER # 01-090			
TRANSFER FROM:	2200-503161	Custodial Service	\$ (600)
TRANSFER TO:	2200-503031	Prof/Technical Service	\$ 550
	2200-504213	Marketing/Graphics Supply	\$ 50
			<u>\$ 600</u>
REASON:	To cover account overrun in the Facilities Dept. through the remainder of the fiscal year.		
TRANSFER # 01-091			
TRANSFER FROM:	2200-512061	Equipment Rental	\$ (3,000)
	2200504415	Plumbing Supplies	\$ (2,500)
	2200-504417	Mechanical Supplies	\$ (2,000)
			<u>\$ (7,500)</u>
TRANSFER TO:	2200-504409	Repair & Maintenance	\$ 7,500
REASON:	To cover cost of account overruns in the Facilities Maintenance Department.		

FY 00-01 BUDGET TRANSFERS
7/1/01 - 7/31/01

	ACCOUNT #	ACCOUNT TITLE	AMOUNT
TRANSFER # 01-092			
TRANSFER FROM:	2400-504413	Electrical Supplies	\$ (100)
	2400-504319	Custodial Supplies	\$ (2,000)
	2400-503162	Uniforms & Laundry	\$ (350)
	2400503351	Outside Repair - Bldg	\$ (1,500)
			\$ (3,950)
TRANSFER TO:	2400-504415	Plumbing Supplies	\$ 100
	2200-504319	Custodial Supplies	\$ 2,000
	2400-503161	Custodial Services	\$ 1,850
			\$ 3,950
REASON:	To cover account overruns in the Facilities Maintenance Department.		
TRANSFER # 01-093			
TRANSFER FROM:	2400-504315	Safety Supplies	\$ (50)
	2500-503161	Custodial Services	\$ (75)
			\$ (125)
TRANSFER TO:	2400-505031	Telecommunications	\$ 50
	2500-505031	Telecommunications	\$ 75
			\$ 125
REASON:	To cover account overruns in the Facilities Maintenance Department.		
TRANSFER # 01-094			
TRANSFER FROM:	2500-503031	Prof/Technical Services	\$ (2,000)
	2500-503351	Outside Repair - Bldg	\$ (500)
			\$ (2,500)
TRANSFER TO:	2500-505021	Water, Sewer & Garbage	\$ 2,500
REASON:	To cover account overruns in the Facilities Maintenance Department.		
TRANSFER # 01-095			
TRANSFER FROM:	2600-503161	Custodial Services	\$ (500)
TRANSFER TO:	2600-504409	Repairs & Maintenance	\$ 500
REASON:	To cover account overruns in the Facilities Maintenance Department.		
TRANSFER # 01-096			
TRANSFER FROM:	2600-503161	Custodial Services	\$ (2,000)
TRANSFER TO:	2400-503351	Outside Repair - Bldg	\$ 2,000
REASON:	To cover account overruns in the Facilities Maintenance Department.		

**FY 00-01 BUDGET TRANSFERS
7/1/01 - 7/31/01**

	ACCOUNT #	ACCOUNT TITLE	AMOUNT
TRANSFER # 01-097			
TRANSFER FROM:	1100-509123	Travel	\$ (2,000)
TRANSFER TO:	1 100-503222	Legal Ads	\$ 2,000
REASON:	To cover account overruns in the Administration Dept. for the remainder of the fiscal year.		
TRANSFER # 01-098			
TRANSFER FROM:	2200-503161	Custodial Services	\$ (1,000)
TRANSFER TO:	2200-503363	Haz Waste Disposal	\$ 1,000
REASON:	To cover account overruns in the Facilities Maintenance Department.		
TRANSFER # 01-099			
TRANSFER FROM:	1700-509123	Travel	\$ (1,800)
TRANSFER TO:	1700-503033	Legal Services	\$ 1,000
	1700-509121	Employee Training	\$ 500
	1700-504311	Office Supplies	\$ 300
			\$ 1,800
REASON:	To cover account overruns in the Legal Department for the remainder of the fiscal year.		
TRANSFER # 01-100			
TRANSFER FROM:	3200-503031	Prof/Technical Services	\$ (81)
TRANSFER TO:	3200-502999	Other Fringe Benefits	\$ 41
	3200-505011	Gas & Electric	\$ 40
			\$ 81
REASON:	To cover account overruns in the Operations Department.		
TRANSFER # 01-101			
TRANSFER FROM:	4100-504012	Fuels & Lubricants	\$ (139,732)
TRANSFER TO:	4100-502253	Driver License Renewals	\$ 30
	4100-503162	Uniforms & Laundry	\$ 236
	4100-503353	Outside Repair - Rev Veh	\$ 13,656
	4100-504191	Revenue Vehicle Parts	\$ 112,638
	4100-504205	Freight Out	\$
	4100-504211	Postage & Mailing	\$ 200,487
	4100-504215	Printing	\$ 493
	4100-504311	Office Supplies	\$ 243
	4100-504315	Safety Supplies	\$ 2,834
	4100-504317	Cleaning Supplies	\$ 1,158
	4100-504421	Non-Inventory Parts	\$ 7,509
	4100-504511	Small Tools	\$ 235
	4100-504515	Employee Tool Replacement	\$ 13
			\$ 139,732
REASON:	To cover account overruns in the Fleet Maintenance Department for the remainder of the fiscal year.		

FY 00-01 BUDGET TRANSFERS
7/1/01 - 7/31/01

	ACCOUNT #	ACCOUNT TITLE	AMOUNT
TRANSFER # 01-102			
TRANSFER FROM:	3300-501011	Bus Operator Pay	\$ (87,072)
TRANSFER TO:	3300-501013	Bus Operator OT	\$ 87,072
REASON:	To cover account overruns in the Operations Dept. for the remainder of the fiscal year.		

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
SCHEDULE OF RESERVE ACCOUNTS
JUNE 30, 2001**

	Recommended Minimum Balance	Reason	Balance at 6/30/00	Rec Addition	Outstanding Obligations	Available Balance at 6/30/01	Variance from Minimum Balance
Liability Insurance Reserve	\$ 600,000	<i>\$250,000 SIR plus estimated liability on outstanding cases</i>	\$ 375,000	\$ 225,000	\$ 350,000	\$ 250,000	\$ (350,000)
Workers Compensation Reserve	\$ 1,543,000	<i>Long term portion of workers compensation liability per 6/30/00 audit</i>	\$ 730,000	\$ 440,000	\$ 1,543,000	\$ (373,000)	\$ (373,000)
Bus Stop Improvement Reserve	\$ 400,000	<i>To provide a dedicated source of funding for ADA improvements at bus stops</i>	\$ 300,000	\$ 100,000	\$ 248,500	\$ 151,500	\$ (248,500)
Alternative Fuel Conversion Fund	\$ 3,222,600	<i>Board-approved program of allocating \$462,000 per year for six years plus interest to convert buses to alternative fuel</i>	\$ -	\$ 462,000	\$ 3,222,600	\$ (2,760,600)	\$ (2,760,600)
Cash Flow Reserve	\$ 2,600,000	<i>To cover one month's payroll and accounts payable</i>	\$ 2,600,000	\$ -	\$ -	\$ 2,600,000	\$
Capital Funding Reserve	\$ 13,500,000 *	<i>To cover District's share of capital project costs in the District's five year plan, plus MetroBase</i>	\$ 12,197,795	\$ 1,800,000 *	\$ 14,087,740 *	\$ (89,945) *	\$ (89,945)

* Estimated

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001
TO: Board of Directors
FROM: Elisabeth Ross, Manager of Finance
SUBJECT: APPROVAL OF RESPONSES TO TRIENNIAL PERFORMANCE AUDIT

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors approve staff's response to the audit recommendation and direct staff to forward the response to the Santa Cruz County Regional Transportation Commission.

II. SUMMARY OF ISSUES

- Under the State Transportation Development Act (TDA), transit operators claiming TDA funding are subject to a triennial performance audit.
- The Santa Cruz County Regional Transportation Commission (SCCRTC) contracted with the independent firm of John Barnhart, CPA, in 2000 to audit the performance of the Transit District in accordance with State law.
- The District is required to respond to the audit recommendations and provide the responses to the Transportation Commission.
- The performance audit measures the District's efficiency, effectiveness and economy in providing public transit service. The audit includes recommendations to assist in improving operations.
- The audit results are categorized by compliance review, status of prior audit recommendations, performance audit indicator verification and analysis, and detailed functional review. The audit results are positive. The auditors found the District to be operating in an economical, efficient and effective manner. There were no areas identified that required further investigation.
- The audit contains one specific recommendation which requires a response from the District.

III. DISCUSSION

John Barnhart, CPA, began work in March 2001. Staff received a draft copy of the performance audit on June 29, 2001. The auditor made revisions to the document based on our comments.

The final audit recommendation is listed below followed by the staff response.

Recommendation:

Management should request that the annual fiscal auditors reconcile the performance indicators and include their results in the fiscal audit reports annually. Complying with this recommendation will serve as a check for all reports the District distributes, and would ease the reconciliation process of the performance indicators on an annual basis versus a triennial basis. Note: that reconciliation between the Financial Audit report versus the Service and Ridership Summary does not reconcile in some years. Implementation should be for the current fiscal year.

Response:

Management will request that the firm of Brown Armstrong, CPA, include performance indicators in their financial reports for the District for the fiscal year ending June 30, 2001, and that future auditors include this information in each annual financial audit.

IV. FINANCIAL CONSIDERATIONS

None.

V. ATTACHMENTS

Attachment A: Triennial Performance Audit for the Three Years Ending June 30, 2000

**TRIENNIAL PERFORMANCE AUDIT
OF THE
SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT**

For the Three Years Ended June 30, 2000

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

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TRANSMITTAL LETTER

To the Board of Directors
Santa Cruz Metropolitan
Transit District
Santa Cruz, California

I'm pleased to present the results of my triennial performance audit of the Santa Cruz Metropolitan Transit District (SCMTD) for the three years ended June 30, 2000, as required by Public Utility Code Section (PUC) 99246 and the requirements of the Transportation Development Act. My audit was conducted in accordance with generally accepted auditing standards and Governmental auditing standards.

The purpose of this triennial performance audit was to evaluate the efficiency, effectiveness, and the economy of the operations of the Santa Cruz Metropolitan Transit District (SCMTD).

This report is intended for the information of management of SCMTD, the Santa Cruz County Regional Transportation Commission, and the California State Department of Transportation. However, this report is a matter of public record and its distribution is not limited.

We would like to thank Elisabeth Ross and her staff for their help and cooperation in preparation of this report.



JOHN L. BARNHART, CPA

March 2001

EXECUTIVE SUMMARY

This executive summary highlights the finding from the performance audit of the Santa Cruz Metropolitan Transit District (SCMTD, a fixed route system. Performance Audits are conducted every three years for operators who receive funding from the Transportation Development Act for public transit services. John L. Bamhart CPA conducted this audit for the Santa Cruz County Regional Transportation Commission (SCCRTC).

During the course of our performance audit, I assessed SCMTD compliance with applicable laws, rules, and regulations as prescribed by the Transportation Development Act, examined the status of prior triennial audit recommendations, and performed a detailed review of the functional areas of operations.

Our overall evaluation of SCMTD is that it is operating in an economical, efficient, and effective manner. I do, however, have the following recommendation with suggested implementation periods that I believe will strengthen the operational position as it enters the next triennial period.

General Management and Organization

Recommendation (1)

- Management should request that the annual fiscal auditors reconcile the performance indicators and include their results in the fiscal audit reports annually. Complying with this recommendation will serve as check for all reports the district distributes, and would ease the reconciliation process of the performance indicators on an annual basis versus a triennial basis. Note: that reconciliation between the Financial Audit report versus the Service and Ridership Summary does not reconcile in some years. Implementation should be for the current fiscal year.

BACKGROUND AND INTRODUCTION

The Santa Cruz Metropolitan Transit District (the “District”) was established on February 9, 1969, by authority of the Santa Cruz Metropolitan Transit District Act of 1967, Part 5 of Division 10 of the Public Utilities Code of the State of California. The District is the sole transit operator in Santa Cruz County and serves the general public in the Cities of Santa Cruz, Watsonville, Scotts Valley, Capitola, and the unincorporated areas of Santa Cruz County. The District provides service on 428 directional miles of roadway. The District operates the following types of transit service:

- 1) **Direct fixed-route-this** service provides transportation services to the general public in the cities of Watsonville, Scotts Valley, Capitola, and the unincorporated areas of Santa Cruz County.
- 2) **Highway 17 Express Service**-this service is operated jointly between the District and Santa Clara Valley Transportation Authority and is operated, under contract, by a private carrier.
- 3) **Americans with Disabilities Act Paratransit System-** this is a scheduled response system and provides transportation to the elderly and disabled. The District’s Paratransit System was operated by a private transportation provider, Food and Nutrition Services, Inc., a non-profit service agency. It is expected to grow by more than 20% per year.
- 4) **Special Shuttle** Service-this service provides transportation for public events such as the weekend ‘Santa Cruz Beach’ shuttle.

The District, as of June 30, 2000, operated ninety-four (94) transit vehicles in its fixed-route transit system and nine (9) transit vehicles were used for the Highway 17 Express. The nine vehicles used in the Highway 17 Express were provided to a private contractor.

The District provides transit users with a variety of fare options and prices. Figure 1, shown on the following page, shows the fare structure in effect for the triennial period ended June 30, 2000.

Figure 1. Fare Structure

Type	Fixed Route		Highway 17 Express Bus	
	Regular/Students	Discount	Regular	Elderly & Handicapped
Cash Fare	\$1.00	\$.40	\$ N/A	\$N/A
Day Pass	3.00	1.10	4.50	4.50
Five Day Pass	15.00	5.00	N/A	N/A
Student Monthly Pass	30.00	N/A	N/A	N/A
Monthly Pass	40.00	14.00	65.00	65.00
One Way Cash Fare	N/A	N/A	2.25	1 .00
Day Pass (with SCMTD or SCVTA* day pass)	N/A	N/A	3.50	3.50
Day Pass (with CalTrain monthly ticket and Peninsula Pass sticker)	N/A	N/A	2.50	2.50

Paratransit Service, one-way cash fare is \$2.00.

*Santa Clara Valley Transportation Authority

The District has contracted with the City of Santa Cruz, the County of Santa Cruz, Dominican Hospital, and several employers to provide transportation to their employees at reduced rates. Under this “Employer Contract Program,” the employer is billed once per month for actual usage and the reduced fare is treated as an employer-provided fringe benefit to the employee.

The District has a similar arrangement with Cabrillo College and UCSC. Students are sold bus passes as part of their student activity package.

Performance Auditing

The District receives a significant portion of its operating funds from Local Transportation and State Transit Assistance Funds. These funding sources were created as a result of the enactment of the Transportation Development Act (the “TDA”). Local Transportation (“LTF”) and State Transit Assistance (“STA”) funds are established in each county of the state. LTF funds are derived from a 1/4 cent portion of the 7.25% statewide retail sales tax (currently 7%) as of January 1, 2001. The 1/4 cent portion is returned by the State Board of Equalization to each county from where it was collected. STA funds are derived from the statewide sales tax on gasoline and diesel fuel. These funds are allocated by formula based on population and operator revenues. TDA funds are administered by the Santa Cruz County Regional Transportation Commission, the sponsor of this performance audit.

The TDA requires that the Commission, on a triennial basis, engage the services of an outside consultant to conduct a performance audit of all transit operators claiming TDA funds, under California Public Utilities Code (PUC) Section 99260 of the TDA, within their jurisdiction. The sole transit operator within Santa Cruz County is the Santa Cruz Metropolitan Transit District. This performance audit covers the triennial period July 1, 1998 through June 30, 2000.

A performance audit is a systematic process of evaluating an organization's effectiveness, efficiency and economy of operation under management control. The audit measures performance against acceptable criteria and focuses on management's planning and control system. In addition, the audit evaluates the adequacy of an organization's systems and degree of compliance with established policies and procedures. The results are reported to the appropriate agency requesting the audit, which in this case is the Santa Cruz County Regional Transportation Commission, along with any recommendations for improvement.

The TDA requires that the performance audit follow the efficiency, economy and program standards included in the Comptroller General's *Government Auditing Standards*. Those standards state:

“Economy and efficiency audits include determining (1) whether the entity is acquiring, protecting and using its resources (such as personnel, property, and space) economically and efficiently, (2) the causes of inefficiencies or uneconomical practices, and (3) whether the entity has complied with laws and regulations concerning matters of economy and efficiency.”

“Program audits include determining (1) the extent to which the desired results or benefits established by the legislature or other authorizing body are being achieved, (2) the effectiveness of organizations, programs, activities, or functions, and (3) whether the entity has complied with laws and regulations applicable to the program.”

An integral part of the audit process, as prescribed by the TDA, includes the verification of the performance indicators defined in PUC Section 99246(d). Those indicators include:

- 1) Operating cost per passenger;
- 2) Operating cost per vehicle service hour;
- 3) Passengers per vehicle service hour;
- 4) Passengers per vehicle service mile; and
- 5) Vehicle service hours per employee

In order to meet the requirements of the TDA and the Government Auditing Standards, we reviewed pertinent documents, observed operations, and interviewed staff and contractor personnel. We also calculated and analyzed the appropriate performance indicators for the three years under examination. The results of our audit are documented in the sections that follow.

AUDIT RESULTS

Compliance Review

Section 99245 of the PUC requires an annual certified fiscal audit of each claimant of TDA funds and specifies that the report on the fiscal audit shall include certification that the funds allocated to the claimant pursuant to the TDA were expended in conformance with applicable laws, rules, and regulations. Though the compliance verification requirement is not a responsibility of the performance auditor, several specific requirements are made by the TDA which concern issues treated in the performance audit. Our review of these requirements consisted of examining key documents, such as the annual fiscal and compliance audits, and discussions with staff. The results of our review are as follows:

Public Utilities Code Section 99243-The transit operator must submit annual reports to the Commission based upon the Uniform System of Accounts and Records established by the State Controller.

√ The District submits annual reports to the Commission based upon the Uniform System of Accounts and Records established by the State Controller.

Public Utilities Code Section 99245-The operator must submit annual fiscal and compliance audits to the Commission and to the Office of the State Controller within 180 days following the end of the fiscal year or by the 90 day extended due date.

√ The District has filed its fiscal and compliance audits to the Commission and to the Office of the State Controller within the prescribed time period, including extensions.

Public Utilities Code Section 99251-The California Highway Patrol (CHP) has, within the 13 months prior to each TDA claim submitted by the operator, certified the operator's compliance with California Vehicle Code Section 1808.1 following a CHP inspection of the operator's terminal.

√ The CHP has certified annually the District's compliance with California Vehicle Code Section 1808.1.

Public Utilities Code Section 99261-The operator's claim for TDA funds must be submitted in compliance with the rules and regulations adopted by the Commission.

√ The District has filed its claims for TDA funds in conformity with the rules and regulations of the Commission.

Public Utilities Code Section 99264-The operator does not routinely staff transit vehicles designed for one with two or more persons.

√ The District does not staff transit vehicles designed for one with more than one person.

Public Utilities Code Section 99266-The operator's operating budget has not increased by more than 15% over the preceding year, nor has there been a substantial increase or decrease in the scope of operations or capital budget provisions for major new fixed facilities unless the operator has reasonably supported and substantiated the need.

√ The District's operating budget has not exceeded 15% of the prior year's budget and there has not been a substantial increase or decrease in the scopes of operations or capital budget provisions. The District is in compliance.

Public Utilities Code Section 99268-Operator funding stemming from TDA sources constitutes no more than 50% of the operating, maintenance, capital and debt service requirements after federal grants have been deducted.

For the triennial period, the District's funding from TDA sources, after deducting federal grants was as follows:

	Fiscal Year Ended		
	1998	1999	2000
LTF & STA revenues	<u>\$ 5,102,297</u>	<u>\$4,605,128</u>	\$ 4,824,062
Other revenue sources, net of federal grants	<u>\$ 24,449,956</u>	<u>\$24,384,774</u>	<u>\$ 27,131,587</u>
Ratio of TDA sources	<u>20.5%</u>	<u>18.8%</u>	<u>17.7%</u>

√ The District is well below the 50% expenditure limitation and, thus, is in compliance.

Public Utilities Code Sections 99268.2, 99268.3 and 99268.12-If the operator serves an urbanized area, it must maintain a ratio of fare revenues to operating costs at least equal to one-fifth (20%), unless it is in a county with a population of less than 500,000, in which case it must maintain a ratio of fare revenues to operating costs at least equal to three-twentieths (15%), if so determined by the Commission.

√ These sections are not applicable to the District. The Commission has, pursuant to California Code of Regulations (CCR) Section 6645, prescribed a fare revenue to operating cost ratio of "no less than 15%." The District maintains a higher than 15% ratio and is in compliance.

Public Utilities Code Sections 99268.4 and 99268.5-If the operator serves a rural area it must maintain a ratio of fare revenues to operating costs at least equal to one-tenth (10%).

√ These sections are not applicable to the District. The Commission has, pursuant to California Code of Regulations (CCR) Section 6645, prescribed a fare revenue to operating cost ratio of "no less than 15%." The District maintains a higher than 15% ratio and is in compliance.

Public Utilities Code Section 99271-The current cost of the operator's retirement system must be fully funded with respect to the officers and employees of its public transportation system or the operator is implementing a plan approved by the Commission which will fully fund the retirement system within 40 years.

√ The District's retirement fund is fully funded based on the actuarial assumptions and calculations performed by the Public Employees Retirement System.

Public Utilities Code Section 99314.5-To be eligible for STA funds for operations, the operator cannot be precluded by contract from employing part-time drivers or from contracting with common carriers.

The "Labor Agreement" between the District operators and the United Transportation Union, Local 23, limits the use of part-time drivers to 10% of the number of full-time operators.

√ The District is not precluded from employing part-time drivers or from contracting with common carriers. The District is in compliance.

California Code of Regulations Section 6754(a)(3)-To be eligible for STA funds, the Commission must make a finding before allocating these funds, that the District has made full use of federal funds available to it under the Urban Mass Transportation Act of 1964. as amended.

√ The District makes full use of federal operating and capital grants

Conclusion

Based on our review of the District's key documents and records, we conclude that the District is in compliance with applicable sections of the Public Utilities Code and the California Code of Regulations and the rules and regulations of the Santa Cruz County Regional Transportation Commission.

Status of Prior Performance Audit Recommendations

Triennial Performance Audit as of June 30, 1994:

- 1) Recommendation- We encourage the District to continue the facility siting and consolidation tasks with the same diligence it has shown since the earthquake. Suggested implementation period: immediately

Response: The District, beginning in 1995, was plagued by a Federal Emergency Management Agency ("FEMA") investigation into the eligibility of reimbursed costs stemming from the damage caused by the Loma Prieta earthquake. During the investigation period, the District's General Manager, Operations Manager, Fleet Manager, and several other key employees left the District. The facility siting and consolidation plan has been stalled until the final outcome of the investigation and the replacement of a new General Manager, Fleet Maintenance Manager, and Operations Manager.

Current Status

During fiscal 2000, the District was notified that the FEMA and OES audit concluded with no liability to the District. Accordingly, the \$3,076,147 liability has been reversed from the District's books in fiscal 2000.

Triennial Performance Audit as of June 30, 1997:

- 1) Replace the vacant General Manager, Fleet Maintenance, and Operations Manager positions as well as other vacated Staff. *Suggested implementation period Immediately.*

Response: The District has filled the positions of General Manager, Fleet Maintenance and Operations Manager, Operations Manager and Planning & Marketing Manager.

Current Status.

Has been Implemented

- 2) Redefine or refine the criteria used to determine the fate of existing service routes. Based on such criteria, discontinue uneconomical and inefficient routes to allow the reallocation of resources to transit services that have been programmed but not yet implemented. *Suggested implementation period: Next Short Range Transit Plan Update.*

Response: For the next Short Range Transit Plan Update, the District will review the criteria currently used to maintain service, redefine or refine the criteria as necessary, and reallocate service based on the revised criteria.

Current Status.

The Short Range Transit Plan has not been updated since 1997. However, in order to plan and implement efficient and effective service improvements, the District is now using a route planning procedure whereby the Service Review Committee, comprised of District staff and Union representatives, evaluates existing routes for effectiveness and recommends reallocation of service to areas needing improved service. These recommendations go to the Board of Directors for approval after review by the District's advisory committees, Metro Users Group and Metro Accessible Services Transit Forum.

- 3) The Finance Department should establish internal audit procedures to include surprise cash and bus pass counts at Operations and at the Metro Center. These procedures should be performed at least four times per year. *Suggested implementation period.. Three months.*

Response: By September 1, 1998, the Finance Department will establish internal audit procedures to initiate unscheduled cash counts and bus pass counts on a quarterly basis.

Current Status.

Has not been implemented due to delay in procuring registering fareboxes to verify counts.

- 4) In the area of grants management, should consider the need to increase support staff to the Grants/Legislative Analyst (GLA) and redefine responsibilities to enable the GLA to focus on locating and securing new funding sources. *Suggested implementation period: As soon as practicable.*

Response: Management will evaluate the assignment of duties and responsibilities to the Grant/Legislative Analyst to determine the need to increase support staff for grants and legislative activities.

Current Status

Has not been implemented. Instead, General Manager Les White handles all lobbying efforts which were previously part of the Grants/Legislative Analyst's duties, as well as locating new funding sources.

- 5) Engage the use of existing staff or an outside engineering consultant to conduct a 'Major repairs and replacement study' of existing facilities and equipment. Based on the results of the study, develop a systematic funding mechanism that will enable the District to fund, over a ten to fifteen year horizon, those major repairs and replacements identified in the study. Conducting this study during the consolidation process would be an efficient time to start, as all replacement/improvement costs will be known. *Suggested implementation period..* During the consolidation process.

Response: During the process of designing and constructing the consolidated operating facility, the District will conduct a major repairs and replacements study of equipment, facilities and vehicles, and develop a systematic funding mechanism and a timeline to fund repair and replacement activities recommended by the study for consideration by the Board of Directors.

Current Status.

Has not been implemented. The new consolidated facility has been delayed so the study has also been delayed.

Performance Audit Indicator Verification and Analysis

As an integral part of the performance audit process, we gathered performance indicator information for the fixed route and Highway 17 services (ADA-Paratransit is operated by a private agency), audited the District controls designed to ensure that data used in compiling the indicators was reliable, and analyzed the indicators. The underlying data used to compile the performance indicators, as mandated by the TDA, is as follows:

- Operating Costs
- Passenger count
- Vehicle service hours
- Vehicle service miles
- Employee hours
- Fare revenue

The performance indicators required to be calculated and analyzed are as follows:

- Operating cost per passenger
- Operating cost per vehicle service hour
- Passengers per vehicle service hour
- Passenger per vehicle service mile
- Vehicle service hours per employee

In addition to the above required indicators, we also calculated and analyzed the following indicators:

- Farebox recovery ratio
- Vehicle service miles per vehicle service hours
- Average passenger fare
- Actual expenses to budgeted expenses
- Spare ratio

System-Wide Performance data and Indicators As shown on pages Exhibits 1 and 22 have been shown for nine years starting with fiscal year ending June 30, 1992. These are provided in order to show longer-term trends. Operating costs and fares are presented in actual dollars and in “constant dollars”. Constant dollars subtract out the effects of inflation so that true cost and revenue trends can be seen. Cost data in the graphs are shown in constant dollars. Inflation is represented in the tables and graphs by the Consumer Price Index (CPI)- All Urban Consumers- San Francisco, Oakland, and San Jose, which we feel is the closest CPI index for Santa Cruz County.

The results of the performance indicator add analysis along with the statistical data used to derive the performance indicators are shown, by type of service, in Exhibits 1 and 22.

Evaluation of Indicators

Fixed Route Operating Costs Of particular note are the indicators relating to costs of maintaining the fixed route service. Specifically, the operating cost per passenger, operating cost per vehicle service hour, and operating costs per vehicle service mile have been trending upward (See Exhibit 1,2,3, and 7). If operating cost is adjusted for inflation (constant \$) See Exhibit 1.2, the cost other than inflation per passenger has decreased over the nine years approximately (-40%). This is not all surprising considering the average age of the buses is 12 years. Which is near the end of their service life. The cost indicators spiked upward due, in great part, from the anticipated acquisition of new busses in 1996. Because the old busses were expected to be retired, major repairs were deferred and the parts inventory scaled down. Unfortunately, the company from whom they ordered the new buses went bankrupt. The busses were never delivered and in 1996, the District was faced with having to perform major repairs and restocking its parts inventory. Another indicator affected by this episode was the budget to actual ratio in 1997, which fell from 98.91% in 1995 to just 90.91 % in 1996. With respect to the replacement busses, the District fleet increased from 70 busses in 1997 to 94 busses at June 30, 2000.

Ridership statistics show a steady climb for the fixed route (5.6% since 1997) See Exhibit 1 and 11 and the Highway 17 services, has declined (-1.7%) since 1997. See Exhibit 12 and 22.

DETAILED FUNCTIONAL REVIEW

A required component of the performance audit is the functional review of the transit system. The functional review consists of an identification of the duties and responsibilities of each department within the organization and a determination of whether those duties and responsibilities are being carried out in an economical, efficient and effective manner.

In November 1998, the U.S. Department of Transportation – Federal Transit Administration – Issued a “FY 1998 Final Triennial Review Report”. Based on this review, the District complied with Federal requirements for all 21 reviewed areas. These 21 areas consists of the following:

- Legal Capacity
- Financial Capacity
- Technical Capacity
- Satisfactory Continuing Control
- Maintenance
- Elderly & Persons with Disabilities/Medicare Half Fare
- Competitive Procurement
- Buy America Requirements
- Program of Projects
- Planning
- Public Comment on Fare/Service Changes
- Charter Bus Protections
- School Bus Protections
- National Transit Database Reporting
- Civil Rights
- Safety/Drug Free Workplace and Anti-Drug Program
- Integrity
- Restrictions on Lobbying
- Security
- Transportation Services for Americans with Disabilities (ADA)
- FTA Drug and Alcohol Program

General Management and Organization

The District is governed by an eleven member board of directors and managed by a General Manager whose responsibility includes the oversight and coordination of six departments and some 300 employees. The Board is apprised of transit related issues and performance by the General Manager. By interrelating and compiling information gleaned in monthly reports from Finance, Maintenance, (Facilities and Fleet) Human Resources, Planning and Marketing, MIS, and Operations, the General Manager distributes statistical data addressing operating costs, ridership, service hours and a host of other information. To keep the public informed, the District has developed and maintains a Web site. The site contains information on jobs, scheduling, board meeting agendas, hearings, news releases, performance indicators, compliments/complaints and ridership statistics.

Management is active in the transportation planning process as several members of the governing board are also members of the Board of Directors of the Santa Cruz County Regional Transportation Commission, The working relationships between District staff and other agencies appears satisfactory based upon conversations with some of those agencies.

Service Planning

Service Planning is under the jurisdiction of the General Manager. The Service Planning department consist of a manager of Planning and Marketing who supervises the following staff – Ticket Pass Specialist, Transit Planner (who supervises a transit surveyor), Service Planning Supervisor, Customer Service Coordinator (who supervises a senior customer service rep-who supervises a customer service representative) and accessible service coordinator

Service planning is a process of knowing where you are today, defining where you want to be tomorrow and developin g, implementing, monitoring and fine tuning the plan to get there. This process is carried out at the District through the use of surveyors who perform full profiles of existing routes on weekdays and weekends on an annual basis. Results of these surveys are submitted to the “**Service Review Committee**”, which consists of staff, management and the bus drivers, in order to obtain a well-rounded perspective. In addition, input is sought from the “Metro Users Group,” the “Citizens and Bus Drivers Advisory Group,” and the “Metro Accessible Users Task Force.” Based on communications with staff and other agencies, the District has one of the most active participation groups in the country. Recommendations from these groups go to public hearings and then to the Board of Directors for action.

There is an established “Rule of thumb” policy for maintaining an existing route. The policy is that ridership must not fall below minimum standards. Those standards are:

Rural	15
Urban-local	20
Urban collector	30

The standards are not strictly followed by the District. In some of the rural routes, ridership has fallen well below the standard of 15 but the route was not discontinued. The District has made exceptions to some routes where the “good of the public” is concerned. The 1998-2002 SRTP cited eight routes that had fallen below the minimum standard. There have been many services that the District has not been able to commence due to lack of funding. It seems that the balance of “public good” and the allocation and prioritization of scarce resources is a difficult exercise but one that, nevertheless, must be performed.

Surveys conducted of the public appear to be more “Destination” oriented as opposed to “attitudinal.” According to the service department, attitude surveys have not been conducted in several years; nor have there been any market segmentation studies done. There is expressed interest **in** these types of surveys, but they are overshadowed with current ridership demands and limited funding sources.

The Service Planning Department issues several types of reports. One report issued is purely statistical and contains figures on ridership, passenger counts, vehicle service hours, vehicle service miles, routes and schedules. These reports are used directly by the AGM in compiling the performance indicators that are transmitted to the Board. In addition to the statistical report, Service Planning issues reports on ADA compliance, operations, and civil rights and assists Finance with the Federal Section 18 report. Based on our review of the reports disseminated by the **Service** Planning Department, we conclude that the reports are complete and highly reliable.

Scheduling, Dispatch and Operations (Operations)

The Operations Department is responsible for scheduling drivers by route, fare collections, driver training, and safety. The Operations Manager oversees the safety and training coordinator, the schedule analyst, the revenue collection supervisor, the base superintendent and the payroll specialist. Operational activities complete the “earnings cycle.” The Service and Planning Department define ridership needs, marketing sells the concept, and Operations, in return for a fare, provide the transit service to the riders. Because of its importance, much emphasis is placed on having an inventory of qualified drivers and the safety and welfare of the rider.

As for driver availability, in addition to the regularly scheduled drivers, there are always 3-4 standby drivers that wait in the drivers’ lounge in the event a driver is absent. The District has an active recruitment and training program to insure there is an adequate supply of drivers. When the need presents itself, the District will begin a class that is attended by 5-8 trainees. Certified by the Department of Motor Vehicles, the District’s Safety and Training Coordinator trains the recruits and prepares them for their Commercial Driver License exam. Once they successfully complete the class, they are promoted to “Fully Qualified Operator” with a pay increase.

Good attendance by the drivers is critical in Operations. An impetus for good attendance is the District’s attendance policy that discourages repeated absences from work. A driver is required to give forty-eight hour notice of an intended absence. A driver who accumulates twelve counted

absences in a calendar year will be cautioned; seventeen absences, the driver is warned; and after twenty counted absences within a calendar year, the driver, with few exceptions, is discharged.

Drivers are involved in the safety program. Before departing on their routes, drivers inspect their own bus. If a driver expresses any concerns regarding the safety or operational state of the vehicle, maintenance is notified and the bus is “pulled” from active status. Safety is encouraged not only through training and required inspections, but through a “Safe Driver Bonus.” Drivers receive a bonus of \$ 125 for one full year of non-chargeable accidents. Accidents that do occur are referred to the “Accident Review Committee” that determines whether an accident, involving a District driver, is “chargeable” or “non chargeable” against the driver.

Drivers choose their own work assignments based on a bidding process which weighs “seniority” as the key factor in obtaining desirable routes. This process of bidding is part and parcel of their union labor contract.

When Operations was asked how well the District’s mission statement was being achieved, the reply was, “It is our mission statement. We developed it and it was taken and used as the District’s statement.” The Operations Department rated the overall District’s performance as a 10, with 10 being the highest.

Personnel Management & Training

The District’s personnel management function is the responsibility of the Human Resources Manager ("HRM"). The HRM is assisted in this function by a human resources analyst, a personnel technician, a benefits coordinator, an administrative specialist and a human resources specialist. This department is responsible for preparing, revising and administering all policies, procedures and practices set forth in the personnel policies and procedures manual and for compliance with all state and federal labor laws.

Benefits offered by the District include health, dental, vision, life, accidental death, state disability, and long term disability insurance. In addition, there is a deferred compensation plan, a retirement plan, and sick, vacation, family, and bereavement leave. The District has one of the most attractive benefits packages in the local area which explains why employee turnover is low at the District.

Rights of employees are in high regard at the District. Each new employee, regardless of classification, begins his/her tenure with a six-month probation period. This period is considered a continuation of the evaluation and testing period that begins prior to recruitment. Employees who are terminated have the right of Administrative appeal to the General Manager. Employee performance is reviewed annually by their respective managers. The HRM becomes involved in these reviews only when there are unusual issues or circumstances requiring his expertise The HRM maintains a complete personnel file on each employee of the District.

Recruitment is performed by HRM by advertising in local papers, periodicals in other transit districts and by means of the District's Web site. The Web site posts job opportunities and prospective applicants can actually download an application directly from the site. A preferred method of recruitment is to hire and train new drivers, as opposed to lateral transfers from other transit providers, so that they can be indoctrinated into the District's own system without having to break old habits. The District's training is provided by the Safety and Training Coordinator who is certified by the Department of Motor Vehicles. In addition to behind-the-wheel training, candidates spend six weeks in a classroom learning about bus maneuvering, defensive driving, general operating procedures, passenger relations, map reading, passenger loading and unloading and a host of other procedures. Operators attend annual refresher courses as part of their employment.

Administration, Financing and Budgeting

Oversight for the Administrative functions of the District is the responsibility of the General Manager and the Assistant General Manager. This area includes board activities, grants management, legislative activities, maintenance of records, and purchasing. The Assistant General Manager assumed the sole responsibility of managing these functions in 1996 until a new General Manager was hired in November 1997.

Grants management and legislative activities are handled by the General Manager, Assistant General Manager and Grants and Legislative Analyst ("GLA") with the assistance of clerical staff. The General Manager interacts with all levels of government in the legislative process to seek alternative sources of funding for transit related projects. The GLA and the upper management of the District work closely together. Once potential funding sources are discovered management meets with heads of other agencies or with legislators at the state or federal level. Locating funding sources is not the only focus. Reviewing legislation or actions of other agencies and determining their impact on the District's operations is a vital part of this function. Information sources such as the American Public Transit Association and the California Transit Association are tapped into by way of the internet. These transit groups track transit related legislation that is useful for the District. In addition, the District, in conjunction with the Santa Cruz County Regional Transportation Commission, engages the service of a legislative advocate in Washington D.C. to monitor transit related federal legislation.

In addition to performing grant application activities, the GLA handles the reporting responsibilities required by funding agencies. In conjunction with the Finance Department, monthly and quarterly financial reports are prepared for submission to the funding agency. In addition, progress and status reports, which are more non-financial in nature, are also prepared by the GLA.

We found the Districts' grants management function, given the available staff, to be quite effective in terms of the efforts made to locate and monitor new sources of funding.

Finance

The Finance Department is responsible for accounting for all the financial activities of the District. These activities include revenues, expenses, purchasing, and payroll. In addition, the Finance Department is directly involved in financial reporting, forecasting, budgeting and working directly with external auditors.

The Finance Department consists of the Finance Manager, Assistant Finance Manager, a Payroll & Benefits Coordinator, an Accountant II, an Accounting Specialist, an Administrative Secretary and two Senior Account Clerks.

Accountability is measured monthly with the issuance of the monthly budget versus actual report. The report is issued to all department heads. The report includes the original budget, as adopted, revisions to the budget and actual results. The expense classifications are sufficiently detailed so that variances within an object class or department can be explained. Each manager must provide an explanation for any significant budget variances. Each manager has the authority to request a budget transfer as long as the effect is budget neutral and within his/her department. The requests are reviewed **and** approved by the Finance Manager and forwarded to the Board for their approval. The Finance Department handles risk management for the District's property, casualty and liability loss exposures. The Finance Manager utilizes the advisory resources and insurance services of CalTip and the District's insurance broker when purchasing insurance.

While the hardware is new, the accounting software used to process financial data is antiquated. While there is no concern as to the accuracy of the reports, they are not user friendly. Because of this, the Finance Manager prepares a final document outside of the general ledger software, that is provided to management. This report we found to be very user friendly. New software is currently being sought to replace the old and this intermediary step of preparing a "user friendly" report should be eliminated.

The Finance Department performs an internal audit function with respect to fare collections once per year. This audit consists of agreeing the cash in the District's safe with the cash count that was performed at the end of the day. Cash counts are conducted at the Operation's facility by District personnel and a representative of the contracted security service that picks up the daily collections for deposit. In 1996, the Finance Department noticed a drop in fare collections and suspected that cash was being taken. The problem was resolved but as a result, controls were tightened.

The District also has an inventory of bus **passes** that are kept at "Metro Center" and are sold to the public. The Finance Department has not been involved with the reconciliation of those passes with the cash on hand. Staff at Metro Center (Operations) handle this themselves.

Marketing and Public Information

In 1991, the marketing department was eliminated. The marketing function was taken over by the Planning and Marketing Department, which is under the oversight of the Manager of Planning and Marketing. The main link between the District and the public is a periodical that is published by the District called *Headway's*. This quarterly publication contains information on scheduling, notices, updates, and articles related to District operations. The District also has established a Web site (METRO Online) that contains information regarding scheduling, Board meetings, performance data, and current news involving the District. The site also allows the public to comment on service related issues and voice its opinion about the quality of service.

Fleet Maintenance

The Fleet Maintenance Department is responsible for the overall maintenance of the District's vehicle inventory. The vehicle inventory consists of one hundred and three (103) vehicles out of which nine (9) were provided to the Highway 17 service contractor until October 1999. The average age of the vehicles is 12 years, which is equal to the Federal standards. Care of this aging fleet is accomplished by a fleet maintenance manager, two fleet maintenance supervisors, one parts and material supervisor and forty seven other department employees.

The Department has a preventative maintenance program that is broken down into five categories: An "A Inspection" that is performed on a weekly basis; a "B Inspection" that is performed every 6,000 miles that is a progressive maintenance program; a "C Inspection" that is performed at 12,000 miles; a "D Inspection" that is performed at 24,000 miles; and an "E Inspection" that is performed at 48,000 miles. Each level of inspection incorporates the inspection regimen of the former categories. To insure that the inspections are performed as scheduled, management requires that staff fill out a checklist that is maintained by service date. The data is also input into a data base that generates a report identifying the vehicles which are candidates for service. Since the average age of the vehicle fleet is 12 years, no warranty work is performed and all parts and labor are borne by the District.

Except for body work and engine boring, all maintenance is performed at the District's facilities. The facility has six working service bays and one that is used for brake rebuilding. The maintenance facility appears to be adequate to handle scheduled maintenance without any measurable interruption to service miles. The facility is staffed twenty-four hours per day, seven days per week.

Facilities Maintenance

The primary function of the Facilities Maintenance Department (“FMD”) is to maintain the District facilities, which include: approximately 65,601 square feet of facility space; thirty-five acres of parking lots and landscaping; 1070 bus stops countywide; and support equipment for Fleet Maintenance and Operations. The objective of this department is to “Get the wheels on the road.” The Facilities Maintenance staff consists of one Manager, one Supervisor, six Custodians, and eight Maintenance Workers and Administrative Secretary.

Work flow and prioritization is facilitated at daily morning staff meetings. There, the Manager and Supervisor discuss scheduled and unscheduled maintenance concerns and prioritize work orders in order of criticality. Non-routine equipment or facility repair needs used to be communicated to the FMD on forms. Now, with the computer upgrades, intra-District E-Mail is used which has cut the lead time dramatically.

Preventative maintenance is the first line of defense against equipment failure. The FMD has a scheduled maintenance program and maintains a data base of all the District’s equipment. A history is maintained of all equipment and facility repairs and other non-routine maintenance are also filed to maintain a history. The biggest obstacle cited in sustaining an effective preventative maintenance program is the age of the equipment. Much of the District’s equipment has either reached or has extended beyond its useful life and, as a result, the focus has shifted to keeping the equipment running and less on preventative maintenance. The District does not have an equipment replacement program so when a piece of equipment reaches its terminal life, it is replaced only if there are “currently available” funds in the annual budget. To minimize the risk that “downed” equipment might interfere with transit operations, the FMD has an action plan that would, within twenty-four hours of notification, repair or provide an acceptable alternative.

The process of acquiring new equipment or replacing old is a function of the capital improvement budget process. A new system implemented at the District has streamlined the process of acquiring capital items. Before this change, it could take up to eighteen months before the piece of equipment was actually purchased due to a multiple approval process. The change now requires only the approval of the Finance Department after Board approval.

CONCLUSIONS & RECOMMENDATIONS

General Management and Organization

Management should request that the annual fiscal auditors reconcile the performance indicators and included their results in the fiscal audit reports annually. Complying with this recommendation will serve as check for all reports the district distributes, and would ease the reconciliation process of the performance indicators on an annual basis versus a triennial basis. Note: that reconciliation between the Financial Audit report versus the Service and Ridership Summary does not reconcile in some years. Implementation should be for the current fiscal year.

Recommendation:

Management should request that the annual fiscal auditors reconcile the performance indicators and included their results in the fiscal audit reports annually

Service Planning

Recommendation: None

Grants Management

Recommendation: None

Finance

Recommendation: None

Facilities Maintenance

Recommendation: None

Conclusion

The Santa Cruz Metropolitan Transit District has complied with the rules and regulations of the Transportation Development Act and based on our functional review of District operations, is operating in an efficient and effective manner. We applaud the District for its courage and stamina in dealing with the events that transpired over the past three years and believe that the upcoming triennial period will prove less trying. As an attestation of how well management and staff assessed the District's effectiveness in providing "Safe, affordable, efficient, courteous and reliable transit service to Santa Cruz County in an atmosphere of mutual respect and cooperation", the average score was 9 with 10 being the highest.

Directly Operated Service-Fixed Route

Santa Cruz Metropolitan
Transit District
Directly Operated Service-Fixed Route

John L. Barnhart CPA

System-wide Performance indicators
For the Nine Years Ended June 30,

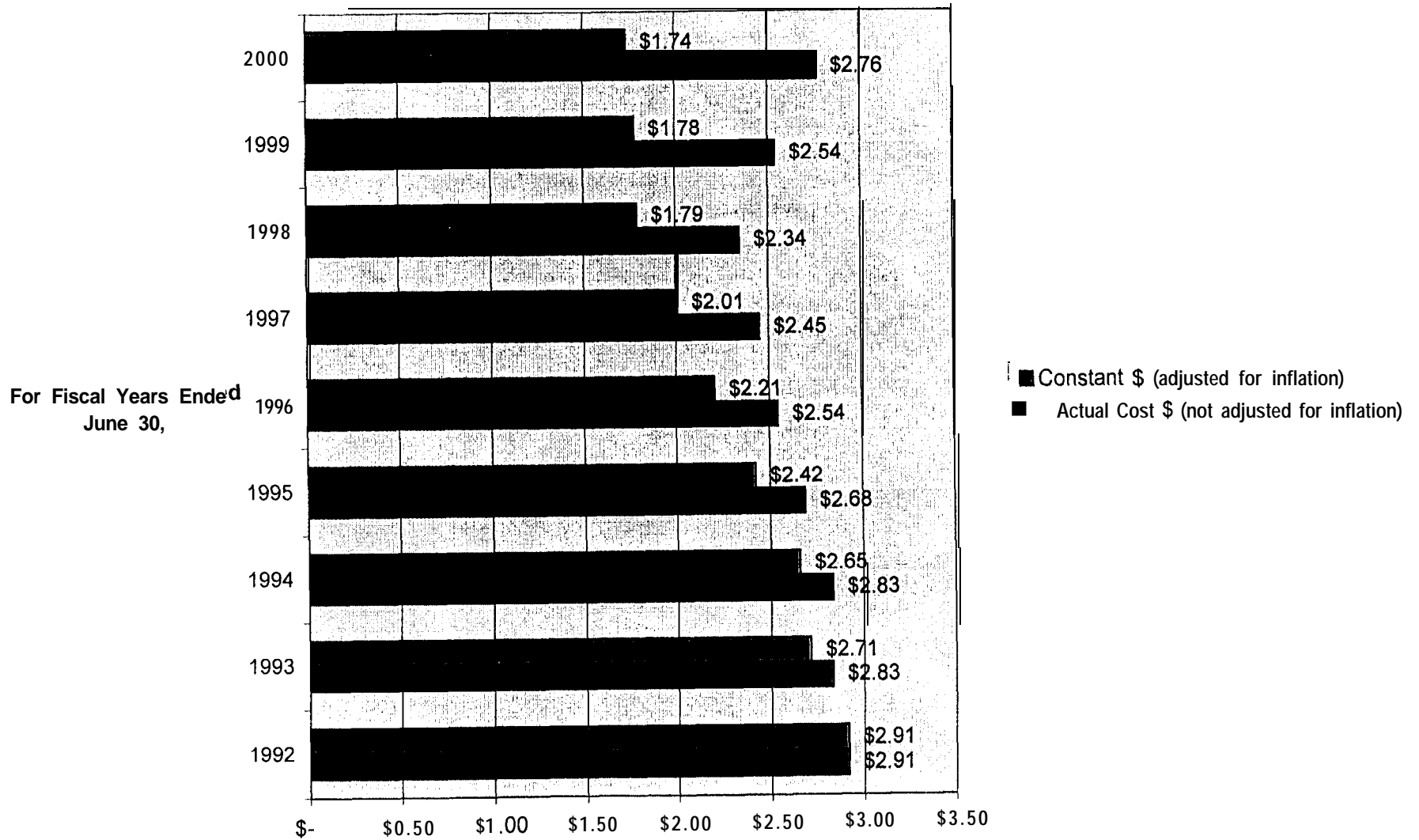
	1992	1993	1994	1995	1996	1997	1998	1999	2000
TDA REQUIRED INDICATORS:									
Operating Cost per Passenger	\$ 2.91	\$ 2.83	\$ 2.83	\$ 2.68	\$ 2.54	\$ 2.45	\$ 2.34	\$ 2.54	\$ 2.76
Operating Cost per Vehicle Service Hour	\$ 84.45	\$ 87.59	\$ 93.01	\$ 93.93	\$ 86.57	\$ 92.10	\$ 89.18	\$ 93.56	\$ 99.60
Passengers per Vehicle Service Hour	29.01	30.98	32.87	34.99	34.04	37.61	38.05	36.89	36.05
Passengers per Vehicle Service Mile	2.11	2.23	2.35	2.51	2.47	2.77	2.81	2.62	2.66
Vehicle Service Houser Employee	860	855	884	718	742	773	772	790	732
Other System-wide Indicators:									
Operating Cost per Vehicle Service Mile	\$ 6.16	\$ 6.30	\$ 6.64	\$ 6.73	\$ 6.29	\$ 6.77	\$ 6.59	\$ 6.64	\$ 7.36
Vehicle Service Miles/Vehicle Service Hour	13.72	13.90	14.00	13.97	13.76	13.60	13.54	14.10	13.54
Farebox Recovery Ratio	19.53%	19.16%	19.17%	20.08%	23.01%	23.29%	25.58%	24.18%	24.29%
Average Passenger Fare	\$ 0.57	\$ 0.54	\$ 0.54	\$ 0.54	\$ 0.59	\$ 0.57	\$ 0.60	\$ 0.61	\$ 0.67
Actual expenses to budgeted expense	93.12%	96.45%	98.45%	98.91%	90.91%	96.75%	92.60%	93.61%	95.26%
Spare ratio	20.00%	20.69%	20.69%	20.00%	20.00%	20.00%	18.67%	18.18%	14.89%
Statistical Data:									
Operating Cost (excluding depreciation)	\$ 17,930,885	\$ 18,352,077	\$ 18,427,518	\$ 17,802,226	\$ 16,884,366	\$ 18,366,695	\$ 17,967,927	\$ 19,441,854	\$ 21,873,767
Passenger Count	6,159,576	6,490,438	6,512,168	6,631,042	6,638,512	7,498,951	7,666,892	7,665,528	7,916,161
Vehicle Service Hours	212,334	209,515	198,121	189,533	195,036	199,413	201,481	207,793	219,607
Vehicle Service Miles	2,912,807	2,911,889	2,774,384	2,646,845	2,684,599	2,711,677	2,727,622	2,929,155	2,973,923
Full Time Equivalent Employees	247.0	245.0	224.0	264.0	263.0	258.0	261.0	263.0	300.0
Fare Revenues	\$ 3,501,830	\$ 3,516,873	\$ 3,532,039	\$ 3,574,363	\$ 3,885,885	\$ 4,276,802	\$ 4,595,517	\$ 4,701,542	\$ 5,312,454
Budgeted expenses	\$ 19,256,450	\$ 19,027,455	\$ 18,717,898	\$ 17,997,821	\$ 18,571,672	\$ 18,984,214	\$ 19,404,277	\$ 20,769,960	\$ 22,962,324
Active busses	60	58	58	70	70	70	75	77	94
Contingency fleet	12	12	12	14	14	14	14	14	14
Constant \$ (adjusted for inflation)									
FYE CPI CHANGE	Base	4.2%	2.0%	3.6%	3.5%	4.8%	5.5%	6.3%	7.3%
CUMFYE CPI CHANGE	Base	4.2%	6.2%	9.8%	13.3%	18.1%	23.6%	29.9%	37.2%
Operating Cost (excluding depreciation)	\$ 17,930,885	\$ 17,581,290	\$ 17,285,012	\$ 16,057,608	\$ 14,638,745	\$ 15,042,323	\$ 13,727,496	\$ 13,628,740	\$ 13,736,726
Fare Revenues	\$ 3,501,830	\$ 3,369,164	\$ 3,313,053	\$ 3,224,075	\$ 3,369,062	\$ 3,502,701	\$ 3,510,975	\$ 3,295,781	\$ 3,336,221
Operating Cost per Passenger	\$ 2.91	\$ 2.71	\$ 2.65	\$ 2.42	\$ 2.21	\$ 2.01	\$ 1.79	\$ 1.78	\$ 1.74
Operating Cost per Vehicle Service Hour	\$ 84.45	\$ 83.91	\$ 87.24	\$ 84.72	\$ 75.06	\$ 75.43	\$ 68.13	\$ 65.59	\$ 62.55
Operating Cost per Vehicle Service Mile	\$ 6.16	\$ 6.04	\$ 6.23	\$ 6.07	\$ 5.45	\$ 5.55	\$ 5.03	\$ 4.65	\$ 4.62
Farebox Recovery Ratio	19.53%	19.16%	19.17%	20.08%	23.01%	23.29%	25.58%	24.18%	24.29%
Average Passenger Fare	\$ 0.57	\$ 0.52	\$ 0.51	\$ 0.49	\$ 0.51	\$ 0.47	\$ 0.46	\$ 0.43	\$ 0.42

Note:

1. Bureau of Labor Statistics "Consumer Price Index"-San Francisco-Oakland-San Jose, CA

Santa Cruz Metropolitan
Transit District
Directly Operated Service-Fixed Route

System-wide Performance Indicators
Operating Cost per Passenger

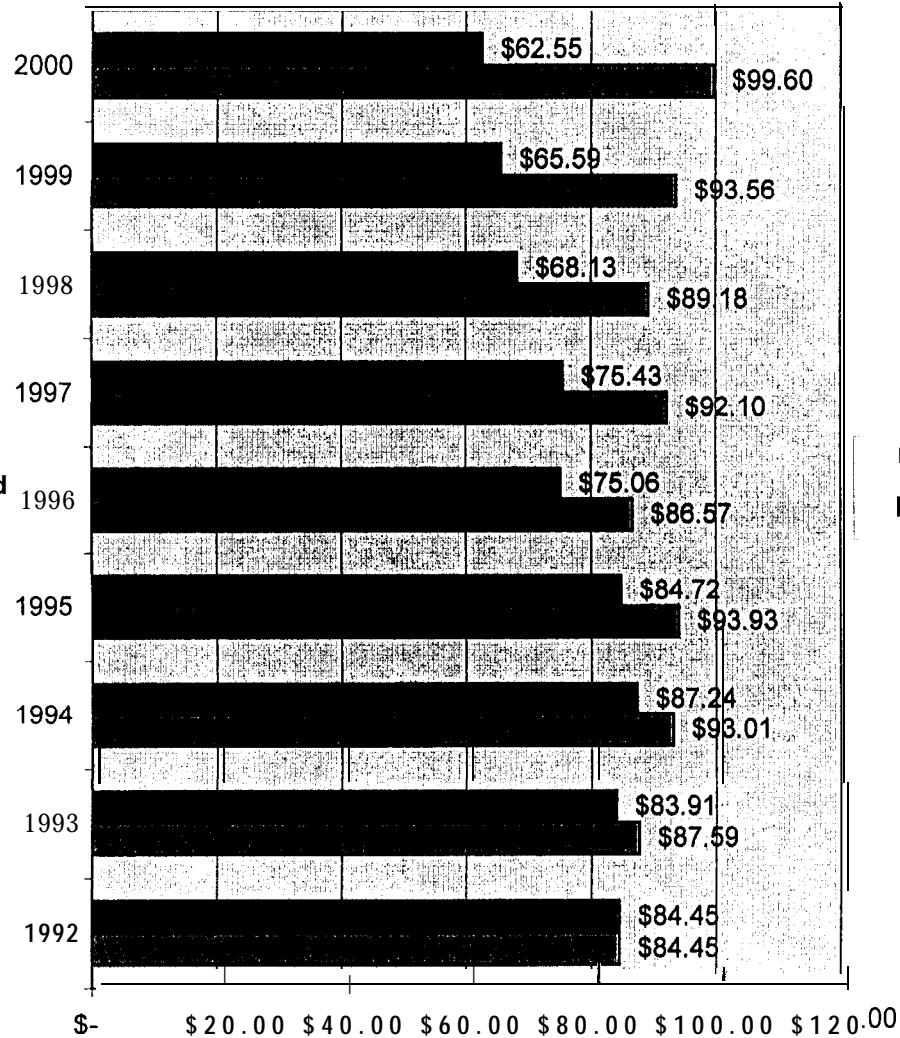


Santa Cruz Metropolitan
 Transit District
 Directly Operated Service-Fixed Route

John L. Barnhart CPA

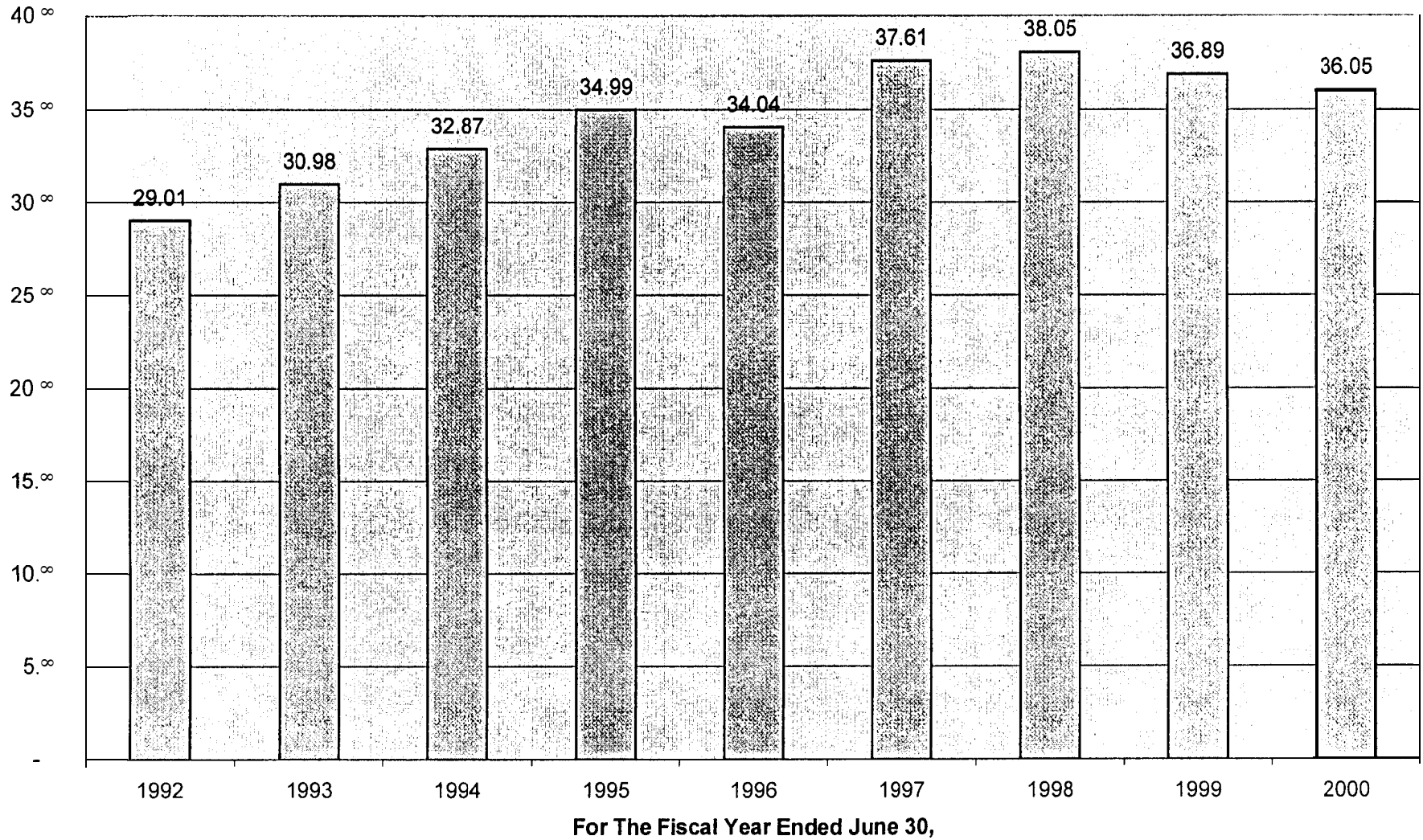
System-wide Performance Indicators
 Operating Cost per Vehicle Service Hour

For The Fiscal Years Ended
 June 30,

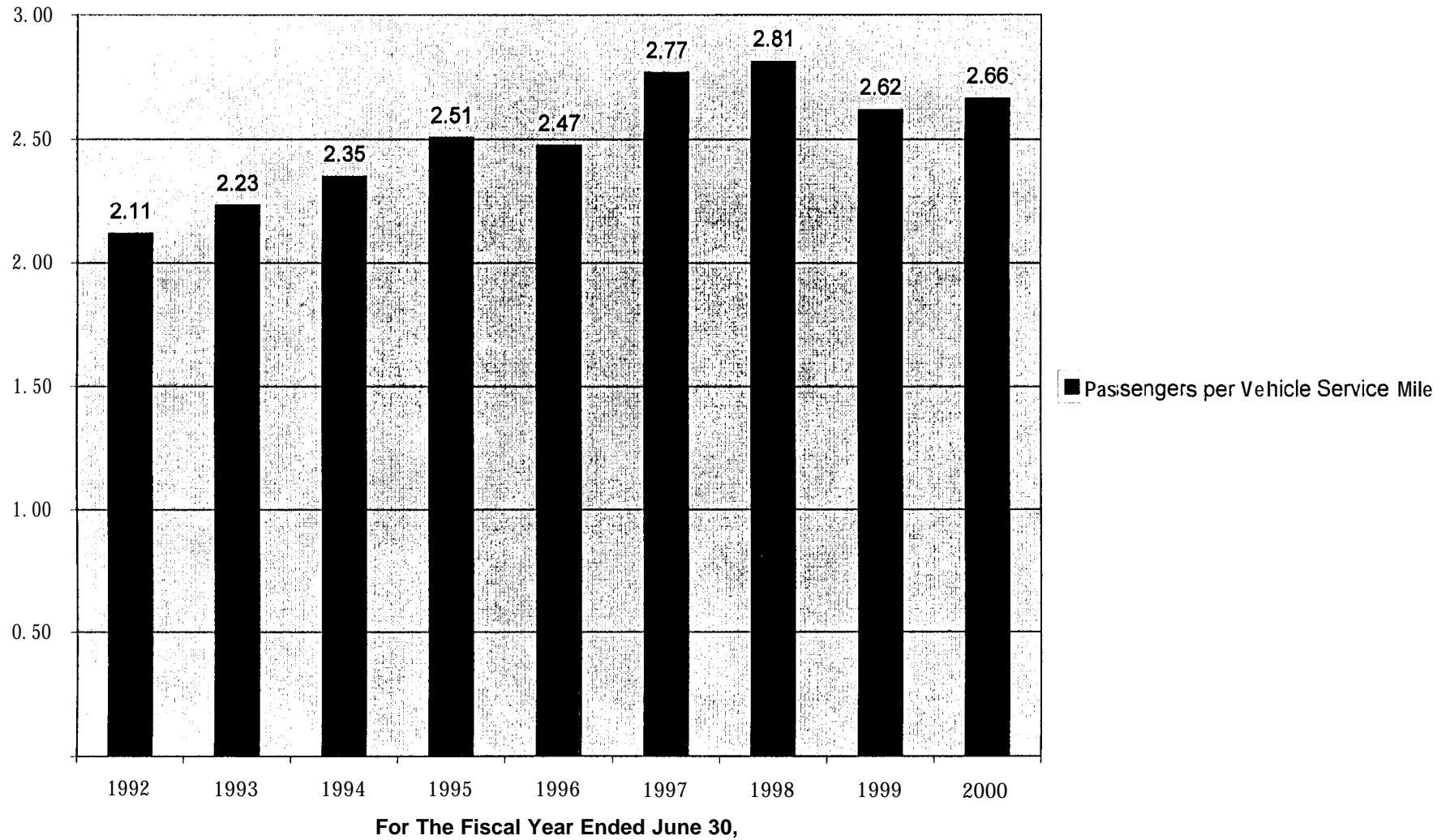


- Constant \$ (adjusted for inflation)
- Actual Cost \$ (not adjusted for inflation)

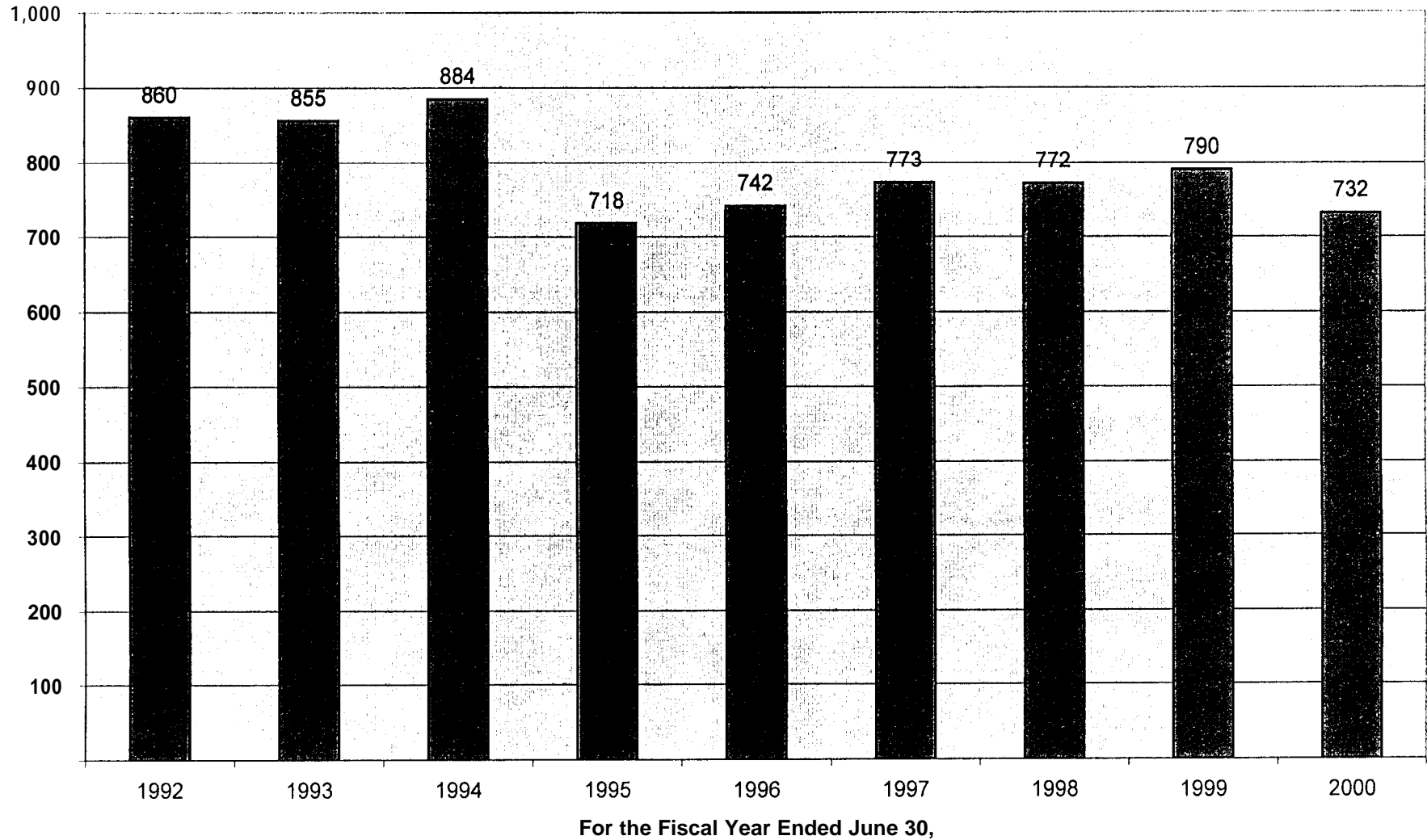
System-wide Performance Indicators
Passengers per Vehicle Service Hour



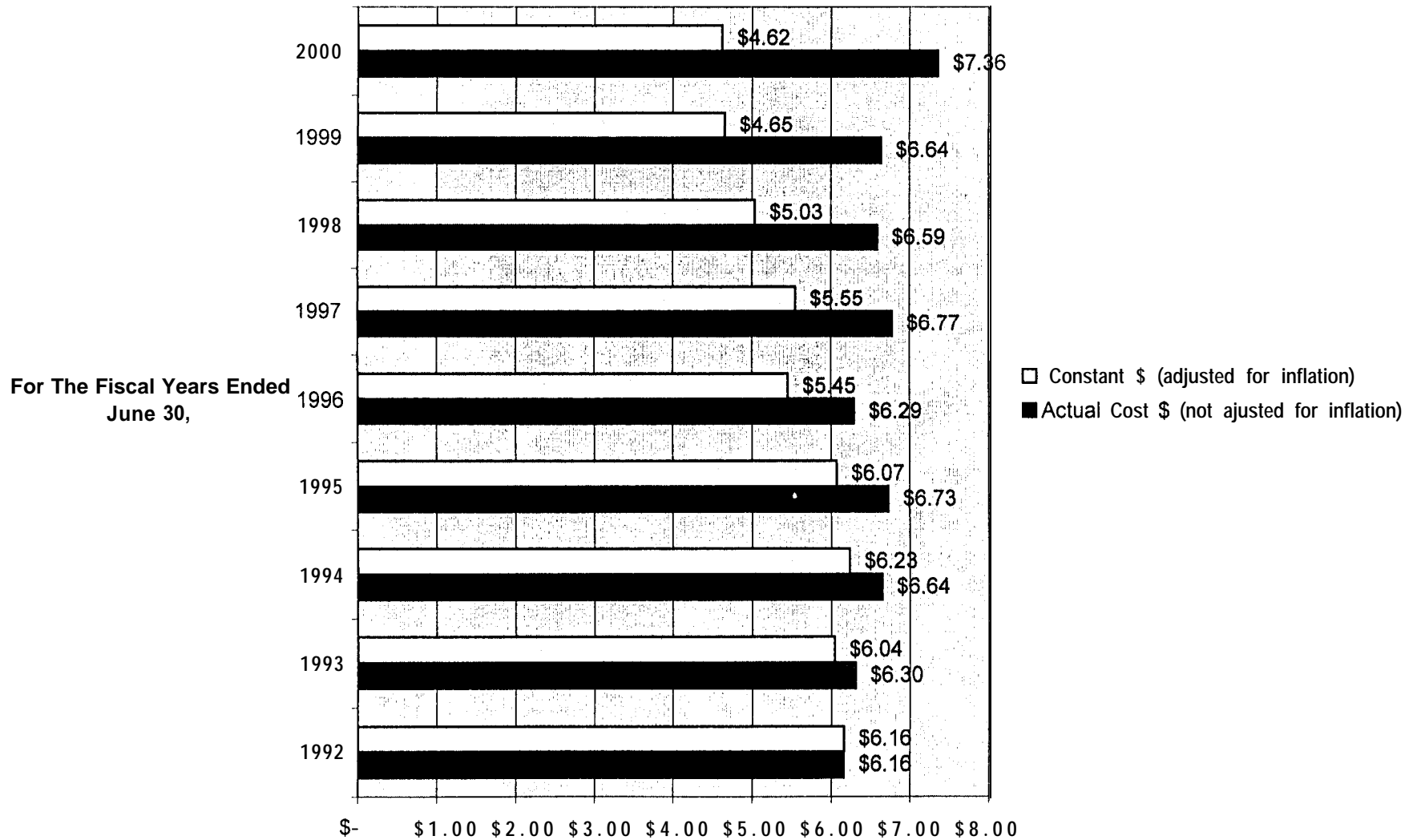
System-wide Performance Indicators
Passengers per Vehicle Service Mile



System-wide Performance Indicators
Vehicle Service Hours per Employee



System-wide Performance Indicators
 Operating Cost per Vehicle Service Mile



System-wide Performance Indicators
Vehicle Service Miles/Vehicle Service Hour

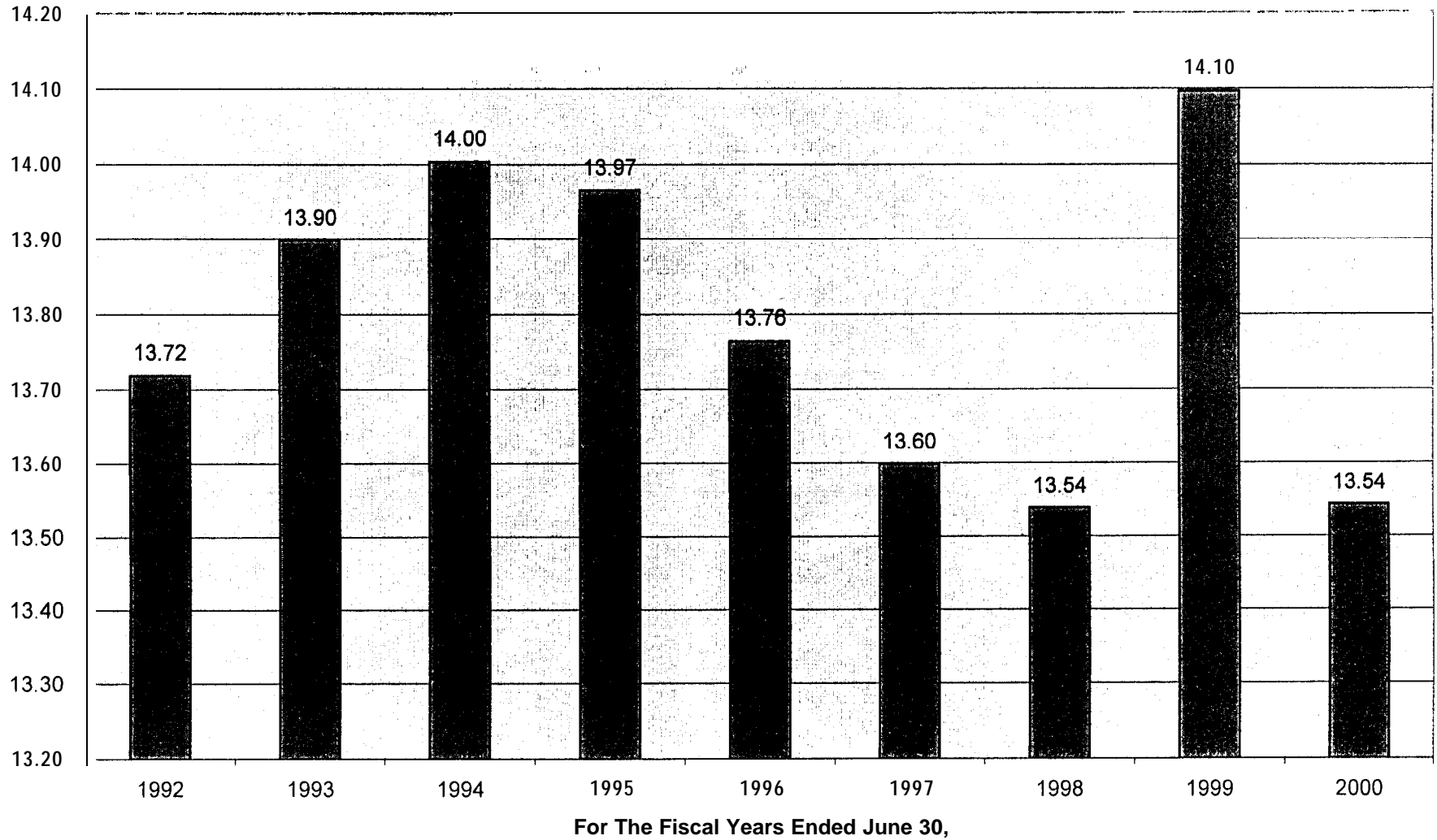
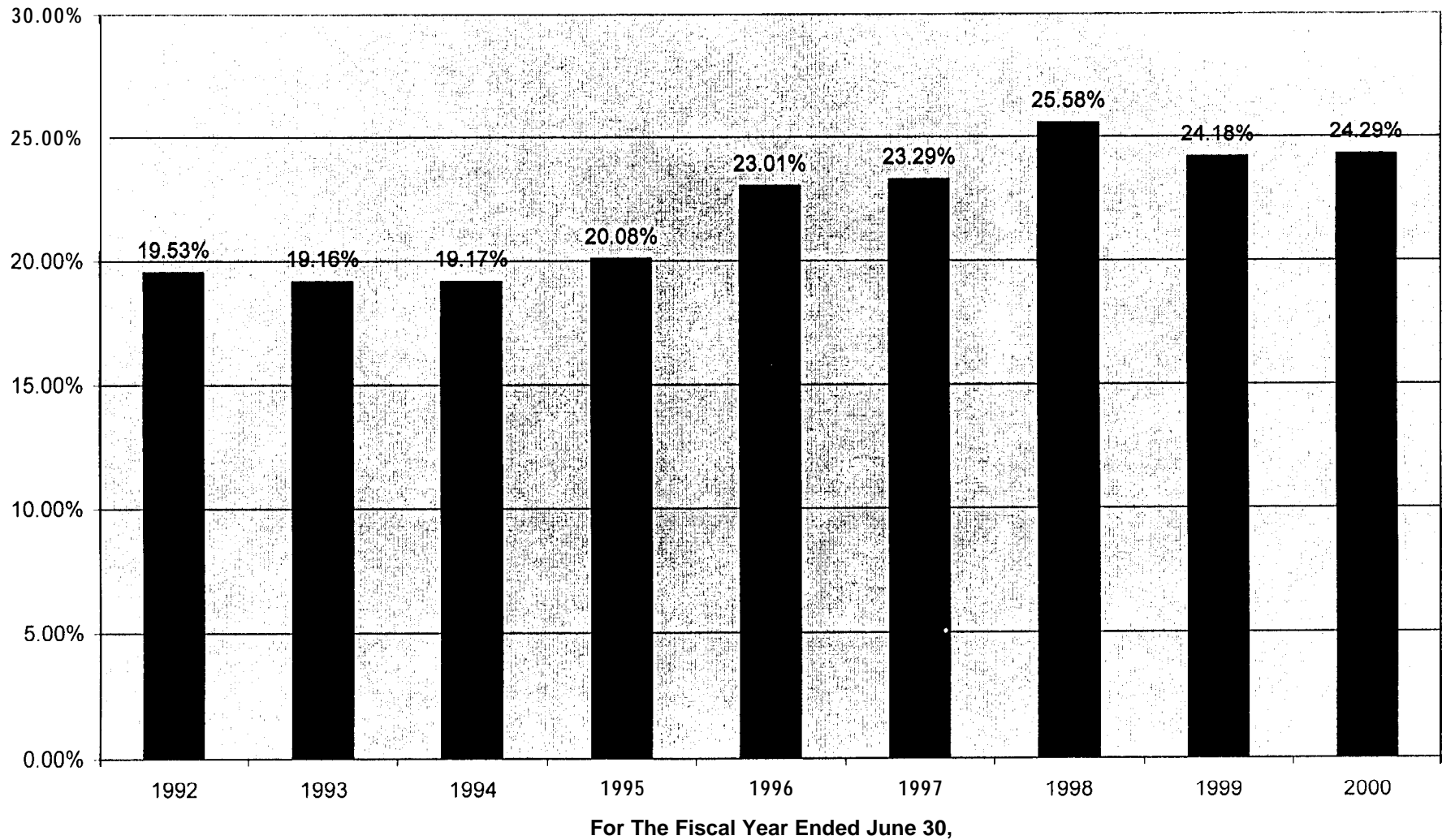


Exhibit 8

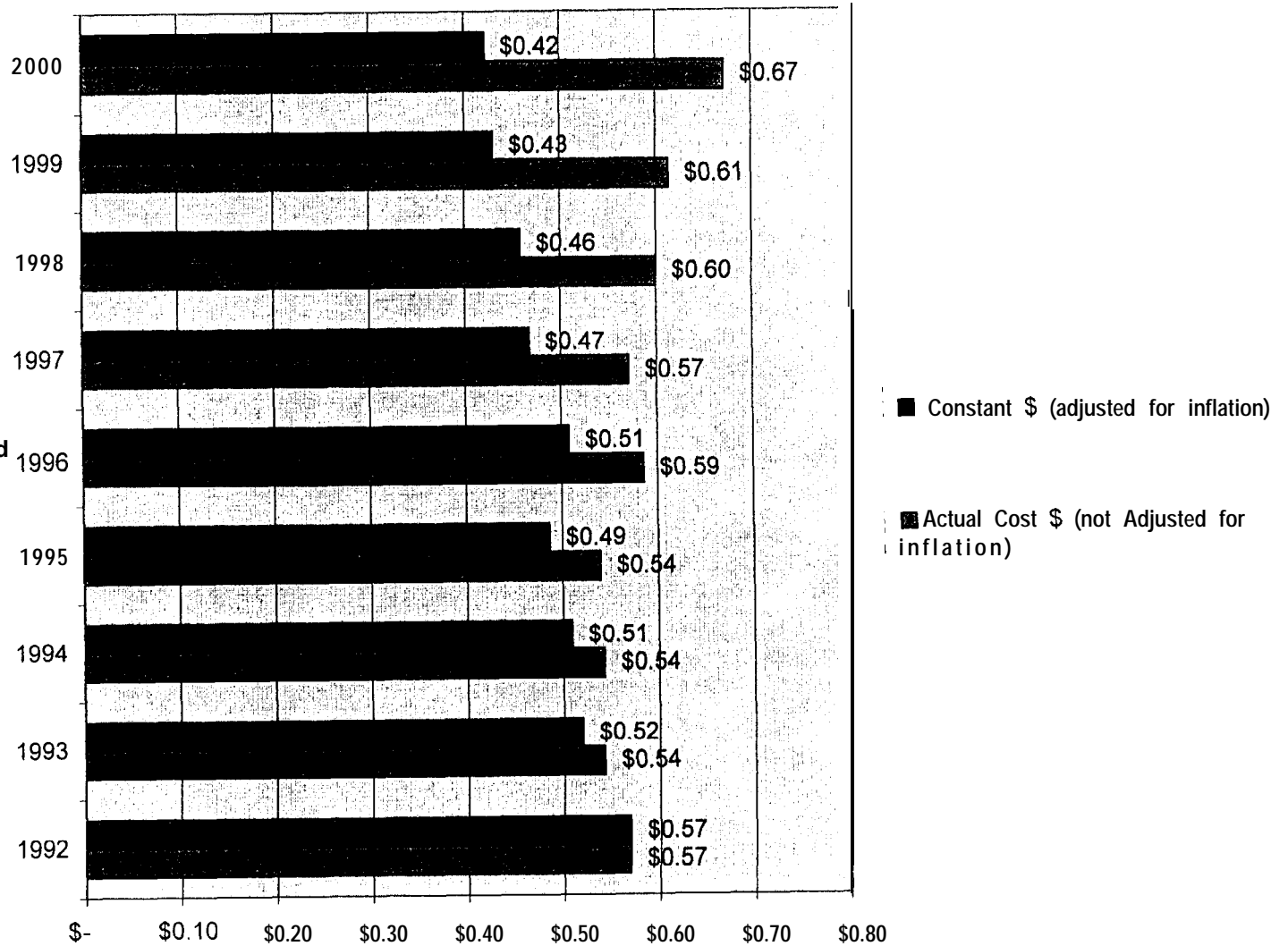
System-wide Performance Indicators
Farebox Recovery Ratio



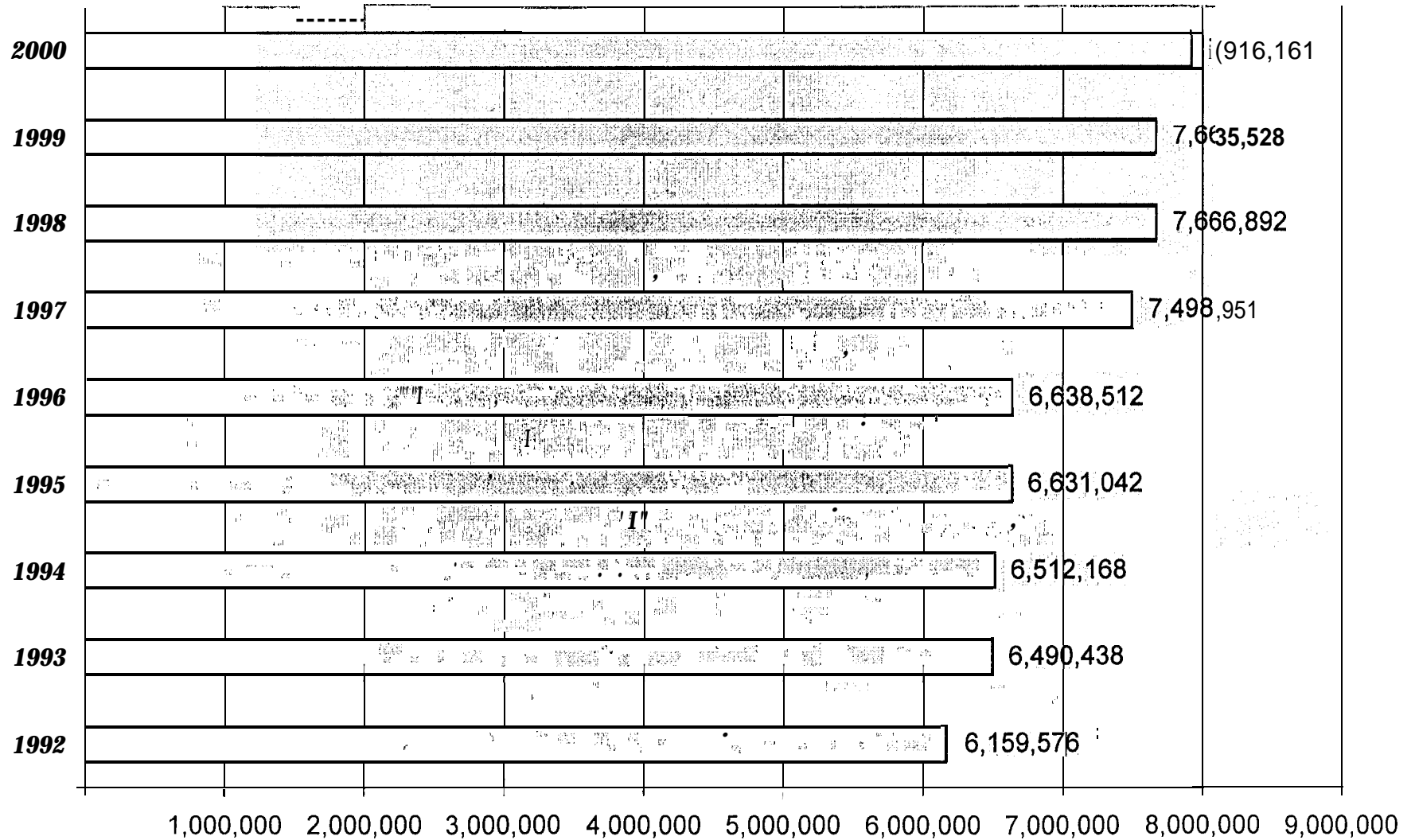
Santa Cruz Metropolitan
Transit District
Directly Operated Service-Fixed Route

System-wide Performance Indicators
Average Passenger Fare

For The Fiscal Years Ended
June 30,



System-wide Performance Indicators
Passenger Count



Transit System Highway 17

Santa Cruz Metropolitan
Transit District
Highway 17

John L. Barnhart CPA

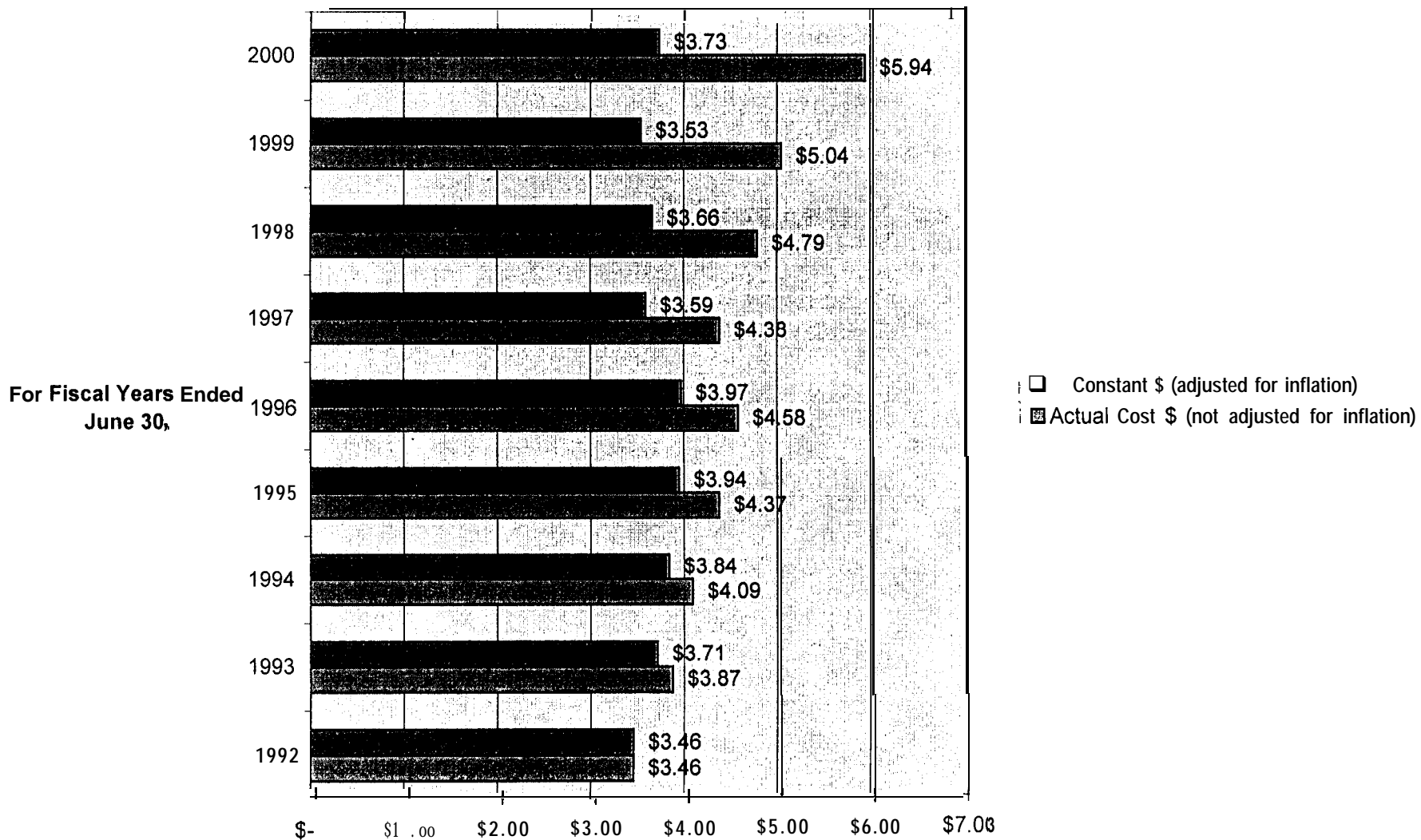
System-wide Performance Indicators
For the Nine Years Ended June 30,

	1992	1993	1994	1995	1996	1997	1998	1999	2000
TDA REQUIRED INDICATORS:									
Operating Cost per Passenger	\$ 3.46	\$ 3.87	\$ 4.09	\$ 4.37	\$ 4.58	\$ 4.38	\$ 4.79	\$ 5.04	\$ 5.94
Operating Cost per Vehicle Service Hour	\$ 44.22	\$ 48.86	\$ 50.90	\$ 63.44	\$ 67.29	\$ 65.92	\$ 69.43	\$ 74.19	\$ 69.97
Passengers per Vehicle Service Hour	12.60	12.61	12.45	14.51	14.70	15.05	14.51	14.71	11.78
Passengers per Vehicle Service Mile	0.46	0.44	0.44	0.45	0.46	0.47	0.45	0.46	0.41
Vehicle Service Hours per Employee	1,249	1,296	1,246	1,103	1,099	1,096	1,203	1,219	1,515
Other System-wide Indicators:									
Operating Cost per Vehicle Service Mile	\$ 1.60	\$ 1.69	\$ 1.78	\$ 1.98	\$ 2.09	\$ 2.05	\$ 2.15	\$ 2.30	\$ 2.45
Vehicle Service Miles/Vehicle Service Hour	27.60	28.89	28.52	32.06	32.23	32.22	32.26	32.23	28.61
Farebox Recovery Ratio	36.35%	37.28%	55.68%	53.00%	49.52%	54.32%	50.02%	45.74%	38.83%
Average Passenger Fare	\$ 1.26	\$ 1.44	\$ 2.26	\$ 2.32	\$ 2.27	\$ 2.38	\$ 2.39	\$ 2.31	\$ 2.31
Actual expenses to budgeted expense	88.48%	89.93%	96.46%	96.03%	94.64%	90.84%	91.66%	92.48%	96.36%
Spare ratio	28.57%	12.50%	12.50%	12.50%	12.50%	12.50%	12.50%	11.11%	11.11%
Statistical Data:									
Operating Cost (excluding depreciation)	\$ 552,108	\$ 633,138	\$ 697,504	\$ 769,437	\$ 813,131	\$ 794,778	\$ 835,382	\$ 904,359	\$ 1,060,010
Passenger Count	159,777	163,453	170,556	175,964	177,611	161,465	174,581	179,353	178,445
Vehicle Service Hours	12,485	12,958	13,703	12,128	12,084	12,057	12,032	12,189	15,150
Vehicle Service Miles	344,568	374,373	390,768	388,871	389,428	368,454	388,135	392,821	433,430
Full Time Equivalent Employees	10.0	10.0	11.0	11.0	11.0	11.0	10.0	10.0	10.0
Fare Revenues	\$ 200,694	\$ 236,028	\$ 388,375	\$ 407,806	\$ 402,699	\$ 431,736	\$ 417,852	\$ 413,699	\$ 411,611
Budgeted expenses	\$ 624,000	\$ 704,000	\$ 723,070	\$ 801,276	\$ 859,141	\$ 874,897	\$ 911,415	\$ 977,914	\$ 1,100,000
Active busses	7	a	a	a	a	a	a	9	9
Contingency fleet	2							1	1
Constant \$ (adjusted for inflation)									
FYE CPI CHANGE	Base	4.2%	2.0%	3.6%	3.5%	4.8%	5.5%	6.3%	7.3%
CUM FYE CPI CHANGE	Base	4.2%	6.2%	9.8%	13.3%	18.1%	23.6%	29.9%	37.2%
Operating Cost (excluding depreciation)	\$ 552,106	\$ 606,546	\$ 654,259	\$ 694,032	\$ 704,985	\$ 650,923	\$ 638,232	\$ 633,956	\$ 665,686
Fare Revenues	\$ 200,694	\$ 226,115	\$ 364,296	\$ 367,841	\$ 349,140	\$ 353,592	\$ 319,239	\$ 290,003	\$ 258,492
Operating Cost per Passenger	\$ 3.46	\$ 3.71	\$ 3.84	\$ 3.94	\$ 3.97	\$ 3.59	\$ 3.66	\$ 3.53	\$ 3.73
Operating Cost per Vehicle Service Hour	\$ 44.22	\$ 46.81	\$ 47.75	\$ 57.23	\$ 58.34	\$ 53.99	\$ 53.04	\$ 52.01	\$ 43.94
Operating Cost per Vehicle Service Mile	\$ 1.60	\$ 1.62	\$ 1.67	\$ 1.78	\$ 1.81	\$ 1.68	\$ 1.64	\$ 1.61	\$ 1.54
Farebox Recovery Ratio	36.35%	37.28%	55.68%	53.00%	49.52%	54.32%	50.02%	45.74%	38.83%
Average Passenger Fare	\$ 1.26	\$ 1.38	\$ 2.14	\$ 2.09	\$ 1.97	\$ 1.95	\$ 1.83	\$ 1.62	\$ 1.45

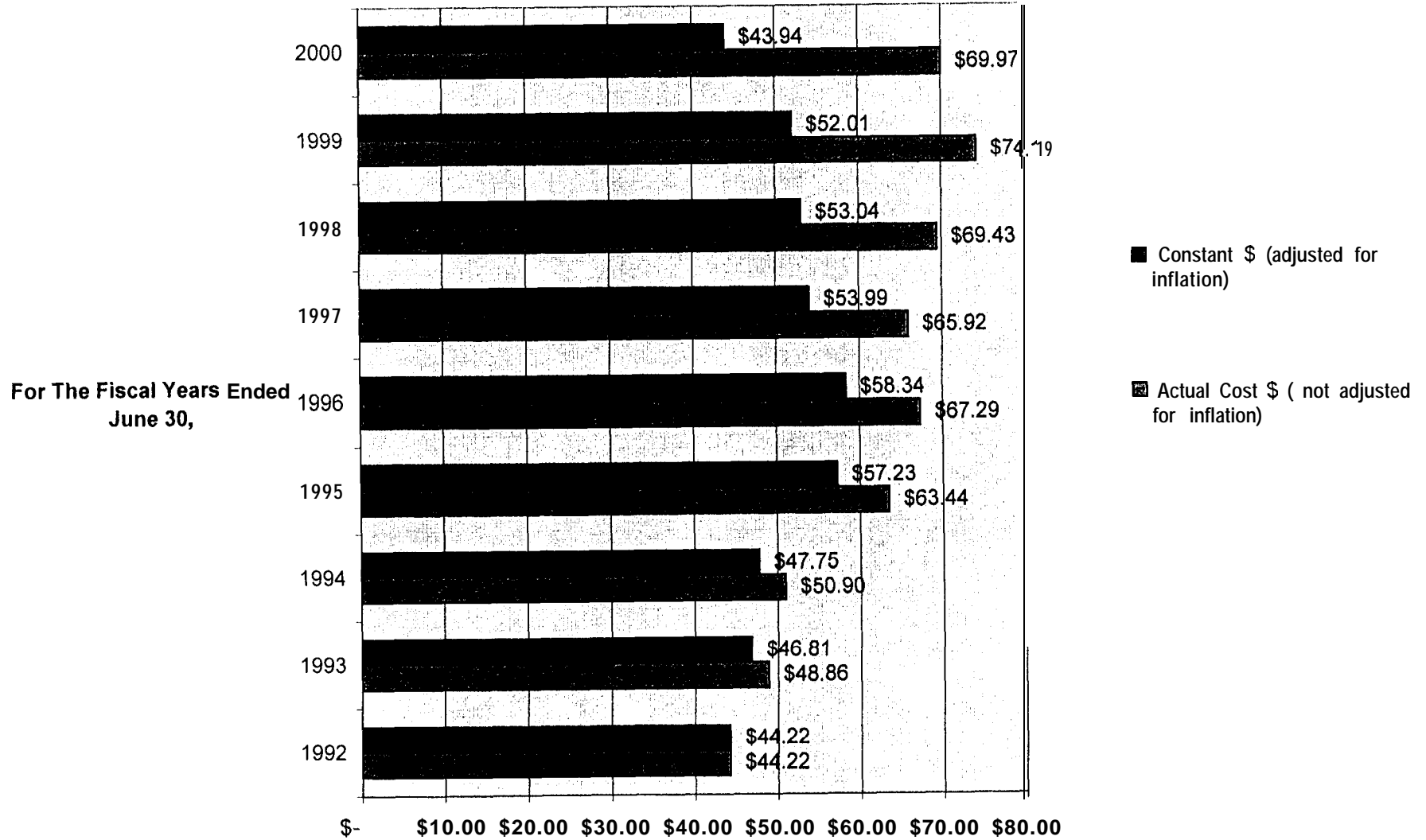
Notes,

1 Bureau of Labor Statistics "Consumer Price Index-All Urban Consumers"-San Francisco-Oakland-San Jose, CA.

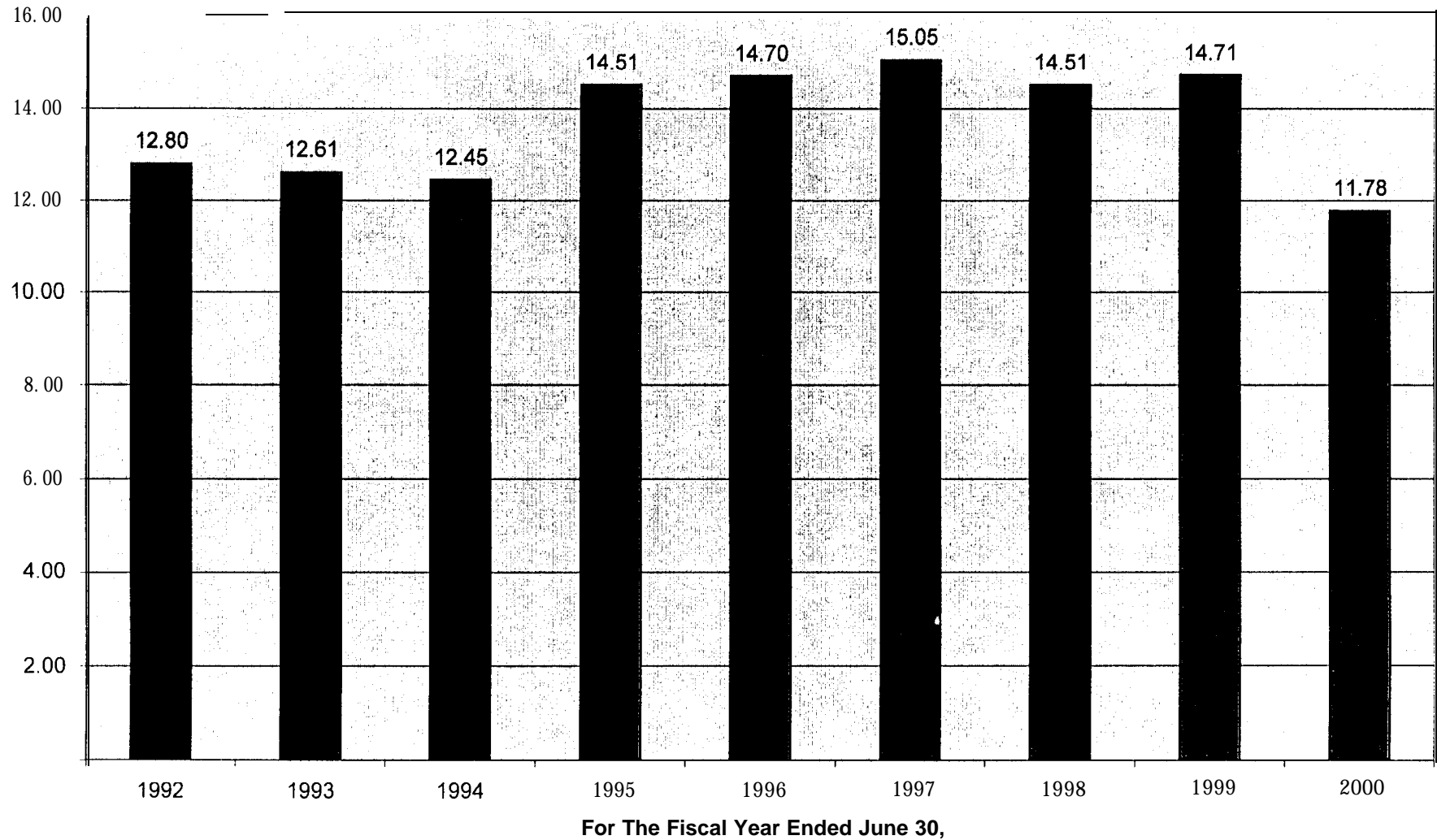
System-wide Performance Indicators
Operating Cost per Passenger



System-wide Performance indicators
Operating Cost per Vehicle Service Hour



System-wide Performance Indicators
Passengers per Vehicle Service Hour



System-wide Performance Indicators
Passengers per Vehicle Service Mile

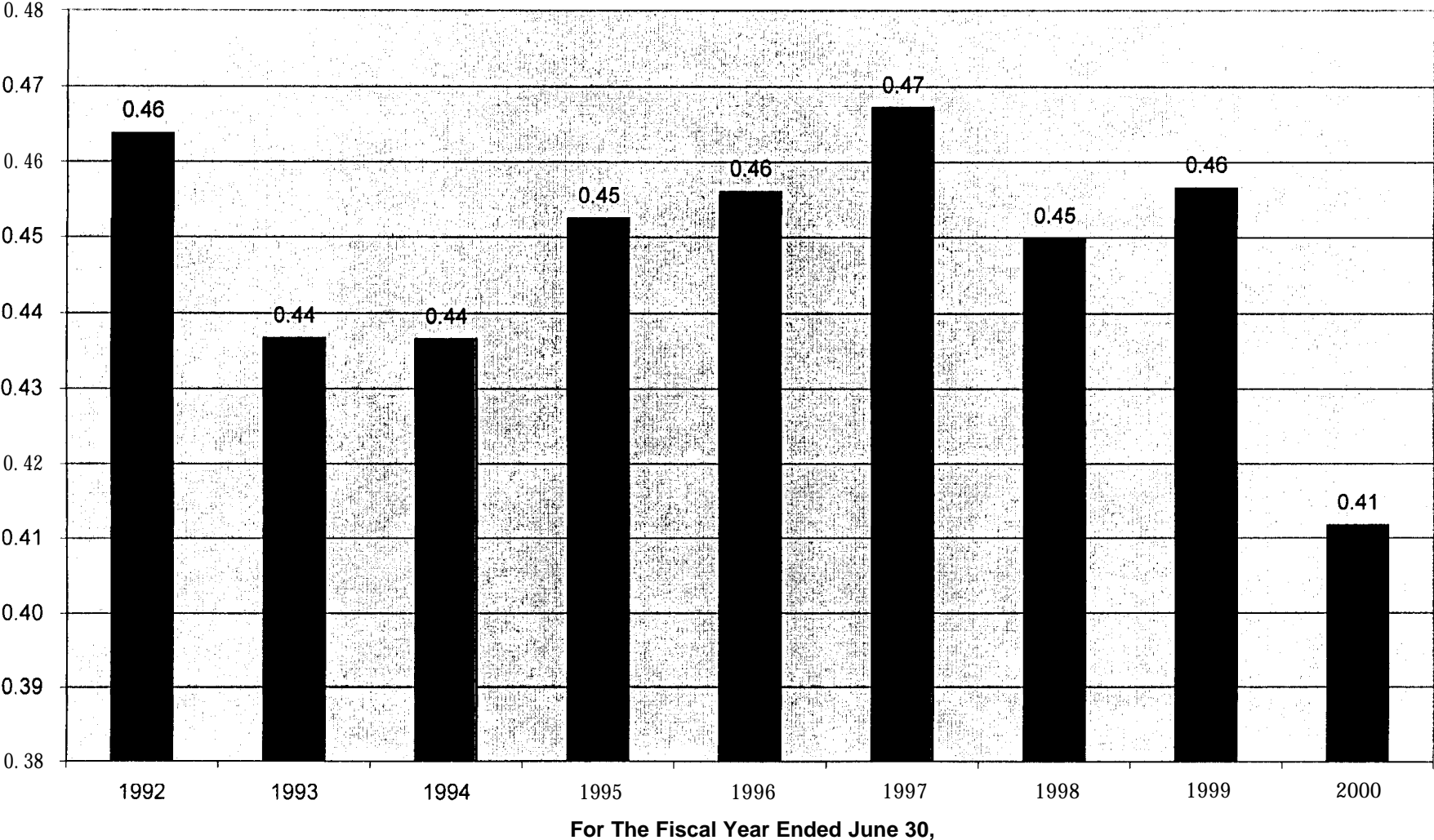
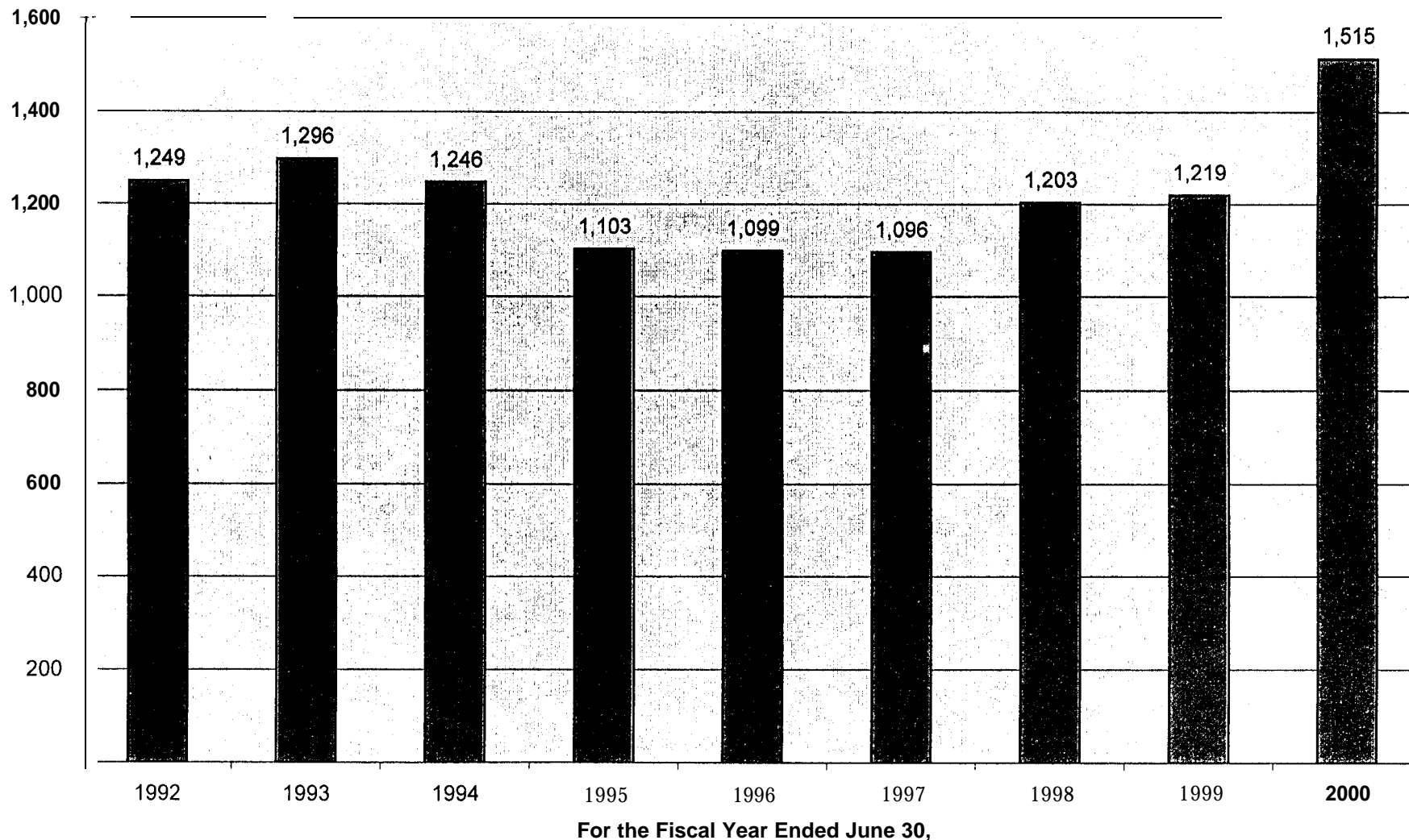


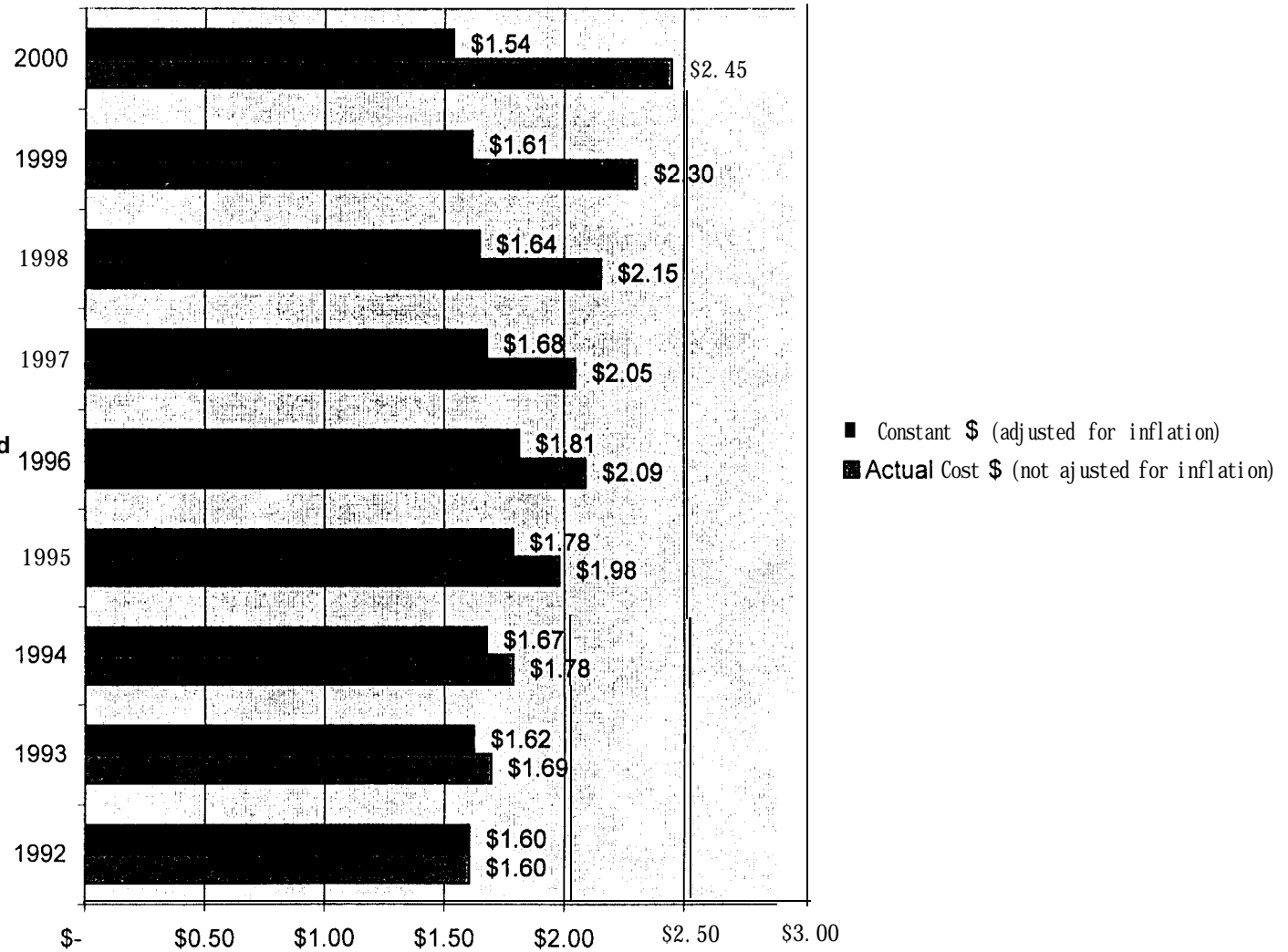
Exhibit 16

System-wide Performance Indicators
Vehicle Service Hours per Employee

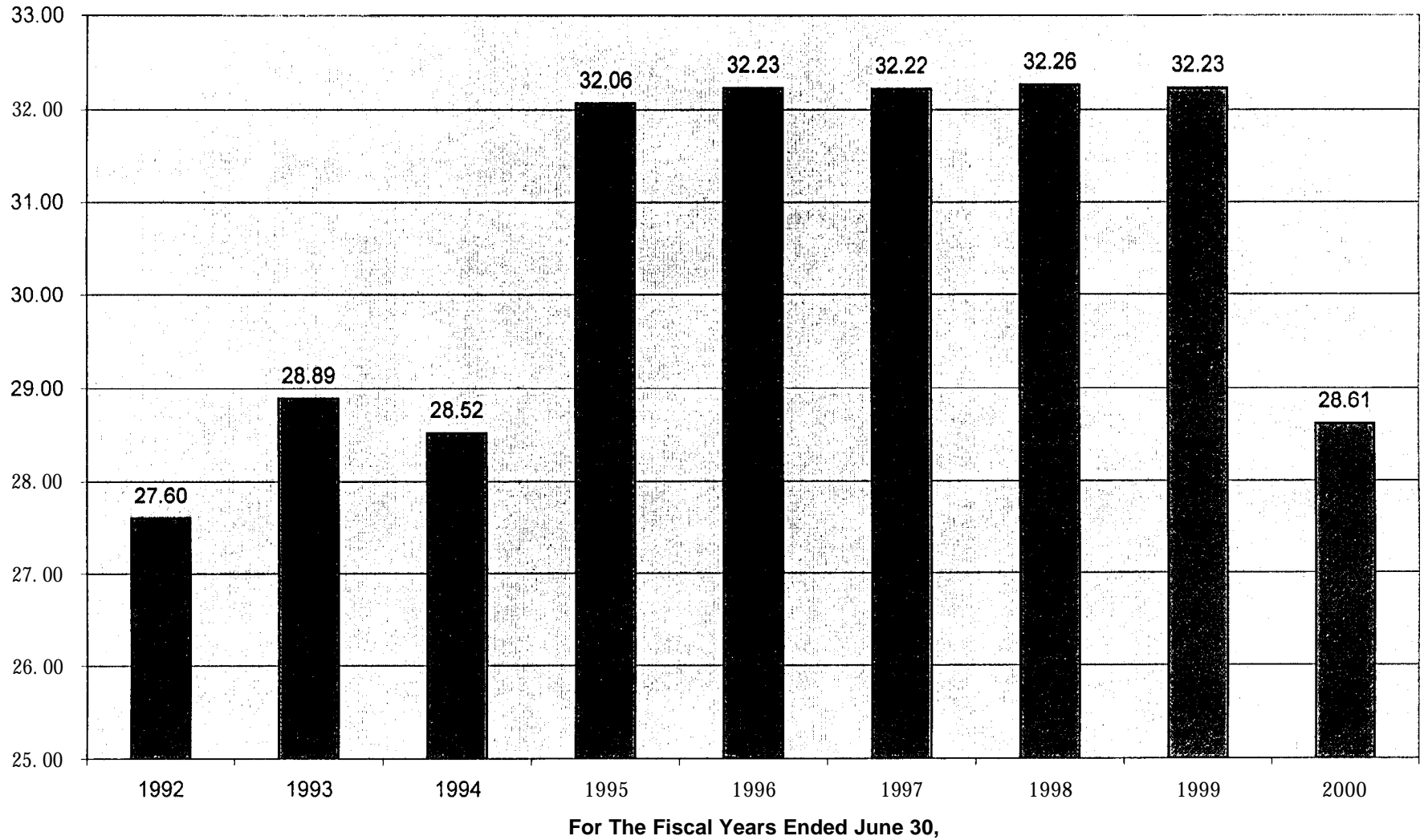


**System-wide Performance Indicators
Operating Cost per Vehicle Service Mile**

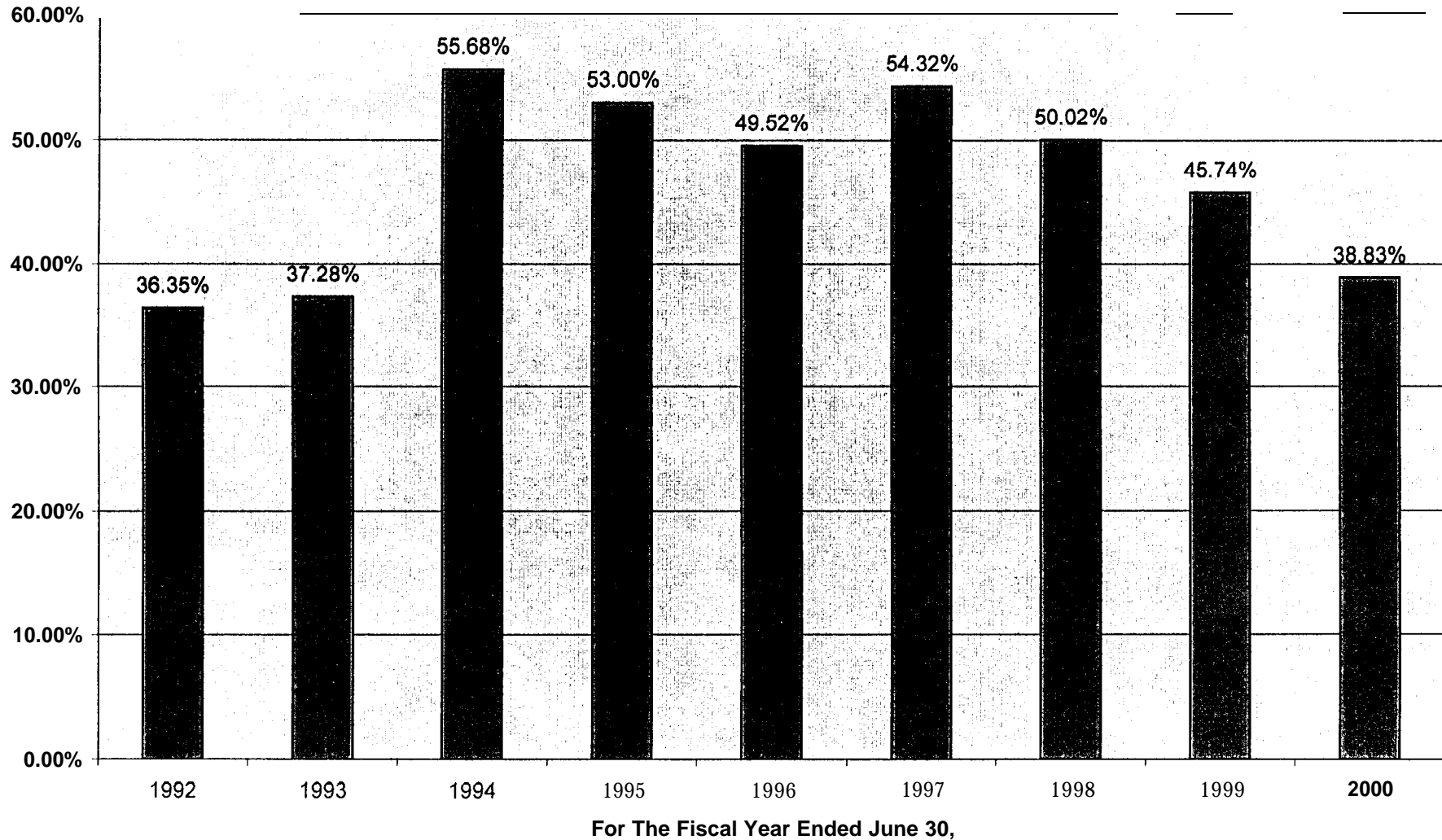
For The Fiscal Years Ended
June 30,



System-wide Performance Indicators
Vehicle Service Miles/Vehicle Service Hour

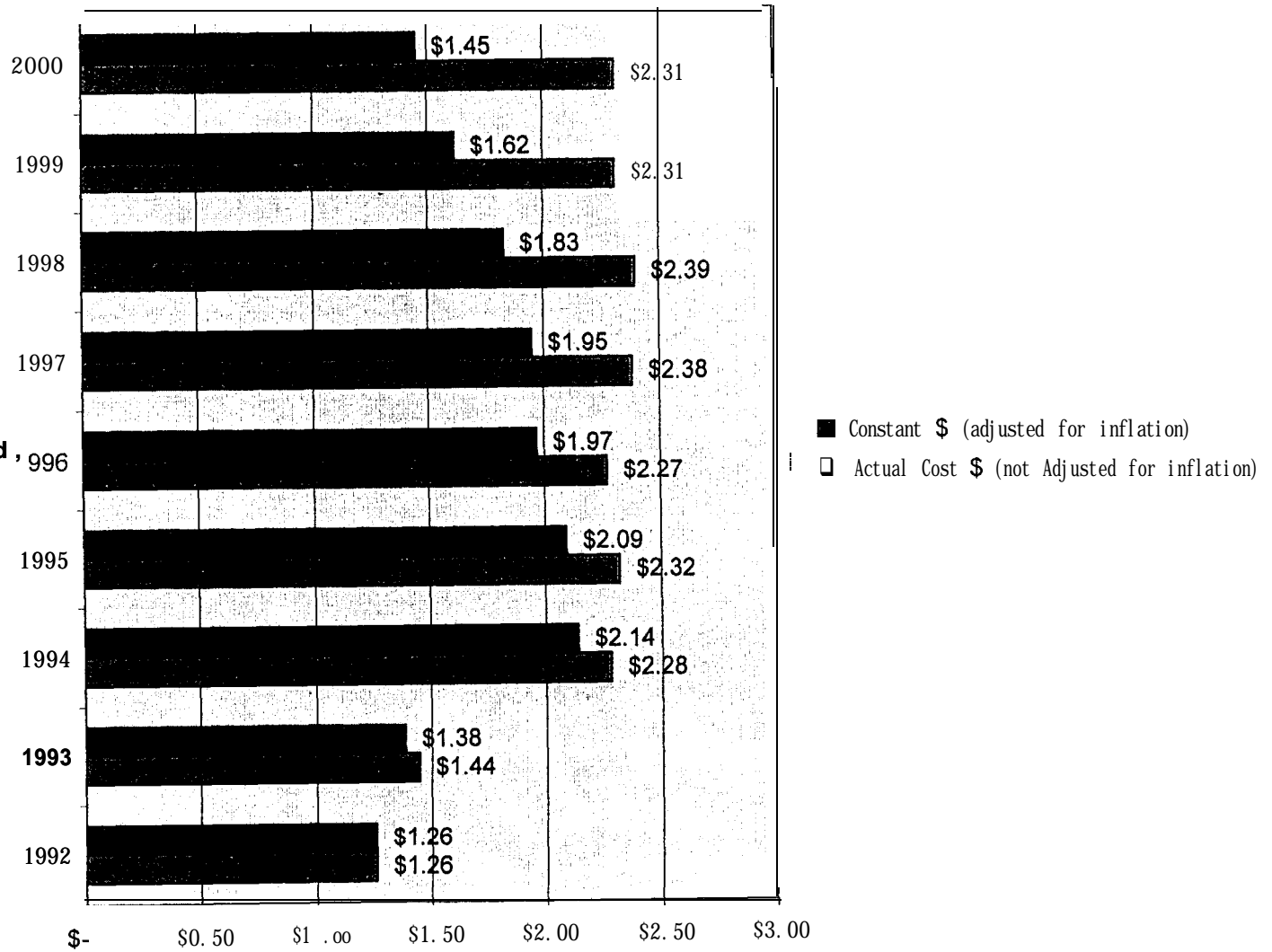


System-wide Performance Indicators
Farebox Recovery Ratio

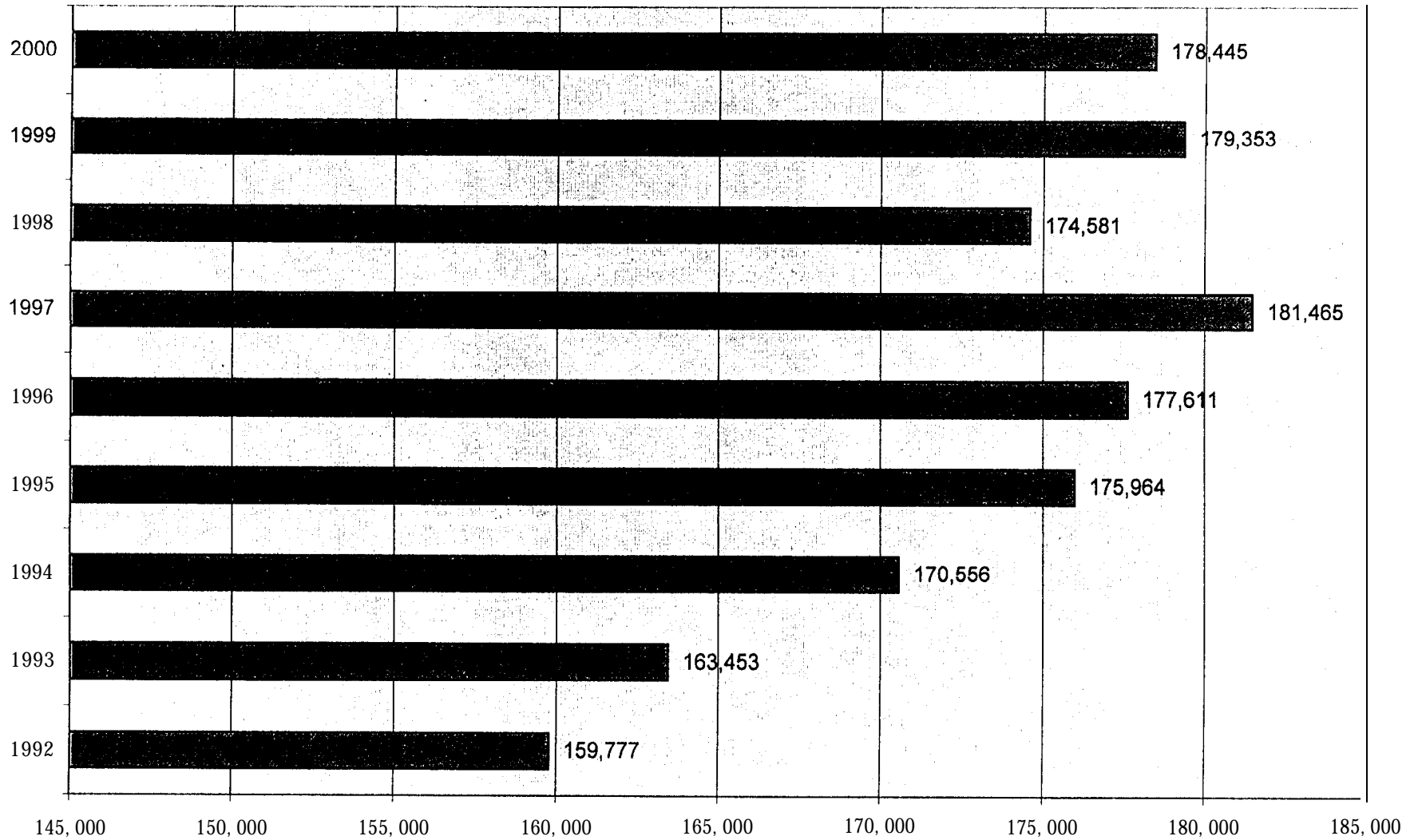


System-wide Performance Indicators
Average Passenger Fare

For The Fiscal Years Ended , 1996
June 30,

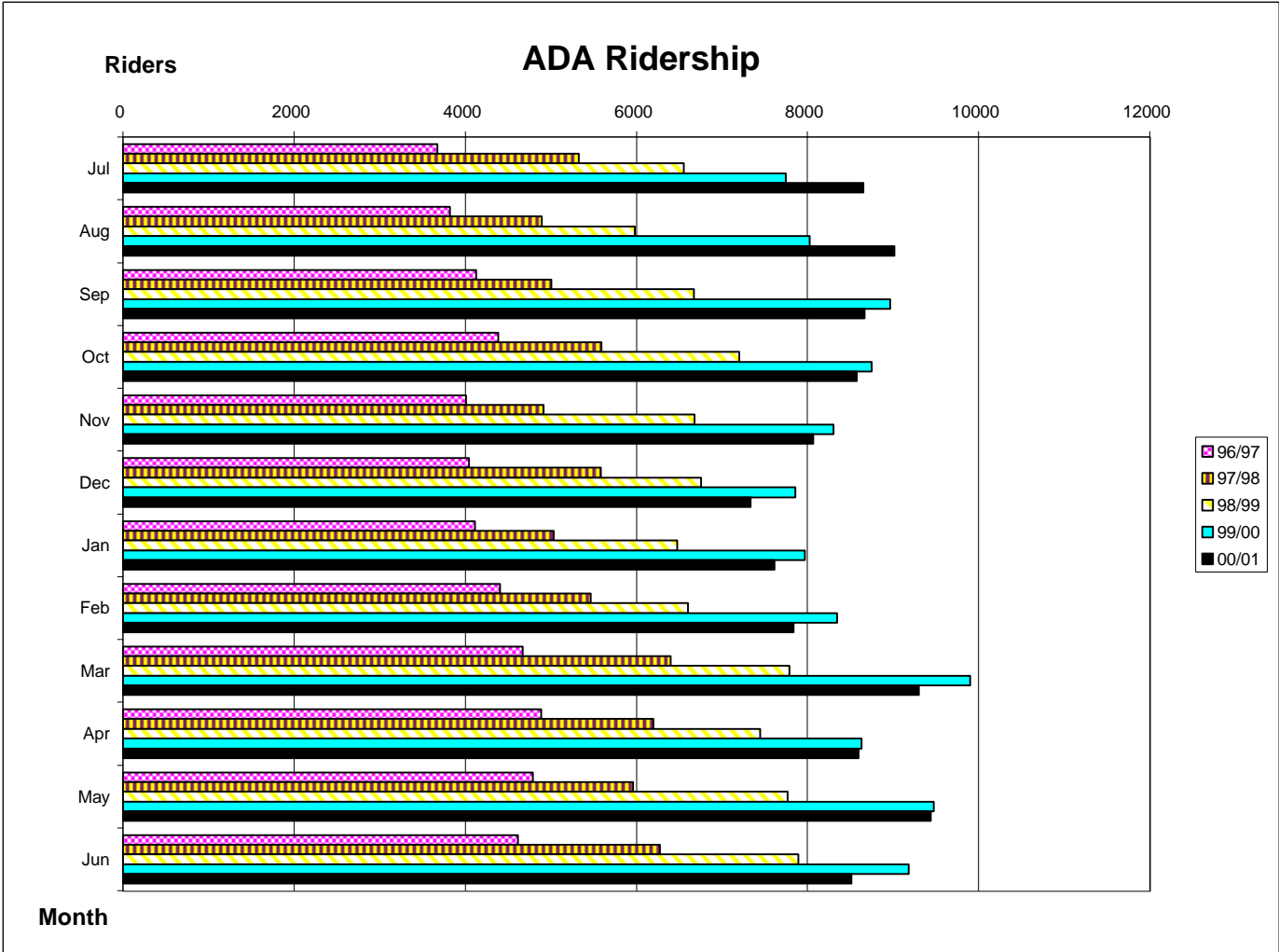


System-Wide Performance Indicators
Passenger Count



**ADA Paratransit Program
Monthly Status Report**

	This June	Last June	% Change	This YTD	Last YTD	% Change
Cost	\$ 206,655	\$ 203,168	1.7%	\$2,389,614	\$ 2,261,735	5.7%
Revenue	\$17,010	\$18,346	-7.3%	\$203,056	\$206,148	-1.5%
Subsidy	\$189,645	\$184,822	2.6%	\$2,186,558	\$2,055,587	6.4%
Passengers	8,505	9,173	-7.3%	101,528	103,074	-1.5%
Cost/Ride	\$24.30	\$22.15	10.7%	\$23.54	\$ 21.94	8.0%
Subsidy/Ride	\$22.30	\$20.15	10.7%	\$21.54	\$19.94	8.0%
Operating Ratio	8.2%	9.0%	-8.8%	8.5%	9.1%	-6.8%
% Rides on Taxi	66.0%	69.1%	-4.4%	67.4%	70.9%	-4.9%
Program Registrants	8,650	7,500	15.3%	8,650	7,500	15.3%
Rides/Registrant	1.0	1.2	-19.6%	11.7	13.7	-14.6%



**Santa Cruz METRO
July 2001 Ridership**

ROUTE	REVENUE	RIDERSHIP	Revenue/ Passenger	UC Student	UC Staff Faculty	Day Pass	S/D Riders	W/C	S/D Day Pass	Cabrillo	Bike	Monthly Pass
1H	\$ 3,157.72	12,591	\$ 0.25	4,949	2,699	163	70	12	25	132	615	2,045
1W	\$ -	-	\$ -	-	-	-	-	-	-	-	-	-
1L	\$ 7,308.06	25,040	\$ 0.29	9,023	4,643	176	100	35	47	262	1,230	4,330
1B	\$ 2,733.74	9,232	\$ 0.30	3,305	1,835	142	45	8	29	72	339	1,623
1S	\$ 3.00	12	\$ 0.25	3	3	-	-	-	-	-	-	3
2	\$ 2,499.02	5,456	\$ 0.46	479	196	112	75	19	40	77	229	2,495
3A	\$ 1,591.00	3,477	\$ 0.46	98	87	94	120	26	37	67	80	1,901
3B	\$ 2,201.94	4,634	\$ 0.48	125	55	99	139	9	68	101	158	2,427
3N	\$ 183.28	452	\$ 0.41	18	15	-	12	-	-	17	18	219
4	\$ 1,243.80	4,957	\$ 0.25	41	37	30	184	69	79	17	55	3,691
6	\$ 1,186.24	2,921	\$ 0.41	186	89	81	72	14	19	14	40	1,656
7	\$ 1,066.34	3,179	\$ 0.34	27	21	31	56	20	43	29	43	2,168
7N	\$ 1,230.16	2,300	\$ 0.53	53	41	4	23	10	5	39	122	979
8	\$ 1,550.28	4,711	\$ 0.33	71	58	68	117	25	64	64	49	3,159
9	\$ 79.20	147	\$ 0.54	12	1	-	4	-	2	1	8	67
12A	\$ 13.60	108	\$ 0.13	60	28	-	-	-	-	-	3	8
30	\$ 2,146.68	3,973	\$ 0.54	37	36	57	49	34	40	45	178	1,906
31	\$ 841.15	1,523	\$ 0.55	19	19	39	22	14	16	23	57	733
33	\$ 369.78	561	\$ 0.66	38	9	37	5	3	-	6	35	222
34	\$ 117.22	201	\$ 0.58	3	1	7	3	6	1	3	15	98
35	\$ 27,289.63	43,382	\$ 0.63	279	255	834	621	70	274	534	1,755	17,640
36	\$ 577.16	925	\$ 0.62	13	35	45	16	-	5	18	30	390
40	\$ 1,962.16	2,333	\$ 0.84	21	29	89	21	4	11	40	157	558
41	\$ 1,250.84	1,912	\$ 0.65	86	94	19	36	1	6	22	200	514
42	\$ 846.78	1,245	\$ 0.68	37	28	15	27	3	1	19	92	364
51	\$ 168.40	427	\$ 0.39	3	1	9	19	9	7	20	8	259
52	\$ 599.80	1,621	\$ 0.37	33	9	27	85	23	60	12	18	1,050
54	\$ 3,560.61	7,434	\$ 0.48	168	66	108	166	76	122	638	184	3,331
59	\$ 120.96	299	\$ 0.40	2	2	2	15	1	12	3	2	186
60	\$ 254.40	381	\$ 0.67	1	-	5	14	1	2	7	3	153
63	\$ 896.44	1,913	\$ 0.47	14	17	38	148	149	66	56	46	1,028
65	\$ 5,735.54	11,156	\$ 0.51	148	74	225	351	116	117	160	325	5,575
66	\$ 9,859.13	16,939	\$ 0.58	234	152	408	382	153	189	265	471	7,516
67	\$ 6,888.83	12,202	\$ 0.56	274	203	218	237	88	88	177	346	5,305
69	\$ 10,582.31	19,727	\$ 0.54	701	446	358	379	101	136	325	687	8,612
69A	\$ 4,008.46	6,049	\$ 0.66	64	79	85	75	21	47	76	172	2,151
69N	\$ 1,979.64	3,733	\$ 0.53	135	65	5	38	13	2	111	164	1,475
69W	\$ 17,180.86	28,563	\$ 0.60	368	286	388	399	129	205	1,357	815	10,607
69L	\$ 1,761.98	3,306	\$ 0.53	69	48	52	86	29	33	79	114	1,482
70	\$ 6.40	9	\$ 0.71	-	-	-	1	-	-	-	-	2
71	\$ 60,048.51	91,478	\$ 0.66	724	597	1,150	1,438	501	702	3,417	2,918	30,725
72	\$ 7,521.62	9,851	\$ 0.76	5	30	194	249	22	147	164	145	2,901
73	\$ 6,595.20	8,737	\$ 0.75	16	18	128	213	32	170	50	95	2,638
75	\$ 9,774.20	12,386	\$ 0.79	8	30	138	221	22	112	88	145	3,137
78	\$ 199.94	300	\$ 0.67	-	1	4	20	2	2	2	5	116
79	\$ 2,147.20	3,084	\$ 0.70	8	3	74	149	19	96	82	62	1,135
81	\$ 2,948.09	4,939	\$ 0.60	25	12	99	104	47	31	330	115	1,948
91	\$ 5,738.40	9,220	\$ 0.62	175	359	217	123	7	56	747	332	2,856
Others	\$ 82.24	291	\$ 0.28	76	11	-	-	12	4	15	19	26
Unknown	\$ 556.26	891	\$ 0.62	46	26	7	13	6	5	14	25	282
TOTAL	\$ 221,953.05	390,208	\$ 0.57	22,280	12,849	6,081	6,742	1,961	3,223	9,797	12,724	143,692

ROUTE	REVENUE	RIDERSHIP	Revenue/ Passenger	VTA/SC Day Pass	17 CalTrain	S/D Day Pass	Riders	W/C	None	ECO Pass	Bike	Monthly Pass
17	\$ 11,556.35	11,460	\$ 1.01	26	71	491	247	11	20	294	453	7,394

RIDERSHIP	July Ridership	407,748
Shuttle	6,080	July Revenue
		\$ 233,509.40

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

PASSENGER LIFT PROBLEMS

MONTH OF JULY, 2001

DATE	DAY	BUS #	REASON
07/02/01	MONDAY	80536	Barrier does not raise to proper floor height
07/03/01	TUESDAY	80576	Passenger lift broken
07/03/01	TUESDAY	9824LF	Wheelchair lift did not raise - except intermittently
07/05/01	THURSDAY	8051 G	Lift hesitates after its deployed and stops, won't raise or lower
07/06/01	FRIDAY	8050G	Lift got stuck and had to be pushed back in
07/06/01	FRIDAY	8093F	Lift sticks when deployed
07/06/01	FRIDAY	80596	P/L won't lift with weight on it
07/09/01	MONDAY	80636	When stowing, barrier won't go down
07/09/01	MONDAY	8083F	P/L will not deploy, does not seem to have any power
07/11/01	TUESDAY	89076	P/L Barrier hangs down from stowed lift
07/12/01	THURSDAY	8090F	Blue support arm on driver's side for w/c passenger does not move
07/13/01	FRIDAY	8062G	Lift does not work
07/13/01	FRIDAY	8907LF	Barrier does not go down
07/15/01	SUNDAY	8075F	P/L would not stow, must use stow sensor override
07/16/01	MONDAY	8060G	Lift does not work with someone on it
07/17/01	TUESDAY	8051 G	Lift won't go out all the way
07/17/01	TUESDAY	80626	Lift will not stop completely without help
07/17/01	TUESDAY	80656	Extremely slow lift
07/17/01	TUESDAY	89076	W/C barrier hangs down when stowed
07/18/01	WEDNESDAY	8108GR	Lift stows but doors do not shut afterwards
07/18/01	WEDNESDAY	8057G	W/C lift makes a jerking motion while being stowed
07/18/01	WEDNESDAY	8084F	Lift will not stow unless sensor override is used
07/19/01	THURSDAY	8901 G	Barrier wouldn't go down on second use. Deployment Position
07/19/01	THURSDAY	9805G	Metal plate protecting lift is bent out
07/24/01	TUESDAY	80546	P/L front flap doesn't go down all the time
07/24/01	TUESDAY	8919G	No power to lift
07/24/01	TUESDAY	8057G	Problem with lift stowing
07/26/01	THURSDAY	8306GM	Lamp test button does not work on W/C lift
07/26/01	THURSDAY	8901 G	Lift has no power
07/26/01	THURSDAY	8909G	Problem with platform
07/27/01	FRIDAY	8054G	Problem with outer barrier
07/27/01	FRIDAY	8108GR	Power lift B/O, Kneel B/O
07/31/01	TUESDAY	80576	Lift not working

F New Flyer
 G Gillig
 GR Grumman
 C Champion
 LF Low Floor Flyer
 GM GMC

Note: Lift operating problems that cause delays of less than 30 minutes.

JULY 2001

printed 08/01/2001

SERVICE INTERRUPTION SUMMARY REPORT
L I F T P R O B L E M S
07/01/2001 TO 07/31/2001

DATE	BLOCK ROUTE	TIME	DIRBUS	REASON	N:BUS	A:BUS	HR:MN	MILE	LOST	DELAY
							00:00	00.00		
					AM Peak		00:00	00.00		
					Midday		00:00	00.00		
					PM Peak		00:00	00.00		
					Other		00:00	00.00		
					Weekday		00:00	00.00		
					Saturday		00:00	00.00		
					Sunday		00:00	00.00		

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001
TO: Board of Directors
FROM: Bryant J. Baehr, Manager of Operations
SUBJECT: UNIVERSITY OF CALIFORNIA - SANTA CRUZ SERVICE UPDATE

I. RECOMMENDED ACTION

This report is for information purposes only. No action is required

II. SUMMARY OF ISSUES

- Student 2000 - 2001 school year-end billable trips are up by 5.3%.
- Faculty / staff 2000 - 2001 school year-end billable trips are up by 12.4%

III. DISCUSSION

Full school-term transit service to the University of California – Santa Cruz started on September 18, 2000 and ended on June 07, 2001. Attached are charts detailing student and faculty / staff billable trips. A summary of the results is as follows:

- Student 2000 – 2001 school year billable trips were 1,286,378 vs. 1,221,538.
- Faculty / staff 2000 – 2001 billable trips were 115,156 vs. 102,457.
- Student billable trips are up 5.3% and faculty billable trips are up by 12.4%. June 2001 posted the highest faculty / staff ridership in history.

Bi-directional service is expected to start in fall quarter - September 2001. Bus stop and road construction began in June 2001 and the initial results are very positive.

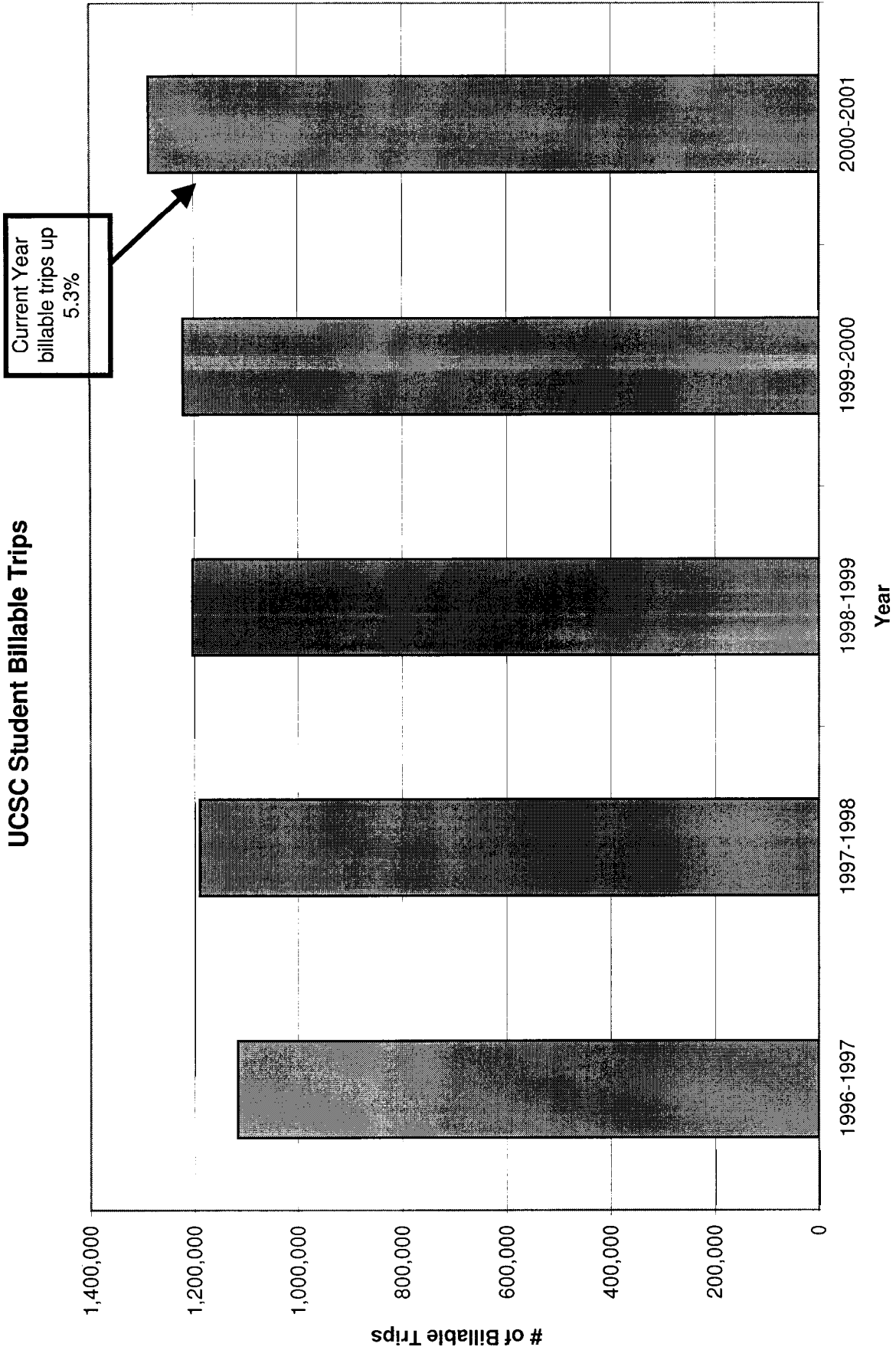
IV. FINANCIAL CONSIDERATIONS

NONE

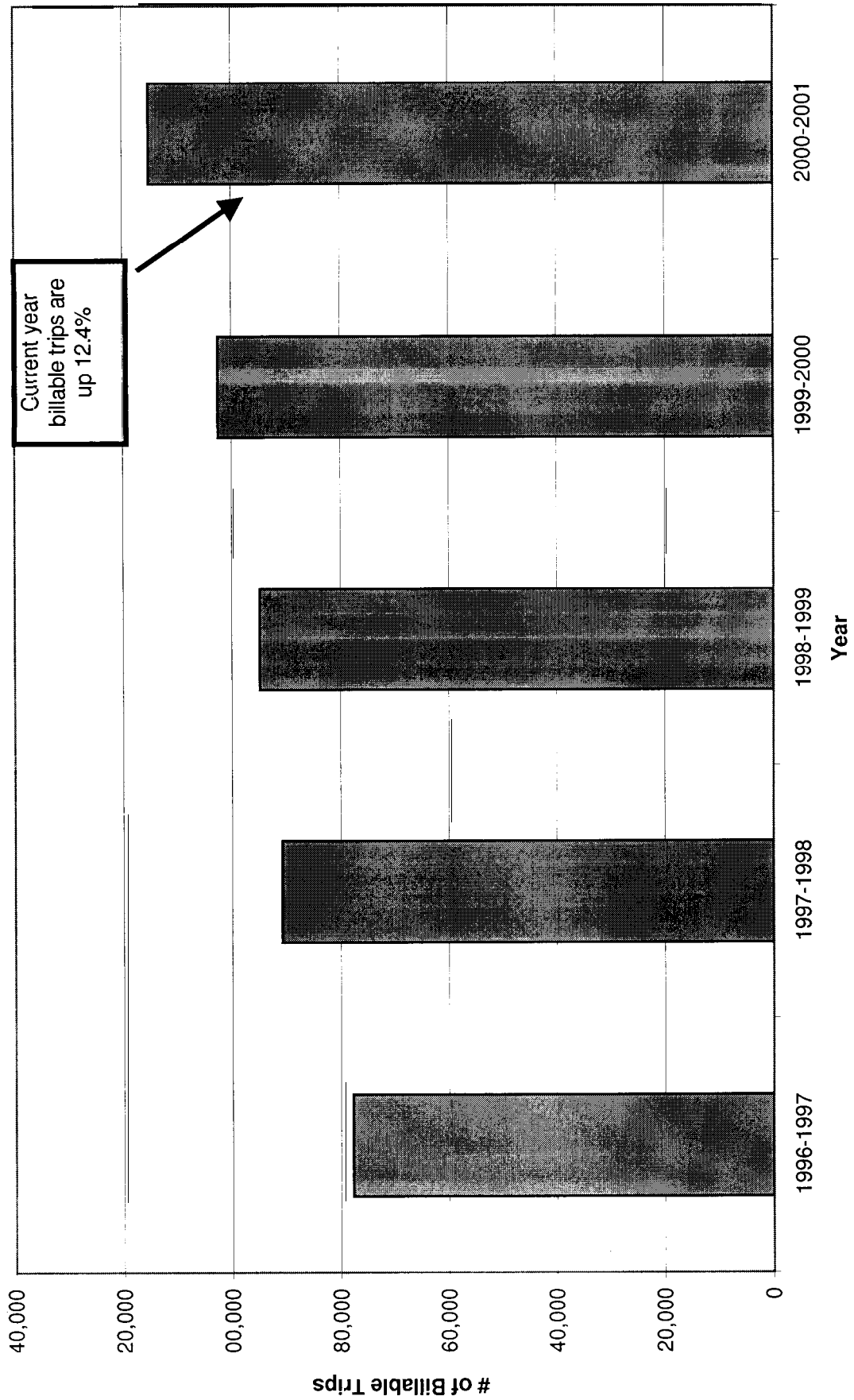
V. ATTACHMENTS

Attachment A: UCSC Student Billable Trips
Attachment B: UCSC Faculty / Staff Billable Trips

UCSC Student Billable Trips



UCSC Faculty · Staff Billable Trips



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001
TO: Board of Directors
FROM: David J. Konno, Facilities Maintenance
SUBJECT: STATUS REPORT- BUS STOP AND SHELTER MAINTENANCE

I. RECOMMENDED ACTION

No Action required- status report only

II. SUMMARY OF ISSUES

- Staff is providing a status report on the new enclosed style shelters and their maintenance schedule.
- Staff is reviewing several side panel material options which limit vandalism.

III. DISCUSSION

The new enclosed style shelters are receiving high praise from our ridership for providing; protection from the elements, additional comfort and increased security. The shelters have also raised two new maintenance concerns; 1) the enclosed shelters allow windblown trash and spillage to accumulate in the shelters and 2) the protective clear acrylic side panels invite graffiti and vandalism.

In order to combat the trash problem we have increased the frequency of shelter maintenance and installed additional trashcans at high ridership or trash generating locations. Where cost effective, we have contracted trash collection services from the Cities of Santa Cruz, Scotts Valley, Watsonville and Waste Management. The contracts provide weekly service of a 68 gallon can at the highest ridership bus stops. Even with the larger cans, Facilities personnel is still required to cleanup litter not put into cans. Facilities Maintenance has also modified one of its utility trailers to carry a portable pressure washer and a 50-gallon water tank to clean the roofs and side panels of the shelters. However, cold water pressure washing is not efficient at removing gum, dairy products, spilled coffee or soft drinks that make unsightly stains on the benches and concrete. Staff is reviewing the cost and feasibility of replacing the current pressure washer with a hot water/steam unit.

While providing riders with both protection from the weather and security, the flat acrylic panels invite vandalism and graffiti. Vandals, finding that the District was able to keep up with the removal of ink and paint graffiti, have started using sharp objects to gouge or crack the panels. They have also used an acid based product to etch the clear panels. With

each panel costing about \$200 to replace, a criteria had to be developed to evaluate when panels were damaged enough to require replacement or just be repaired. Panels with obscene, vulgar or racial epithets or causing a safety problem are removed immediately, and panels which have minor graffiti or scratching are repaired as soon as possible. This panel maintenance program has been implemented. In addition, the Bus Stop Advisory Committee is evaluating two solutions for combating the clear side panel vandalism. Method 1- sand the vandalized panels to hide the graffiti. Sanding the panels offers a low cost solution to the vandalism; it obscures the graffiti and does not require replacing the panel. Method 2- involves installing a different type of panel material, such as perforated metal. The small perforations in the metal panel minimizes the ability of vandals to graffiti the shelters yet provides good visibility. However, the perforated metal panel will increase the initial cost of a shelter by \$700. Facilities Maintenance has altered two shelters at the intersection of Soquel/Frederick to compare the two methods. The Bus Stop Advisory Committee (BSAC) will be soliciting comments from the public and employees. The BSAC will be providing a recommendation to the General Manager in the next two months.

IV. FINANCIAL CONSIDERATIONS

None at this time

V. ATTACHMENTS

Attachment A: Bus Stop Maintenance data

BUS STOP MAINTENANCE DATA

Shelter Maintenance schedule			
cleaning/pressure washing per day	5 per day	6.5 per day	9 per day
Days required to clean all shelters	6 days	2 days	17 days
Maintenance cycle at 2 days a week	3 weeks	1 week	8 weeks
Time required to clean a shelter	68 min./5 @day	60 min./6.5@ day	40 min./9@ day

Criteria for emergency maintenance			
Vandalism is obscene, vulgar or racial	immediately	immediately	immediately
Vandalism is a safety problem	immediately	immediately	immediately
Vandalism obscures end panel visibility	ASAP	ASAP	ASAP

Shelter Type	Daytech (30)	Columbia (15)	wood shelter (152)
base cost	\$3,145	\$3,030	\$6,000
acrylic replacement cost per panel	\$140	\$100	
perforated metal cost per panel x 5	\$180	\$157	
time to replace an acrylic panel	1.5 hr	1 hrs	
sandblast option cost per panel	\$200	\$200	
sanding option cost per panel	\$20	\$20	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: July 20, 2001

TO: Board of Directors

FROM: Mark Dorfman, Assistant General Manager

SUBJECT: PRESENTATION OF THE URBANIZED AREA FORMULA PROGRAM AND THE NEEDS OF SMALL TRANSIT INTENSIVE CITIES STUDY AND APPROVAL OF A LEGISLATIVE POSITION IN SUPPORT OF ITS FINDINGS

I. RECOMMENDED ACTION

Staff is requesting that the Board of Directors support a Legislative position that will increase the funding available to Small Transit Intensive Cities.

II. SUMMARY OF ISSUES

- The District directed staff in May of 1997 to support language in the Transportation Equity Act for the 21st Century that would address the inequities of the Urbanized Area Formula Grants Program.
- The Transportation Equity Act for the 21st Century contained language (Section 3033) that required the Secretary of Transportation to conduct a study regarding the equity of the Urbanized Area Formula Grants Program and to report to Congress by December 1999.
- The Report has been completed and the enclosed staff report outlines some of the findings.
- The Report substantiated the claims of systems such as Santa Cruz that are unfairly treated by the existing Urbanized Area Formula Grants Program.
- Currently, the Transit Industry is holding discussions regarding the TEA-21 Reauthorization. District staff is requesting authorization to advocate for a position advantageous to the District.

III. DISCUSSION

In May of 1997, staff requested authority to lobby for mechanisms to deal with the inequities of the Urbanized Area Formula Grants Program, which is the formula funding source for federal funds to the Transit District. At that time we were unsuccessful in getting the formula changed, but we were successful in adding language to the Transportation Equity Act for the 21st Century, Section 3033, which required the Secretary of Transportation to conduct a study regarding the equity of the Urbanized Area Formula Grants Program and to report to Congress by December 1999.

The Urbanized Area Formula Grants Program is used to allocate funding for mass transit through a statutory formula, which is comprised of various tiers. For large urbanized areas, 200,000 or greater, funds are apportioned on potential need (population and population density) and existing need (bus passenger miles and bus vehicle revenue miles). In those urbanized areas below 200,000, the apportionment of funds is based strictly on potential need (population and population density). The Transit District is part of two distinct urbanized areas, Santa Cruz and Watsonville, neither passing the 200,000 population threshold.

The attached slides highlight some of the major findings of the study and show how the Santa Cruz Metropolitan Transit District compares very favorably with other transit systems in the nation. The report concludes that there are inequities in the current funding mechanism and that changes should be made.

A Task Force has been formed by the transit industry to begin discussions on the T-2 1 Reauthorization. Many different proposals are being proposed for potential changes in the program. One proposal under consideration is how to address the issues raised in this study. District staff is participating in this process. Staff is requesting Board support to advocate for a position that will benefit small transit intensive cities both on this task force and in the legislative program.

IV. FINANCIAL CONSIDERATIONS

Continuing to advocate for changes to the Urbanized Area Formula Grants Program may result in additional federal funds being made available to the Transit District.

V. ATTACHMENTS

Attachment A: The Urbanized Area Formula Program and the Needs of the Small Transit Intensive Cities

Attachment B: Summary Slides



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

The Urbanized Area Formula Program and the Needs of Small Transit Intensive Cities

Report to Congress



September 2000



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

Deputy Administrator

400 Seventh St., S.W.
Washington, D.C. 20590

September 29, 2000

Dear Colleague:

I am pleased to provide you with a copy of the Federal Transit Administration's (FTA) report on *The Urbanized Area Formula Program and the Needs of Small Transit Intensive Cities*, which we have prepared in accordance with Section 3033 of the Transportation Equity Act for the 21st Century (TEA-21). This report was approved by Secretary of Transportation Rodney E. Slater on September 29, 2000.

As required under TEA-21, this report is the product of a study to determine whether the needs of small urbanized areas with unusually high levels of transit service are reflected in the Urbanized Area Formula Program established by 49 USC §5307. The study concludes that sufficient issues exist to suggest that changes to the FTA formula program should be considered as part of the next reauthorization cycle; however, the basic formula apportionments should continue to reflect underlying transit needs.

If you have any questions regarding the content of this report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Nuria I. Fernandez".

Nuria I. Fernandez
Acting Administrator

The Urbanized Area Formula Program and the Needs of Small Transit Intensive Cities

Report to Congress

September 2000

Report Number FTA-TBP 1 o-00-04

Prepared by:
Federal Transit Administration

Pursuant to:
Public Law 105-178, §3033

Available from:
Federal Transit Administration
Office of Policy Development, TBP-10
400 7th Street, SW, Room 93 10
Washington, DC 20590

<http://www.fta.dot.gov>

Cover photo courtesy of Santa Fe Trails Transit (FTA Public Transit Image Gallery)



THE SECRETARY OF TRANSPORTATION

WASHINGTON, D.C. 20590

SEP 29 2000

The Honorable Phil Gramm
Chairman, Committee on Banking,
Housing, and Urban Affairs
U.S. Senate
Washington, D.C. 205 10-6075

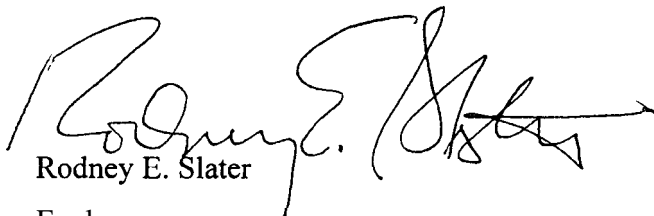
Dear Mr. Chairman:

The enclosed report, "The Urbanized Area Formula Program and the Needs of Small Transit Intensive Cities" completed through the Cooperative Research Program of the Transportation Research Board, is provided in accordance with Section 3033 of the Transportation Equity Act for the 21st Century. Section 3033 requires the Secretary to conduct a study of the Urbanized Area Formula Program established under Section 5307 of title 49, United States Code and the needs of small urbanized areas with unusually high levels of transit service.

The study concludes that sufficient issues exist suggesting that changes to the existing Urbanized Area Formula Grants Program should be considered as part of the FY 2004 and beyond reauthorization cycle. However, the formula apportionments should continue to reflect underlying transit needs.

Please call either me or Michael Frazier, Assistant Secretary for Governmental Affairs, at (202) 366-4573, if you have any questions. Identical letters are being sent to the Ranking Minority Member of the Senate Committee on Banking, Housing, and Urban Affairs, and the Chairman and Ranking Minority Member of the House Committee on Transportation and Infrastructure.

Sincerely,

A handwritten signature in black ink, which appears to read 'Rodney E. Slater', is written over the typed name. The signature is fluid and cursive, with a long horizontal stroke at the end.

Rodney E. Slater

Enclosure



THE SECRETARY OF TRANSPORTATION

WASHINGTON, D.C. 20590

SEP 29 2000

The Honorable Paul S. Sarbanes
Ranking Minority Member
Committee on Banking,
Housing, and Urban Affairs
U.S. Senate
Washington, D.C. 205 10-6075

Dear Senator Sarbanes:

The enclosed report, "The Urbanized Area Formula Program and the Needs of Small Transit Intensive Cities" completed through the Cooperative Research Program of the Transportation Research Board, is provided in accordance with Section 3033 of the Transportation Equity Act for the 21st Century. Section 3033 requires the Secretary to conduct a study of the Urbanized Area Formula Program established under Section 5307 of title 49, United States Code and the needs of small urbanized areas with unusually high levels of transit service and report the results to the Committee on Transportation and Infrastructure of the House of Representatives and the Committee on Banking, Housing, and Urban Affairs of the Senate by December 31, 1999.

The study concludes that sufficient issues exist suggesting that changes to the existing Urbanized Area Formula Grants Program should be considered as part of the FY 2004 and beyond reauthorization cycle. However, the formula apportionments should continue to reflect underlying transit needs.

Please call either me or Michael Frazier, Assistant Secretary for Governmental Affairs, at (202) 366-4573, if you have any questions. Identical letters are being sent to the Chairman of the Senate Committee on Banking, Housing, and Urban Affairs, and the Chairman and Ranking Minority Member of the House Committee on Transportation and Infrastructure.

Sincerely,

A handwritten signature in black ink, appearing to read "Rodney E. Slater", is written over a horizontal line.

Rodney E. Slater

Enclosure



THE SECRETARY OF TRANSPORTATION

WASHINGTON, D.C. 20590

SEP 29 2000

The Honorable Bud Shuster
Chairman, Committee on
Transportation and Infrastructure
U.S. House of Representatives
Washington, D.C. 205 15-6256

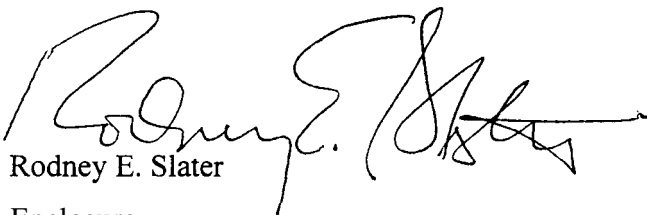
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Sincerely,



Rodney E. Slater
Enclosure



THE SECRETARY OF TRANSPORTATION

WASHINGTON, D.C. 20590

SEP 29 2000

The Honorable James L. Oberstar
Ranking Minority Member
Committee on Transportation and Infrastructure
U.S. House of Representatives
Washington, D.C. 205 15-6256

Dear Congressman Oberstar:

The enclosed report, "The Urbanized Area Formula Program and the Needs of Small Transit Intensive Cities" completed through the Cooperative Research Program of the Transportation Research Board, is provided in accordance with Section 3033 of the Transportation Equity Act for the 21st Century. Section 3033 requires the Secretary to conduct a study of the Urbanized Area Formula Program established under Section 5307 of title 49, United States Code and the needs of small urbanized areas with unusually high levels of transit service and report the results to the Committee on Transportation and Infrastructure of the House of Representatives and the Committee on Banking, Housing, and Urban Affairs of the Senate by December 31, 1999.

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Rodney E. Slater

Enclosure

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Foreword

Section 3033 of the Transportation Equity Act for the 21st Century (TEA-21) calls for a study of the Urbanized Area Formula Program administered by the Federal Transit Administration (FTA), focusing on the needs of small urbanized areas that provide unusually high levels of transit service. This Report to Congress fulfills that requirement.

The Urbanized Area Formula Program, authorized in Section 5307 of U.S.C. 49, allocates funding for mass transit through a statutory formula, which is comprised of multiple tiers. For small urbanized areas (under 200,000 in population), funds are apportioned based on potential needs (population and population density). For large urbanized areas (over 200,000 in population), funds are apportioned based on both potential needs and existing needs (current transit service levels).

While transit service in most small urbanized areas is minimal compared to larger cities, there are some “small transit intensive cities” where this is not the case. Since the formula apportionments for small urbanized areas do not depend on service levels, such cities receive smaller apportionments than they would if service levels were incorporated into the formula.

Two hypothetical changes to the urbanized area formula were analyzed, both of which involved applying service factors in calculating small urbanized area formula apportionments. In the first case, small urbanized areas remained a distinct tier (as in the current formula), while in the second case bus formula funds were allocated to all urbanized areas in a single tier. As is the case with any such formula-based allocation program, there would be a significant redistribution of formula apportionments, with transit intensive cities gaining significantly. Additionally, some small urbanized areas would gain even were they forced to compete with much larger urbanized areas in the same tier.

The study also analyzes a potential Federal transit funding change involving the Section 5309 Capital Investment Grants program. Other issues noted in the study include: the role of state governments, the 2000 Census of Population, and reporting requirements.

The study concludes that sufficient issues exist suggesting that changes to the existing Urbanized Area Formula Grants Program should be considered as part of the FY 2004 and beyond reauthorization cycle. However, the formula apportionments should continue to reflect underlying transit needs.

1 Introduction

This Report to Congress fulfills the requirements of Section 3033 of the Transportation Equity Act for the 21st Century (TEA-21), which called for a study of the Urbanized Area Formula Program administered by the Federal Transit Administration (FTA), focusing on the needs of small urbanized areas that provide unusually intensive transit service.

Specifically, Section 3033 directs the Secretary of Transportation to “conduct a study to determine whether the formula for apportioning funds to urbanized areas under section 5336 of title 49, United States Code, accurately reflects the transit needs of the urbanized areas and, if not, whether any changes should be made either to the formula or through some other mechanism to reflect the fact that some urbanized areas with a population between 50,000 and 200,000 have transit systems that carry more passengers per mile or hour than the average of those transit systems in urbanized areas with a population over 200,000.”

A Federal Register Notice announcing the study, along with a request for comments on its design, was published on July 9, 1999. Outreach sessions were held in Sacramento, CA, and Washington, DC, during that same month. Many helpful written and oral comments, received from parties interested in the study, have been incorporated into this report.

The first section of this report outlines the formula grant programs administered by the Federal Transit Administration. It is followed by a discussion of the existing and potential transit needs that cities have, and how the formula factors used relate to these needs. The third section characterizes small, transit intensive cities, which are the focus of the study, and some of the funding issues that they face.

The next two sections involve data analysis. The first disaggregates recent federal transit funding by urbanized area size, showing the differences among size categories in funding relative to population and service levels. The second analyzes potential changes to the formula and other funding alternatives that would result in small transit intensive cities receiving a greater share of federal funding.

The study also includes a discussion of other issues related to the urbanized area formula program, many of which were raised by commenters on the study. The report concludes with the findings and recommendations of FTA regarding the Urbanized Area Formula Program.

2 The Formula Grant Programs of the Federal Transit Administration

Formula Grant Programs comprise the largest assistance program administered by FTA, totaling \$3.0 billion in FY 2000. The programs provide assistance to local governments and transit operators for both operating and capital expenditures. The three formula

programs are authorized in Sections 5307, 5310, and 5311 of 49 U.S.C., which can be briefly summarized as follows:

2.1 Nonurbanized Area Formula Program (Section 5311)

The Nonurbanized Area Formula Program allocates funding to states to be used to support the operations and capital needs of transit operators serving residents outside of urbanized areas. The formula allocates funds to states based solely on their nonurbanized area population, using Census data. The Section 5311 program receives 6.37 percent of the funds available for formula programs.

2.2 Elderly and Persons with Disabilities Formula Program (Section 5310)

The Elderly and Persons with Disabilities Formula Program allocates funding to states to be used to provide capital assistance (including purchase of service arrangements) to providers of specialized transit services for the elderly and disabled. The funds are allocated based on each state's population of elderly persons and persons with disabilities. The Section 5310 program receives 2.4 percent of the funds available for formula programs.

2.3 Urbanized Area Formula Program (Section 5307)

The vast majority of funding for the formula programs, 91.23 percent, is dedicated for use in urbanized areas. The Urbanized Area Formula Grants Program, Section 5307 of Title 49 of the United States Code, allocates funds to urbanized areas for capital and planning costs associated with mass transit. Operating assistance is also available for urbanized areas under 200,000 in population. The actual apportionment formula for the program is found in 49 U.S.C. 5336. The formula allocates section 5307 funds through a series of hierarchical tiers. The first division establishes two separate tiers of urbanized areas:

- 1) 9.32% is allocated to small urbanized areas (population 50,000 to 199,999)
- 2) 90.68% is allocated to large urbanized areas (population 200,000 and above).

For small urbanized areas, the formula apportionments are based solely on two factors:

- 1) population
- 2) population times population density

For large urbanized areas, however, the formula is applied through multiple tiers:

A) The Fixed Guideway Tiers (33.29%)

- 1) Fixed **Guideway Incentive Tier** (4.39%). Allocated based on:
 - a) fixed **guideway** passenger miles weighted by passenger-miles per dollar of operating cost
- 2) Fixed **Guideway Non-incentive Tier** (95.61%). Allocated based on:
 - a) fixed **guideway** route miles
 - b) fixed **guideway** vehicle revenue miles

B) The Bus Tiers (66.71%).

- 1) Bus Incentive Tier (9.2%). Allocated based on:
 - a) bus passenger miles weighted by passenger-miles per dollar of operating cost
- 2) Bus Non-incentive Tier (90.8). This portion of the bus tier is segmented between urbanized areas above and below 1 million in population. Allocated based on:
 - a) population
 - b) population times population density
 - c) bus vehicle revenue miles

In sum, funding is allocated to urbanized areas under 200,000 solely on the basis of population and population density, while funding for areas over 200,000 includes factors related to the level of transit service provided.

There are two other important distinctions between small and large urbanized areas in the formula program. The first lies in the method of apportioning funds to the urbanized areas. In large urbanized areas, formula funds are apportioned directly to the urbanized area, through a designated recipient agency within the urbanized area. In small urbanized areas that are not in a transportation management area, however, formula funds attributable to the area are apportioned to the governor, who acts as the designated recipient for all of the small urbanized areas within the state. The governor may allocate these funds without FTA input or involvement. The second distinction between large and small urbanized areas is that formula funds for small urbanized areas may be used for operating costs, while this option is no longer available to larger urbanized areas since the passage of TEA-2 1.

3 Federal Formula Grant Assistance and Local Transit Funding Needs

The purpose of using a formula to allocate federal assistance for transit is to ensure that such funds are distributed in a fair, objective, and equitable manner. Fundamentally, this means that the formula should allocate more funds to areas that have proportionally greater transit needs. The factors used in the formula are intended to reflect these underlying needs while retaining some degree of simplicity and ease of measurement and reporting.¹ The formula is also intended to encourage cost effectiveness in the provision of transit services. In understanding how the formula reflects these needs, it is important to understand the difference between two kinds of need: potential need and existing need.

3.1 Existing Need

Urbanized areas within the United States vary considerably in their levels of mass transit service provision and usage, ranging from large systems utilizing multiple rail and non-rail modes, to simple bus and/or demand response systems, to no public transit service

¹It should be noted that no explicit needs assessment is made in allocating formula funding among urbanized areas. Instead, the formula factors used can be viewed as surrogates for the basic transit needs of local communities.

whatsoever. Areas that provide a high level of transit service will naturally have greater needs for both operating assistance (to make up for the gap between passenger fares and operating costs) and capital funding (to replace and rehabilitate vehicles, guideways, and support structures which deteriorate from use). Areas with high levels of vehicle utilization by transit passengers will have needs to expand their systems to relieve crowding and excessive wear and tear on their transit vehicles. High levels of existing transit service also typically reflect a local commitment to transit through both funding and land use planning, as well as local geographic and demographic factors. Federal assistance in this case can be seen as reinforcing such local commitment. Formula factors intended to reflect existing needs include route mileage and vehicle revenue miles (service provision) and passenger miles (service consumption).²

3.2 Potential Need

Urbanized areas also vary widely in their potential for mass transit usage. Larger cities tend to have more urban travel, some of which could be best served by mass transit. Cities with more compact land use have greater potential for effective and efficient public transit service as residential and activity locations are more concentrated, making mass transit an effective alternative to the private automobile. Federal assistance in such instances can be seen as helping local governments to tap into such potential needs. Many urbanized areas, particularly those that have grown rapidly in recent decades, lack a strong post-war local tradition of transit service. Federal assistance helps such areas to build and sustain a minimal transit service level, enabling them to build local support of and for mass transit to achieve the potential transit service that could be sustained in such areas. Many local governments also find that local funding sources for transit are limited by constitutional or legal factors, thereby increasing their reliance on federal assistance. Such potential transit needs are reflected in the formula by population and population density factors.

² One frequently expressed concern regarding needs-based federal subsidy programs is that they may encourage inefficiency in the provision of local public services. For example, it has often been argued that the inclusion of service provision factors in the formula encourages local transit operators to inefficiently run transit vehicles regardless of ridership. There are several ways in which this issue can be addressed. First, under TEA-2 1, operators in large urbanized areas (whose formula allocations are based in part on service levels) are no longer eligible for federal operating assistance, which had been declining in real terms for several years. Since the funds can only be used for capital and preventive maintenance expenditures, their effect on operations is limited. Second, the formula includes a so-called incentive tier, in which transit service consumption (passenger miles) is weighted by the average operating cost per passenger mile. This provides an incentive for efficient service provision, since an operator that provides service at a lower average operating cost can receive more federal capital assistance. Finally, it can be argued that a high level of transit service provision is a worthy public policy goal in its own right. **High-frequency** service, even in off-peak hours, provides a significant quality of life benefit to those who are dependent on public transit for their mobility needs. High frequency, reliable transit service also provides an incentive for efficient, transit-supportive land use. For these reasons, the socially optimal level of transit service provision may be higher than would be dictated by a strict economic efficiency calculation, and this is reflected in the formula's use of service level factors.

4 Small Transit Intensive Cities

The typical transit system serving a small urbanized area generally has somewhat different characteristics from those serving larger urbanized areas. In small cities, the focus is generally on providing basic mobility for residents, especially those whose access to auto transportation is limited by age, income, or disability. Modes provided are limited to bus and/or demand response services operating at relatively low frequency. Such low volume systems often have a significant need for operating assistance to pay for the costs of running the system. By contrast, mass transit in large cities will often play additional roles in providing relief from traffic congestion and encouraging efficient land use patterns. Schedule frequencies are high, and bus systems may be supplemented by high capacity, high-speed rail systems. The greatest funding needs are generally on the capital side, as transit systems need to replace large, heavily utilized vehicle fleets and fund service expansions as the urbanized area grows.

As with any such generalization, however, there are some small cities that differ significantly from such norms. Such cities provide a level of transit service far greater than their size and density characteristics would typically suggest. In fact, some of these so-called “small transit intensive cities” operate more vehicles and carry more riders than do other cities with much larger populations. These cities generally share one or both of the following characteristics:

- Special Populations. Many small transit intensive cities have special characteristics that encourage high transit usage. One example is college and university towns. The campus provides a high volume activity center for the community, and nearby parking may be limited. College students generally have below-average auto ownership and tend to live in high density housing. Such factors contribute to a higher level of transit usage than would be typically seen in a community of its size. Similar factors contribute to high transit usage in other small cities with special populations, such as resort destinations.
- High Levels of State and Local Transit Funding. States and local governments vary widely in their commitments to providing public funding for mass transit. In areas where mass transit is seen as a priority, capital and operating assistance from state and local governments may allow a transit operator to provide much more service than is typically provided in other small urbanized areas without such funding.

4.1 Measures of Transit Intensity

The language of Section 3033 of TEA-2 1 and the discussion above imply that small transit intensive cities should have certain measurable transit system characteristics. In order to understand just how extensive the issue of small transit intensive cities is, measures of transit service intensity were computed for transit operators in urbanized areas for the period 1996-98. The computed measures of transit service intensity can be grouped into four categories:

1) Vehicle Utilization

Transit intensive cities have transit systems with vehicles that are heavily utilized by the public. Measures of vehicle utilization include passenger miles per vehicle revenue mile and passenger miles per vehicle revenue hour. These measures are noted in the language of Section 3033 of TEA-2 1, which also makes reference to transit vehicle utilization levels in small urbanized areas that exceed the averages for such use by urbanized areas over 200,000 in population.

2) Service Provision

Transit intensive cities provide a high level of transit service to their citizenry. This can be measured by vehicle revenue miles per capita or vehicle revenue hours per capita. There are several small cities that can be classified as transit intensive by these measures.

3) Service Consumption

Transit intensive cities have a high rate of service consumption by their populations. This can be measured by passenger miles traveled per capita or unlinked passenger trips per capita.

4) Statistical Outliers

Transit intensive cities have service levels that are significantly greater than would be predicted given the urbanized area's population and population density. In the language of statistical modeling, such cities would be called "outliers." In the context of the above discussion of need, these are cities whose existing needs (reflected by service levels) are not captured by their potential needs (reflected by population and population density).

For purposes of measurement, small transit intensive cities were defined as small urbanized areas whose intensity measure exceed the average for larger urbanized areas (population between 200,000 and 1,000,000). Such a definition is in keeping with the language of Section 3033. Statistical outliers were defined as small urbanized areas with substantially greater service provision (vehicle revenue miles) and service consumption (passenger miles) than would be expected given their size and density, as determined by a regression analysis. Exhibit 1 lists the small urbanized areas that can be classified as transit intensive by one or more of the above criteria.

Exhibit 1

Small Transit Intensive Cities

Small Urbanized Areas Exceeding Large Urbanized Area Averages and Statistical Outliers

Urbanized Area	PMT per VRM	PMT per VRH	VRM per Capita	VRH Per Capita	PMT per Capita	PAX per Capita	Statistical Outlier: VRM	Statistical Outlier: PMT
Bremerton, WA								
Euclid-Springfield, OH								
Highland Park-Deer Park, WA								
San Diego, CA								
Champaign-Urbana, IL								
Santa Barbara, CA	x	x	x	x	x	x		x
Seaside-Monterey, CA		x	x	x	x	x	x	x
Brockton, MA	x	x	x	x	x	x		
Laredo, TX	x	x	x	x	x	x		
Olympia, WA			x	x	x	x	x	x
Bellingham, WA								
Bojone, CO								
Davis, CA								
Edenra, SO								
Palm Springs, CA		x	x	x	x	x		
Santa Rosa, CA	x	x	x	x	x			
Winston-Salem, NC		X	X	X	X	X		
Iowa City, IA			X	X	X	X		
Ithaca, NY			X	X	X	X		
New Bedford, MA			x	x	x	x		
Blairsville, NY								
Brownsville, TX								
DuPont, WV								
Haywardville-Springdale, AR								
Highland Park-Deer Park, WA								
Gainesville, FL			x	x		x		
Galveston, TX			x	x		x		
Hyannis, MA			x	x			x	
Lancaster-Palmdale, CA	x	x			x			
Lubbock, TX	x	x				x		

Exhibit 1

Small Transit Intensive Cities

Small Urbanized Areas Exceeding Large Urbanized Area Averages and Statistical Outliers

Urbanized Area	PMT per VRM	PMT per VRH	VRM per Capita	VRH Per Capita	PMT per Capita	PAX per Capita	Statistical Outlier: VRM	Statistical Outlier: PMT
Monroeville, PA								
Oshkosh, WI								
Port Huron, MI								
Salem, OR								
Santa Fe, NM								
Savannah, GA			X	X		X		
St. Cloud, MN			X	X		X		
State College, PA			X	X		X		
Tallahassee, FL			X	X		X		
Taunton, MA	X		X		X			
Bay City, MI								
Beaumont, TX								
Burlington, VT								
Charleston, WV								
Elmira, NY								
Erie, PA			X	X				
Jackson, MI			X	X				
Johnstown, PA				X		X		
Lafayette, LA	X	X						
Lafayette-West Lafayette, IN			X	X				
Lebanon, PA								
Madison, LA								
Middle, IN								
Myrtle Beach, SC								
Newark, DE								
Newport, RI			X		X			
Pittsfield, MA			X	X				
Racine, WI			X	X				
Redding, CA			X	X				
Sheboygan, WI			X	X				

Exhibit 1

Small Transit Intensive Cities

Small Urbanized Areas Exceeding Large Urbanized Area Averages and Statistical Outliers

Urbanized Area	PMT per VRM	PMT per VRH	VRM per Capita	VRH Per Capita	PMT per Capita	PAX per Capita	Statistical Outlier: VRM	Statistical Outlier: PMT
Stamford, CT								
San Jose, CA								
Yonkers, NY								
Charlottesville, VA								
Dallas, TX								
Dover, DE			x					
Eau Claire, WI				x				
Kailua, HI	x							
La Crosse, WI-MN				x				
Logan, UT						x		
New Rochelle, NY								
New York, NY								
Portland, ME								
Portland, OR								
Springfield, IL								
Williamsport, PA						x		
York, PA				x				

Note: urbanized areas are sorted by the number of categories in which they qualify as transit intensive

PMT: passenger miles traveled

VRM: vehicle revenue miles

VRH: vehicle revenue hours

PAX: unlinked passenger trips

There are several important caveats in interpreting these measures. The most important concerns the area served by the transit operators based in each small city. Many transit operators in small urbanized areas also serve populations outside the primary urbanized area, either in other urbanized areas or in nonurbanized areas. Unlike transit operators serving large urbanized areas (over 200,000 in population), however, these transit operators are not required to break out their formula-related operating statistics (passenger miles and vehicle revenue miles) by urbanized area. Population figures, however, are for the primary urbanized area alone. Thus, the per capita intensity measures may be slightly inflated by service provided outside of the primary urbanized area. See Appendix A for more detail on the data and methodology used in these calculations.

4.2 Funding Issues

As currently constituted, the urbanized area formula for small urbanized areas includes demographic factors (population and population density) but not service factors (vehicle revenue miles, passenger miles, operating costs), as does the bus formula for large urbanized areas. In the context of the earlier discussion on needs, this means that the funding formula for small urbanized areas reflects potential needs but not existing needs. Small transit intensive cities, however, are precisely those that do offer high levels of transit service relative to their size. Thus, transit systems in such cities receive less federal formula funding than they would if the formula also used service levels.

According to commenters on this study, however, such systems were in the past often able to make use of other sources of federal transit funding whose availability has diminished in recent years. Among these sources were:

1) Discretionary Capital Grants

Because of their nature and the issues facing them, small transit intensive cities were often strong candidates for receiving discretionary funds through the Section 5309 Capital Investment Grants program. Increased congressional earmarking of these funds in recent years, however, has substantially reduced the availability of these funds on a discretionary basis.

2) Unused Governor's Apportionment

In some states, transit operators in small transit intensive cities were able to make use of portions of the Section 5307 Governor's Apportionment that would otherwise be unused. The two sources of this unused portion were the operating assistance cap and cities without transit service.

a) The operating assistance cap

Prior to TEA-2 1, urbanized area formula funds could be used for either operating or capital expenditures, subject to a cap on the amount that could be used for

operating assistance in each urbanized area.³ Many transit operators, especially in small cities, had funding needs that were primarily on the operations side, rather than capital needs. As a result, they were unable to use the full amount of the formula funding attributable to their particular area, and the “excess” was made available for reallocation to transit operators in other areas with capital needs. Many small transit intensive cities were able to obtain additional capital funding in this way. TEA-21, however, gave full flexibility to small urbanized areas on how formula funds could be allocated to capital or operating use. As a result, small urbanized areas with operating assistance needs are able to devote their full allocation to operations, and the excess is no longer available for redistribution.

b) Unserved urbanized areas

In some large states, there are small urbanized areas which do not have any transit service that is eligible for Section 5307 funding. Such states are able to redistribute the portion of the Governor’s Apportionment attributable to such areas among cities that do have transit service. As more small urbanized areas initiate service, however, these unallocated funds are reduced.⁴

The result of these reductions in available funding sources has left operators in small transit intensive cities with more limited resources for capital needs even as they face pressures from their communities and customers to expand and improve existing service.

5 Federal Transit Assistance for Large, Small, and Nonurbanized Areas

The Urbanized Area Formula Program, with its multiple tiers and formula factors, does not allocate funds on a strict per capita basis. The allocations are also targeted to urbanized areas, though the states do play a role in the allocations to urbanized areas under 200,000, as discussed above. This often raises questions about the shares of federal funding received by urbanized areas of different sizes. As discussed in the previous section, small transit intensive cities receive less formula funding relative to their service levels than do other small urbanized areas. More generally, however, how does funding for small urbanized areas compare to funding for large urbanized areas and to nonurbanized areas?

Exhibit 2 shows total FTA formula apportionments by urbanized area size for 1998-2000, including both the Section 5307 (Urbanized) and 53 11 (Nonurbanized) programs. The majority of FTA formula funding is clearly targeted to transit operators in major urbanized areas (population over 1 million), who receive approximately two-thirds of

³ While the operating assistance cap was only phased out under TEA-21, it had been raised in the years just prior such that the cap was rarely binding for small urbanized areas. Thus, this avenue of additional funding was primarily available in the more distant past (ca. 1995 and earlier).

⁴ Between 1996 and 1998, the number of small urbanized areas with a transit system reporting operational data increased from 196 to 206 (out of 281 total urbanized areas between 50,000 and 200,000 in population).

total formula funds. Other large urbanized areas (200,000-1 million), small urbanized areas (50,000-200,000), and nonurbanized areas (under 50,000) receive decreasingly smaller shares by population size.

Exhibit 2 also compares these funding levels relative to population and transit service levels.⁵ In FY 2000, major urbanized areas received \$21.27 per person in formula assistance, while small urbanized areas received \$9.95 per person and nonurbanized areas just \$2.09 per person. This great disparity in per capita funding, however, reflects the substantially greater transit service provision and usage in larger cities. On a service level basis, larger urbanized areas receive relatively less funding than do small urbanized areas.

Exhibit 2						
FTA Formula Apportionments by Urbanized Area Size 1998-2000						
		Section 5307			Section 5311	
	Fiscal Year	Over 1 million	200,000-1 million	50,000-200,000	Under 50,000	Total
Number of urbanized areas		34	91	281	n/a	406
Total Apportionments (millions of \$)	1998	1,692	386	226	135	2,438
	1999	1,869	428	244	178	2,718
	2000	2,026	469	268	193	2,956
Dollars Per						
Capita (1990 Census)	1998	17.76	10.10	8.37	1.46	9.65
	1999	19.62	11.19	9.05	1.93	10.76
	2000	21.27	12.28	9.95	2.09	11.71
Passenger Mile	1998	0.048	0.152	0.233		0.059
	1999	0.051	0.152	0.244		0.063
	2000	0.054	0.161	0.268		0.066
Unlinked Passenger Trip	1998	0.253	0.603	0.957		0.305
	1999	0.266	0.625	1.018		0.342
	2000	0.282	0.676	1.081	1.039	0.364
Vehicle Revenue Mile	1998	0.774	1.010	1.239		0.886
	1999	0.832	1.029	1.277		0.953
	2000	0.875	1.050	1.295		0.995

Major urbanized area apportionments in 2000 amounted to 87.5 cents per vehicle revenue mile, 28.2 cents per passenger trip, and 5.4 cents per passenger mile, while small urbanized area apportionments were \$1.30 per vehicle revenue mile, \$1.08 per passenger trip, and 26.8 cents per passenger mile. Nonurbanized areas received slightly less per passenger (\$1.04) than do small urbanized areas. For each size category, however, formula funding increased between 1998 and 2000, both in absolute dollar amounts and relative to population and service levels.

⁵ The service level data used in each fiscal year's formula apportionments are derived from data in the reporting year two years prior. The funding ratios reported in Exhibit 2 are calculated in the same way. Thus, FY 2000 apportionments use 1998 data, FY 1999 uses 1997 data, and so on.

5.1 Small Transit Intensive Cities

Small urbanized areas as a group, then, receive a relatively large share of federal transit funding compared to their service levels, but do relatively poorly on a per capita basis. The issue for small transit intensive cities, however, is that they are not like other small cities, as they provide more transit service and carry more passengers than even much larger cities. How well do these cities do relative to other small urbanized areas and to urbanized areas in general in the distribution of federal funding?

In order to examine this issue, it is useful to look at funding from both the Section 5307 program and the Section 5309 Capital Program. The latter program is another significant source of federal transit funding. For example, in FY 2000, funding for Section 5307 programs totaled \$2.77 billion, while Section 5309 funding totaled \$2.50 billion. While most of these funds are designated for fixed guideway system modernization and expansion, a significant portion⁶ is available for bus capital needs. Section 5309 Bus program funds are available for use in both urbanized and nonurbanized areas. Could this be an additional source of funding for small transit intensive cities?⁷

Exhibit 3 compares data for 20 small transit intensive cities to totals for small urbanized areas and for all urbanized areas based on population and density levels, transit service levels, and Federal Formula and Capital funding levels.⁸ Small urbanized areas as a group were also compared to urbanized areas as a whole on the same basis. Section 5309 data were tabulated using program obligations for the period 1995-99.⁹

Exhibit 3			
Small Transit Intensive Cities			
Shares of Transit Service, Population, and Federal Funding			
	20 Small Transit Intensive Cities		(Small Urbanized Areas
	Share among small urbanized areas	Share among all urbanized areas	Share among all urbanized areas
Population	9.0%	1.5%	16.8%
Population x Density	11.4%	1.2%	10.5%
Bus Vehicle Revenue Miles 1996-98	26.5%	2.7%	10.3%
Bus Passenger Miles 1996-98	39.3%	2.3%	5.8%
Section 5307 Urbanized Area Formula Program Bus Apportionments	10.2%	1.2%	12.3%
Section 5309 Bus Program Obligations 1995-99	23.6%	4.2%	17.7%

⁶ In FY 2000, funds for the Section 5309 Bus program totaled \$540 million. Section 5307 funding allocated to small urbanized areas and through the bus tiers totaled \$1.93 billion.

⁷ One of the comments submitted to this study, as noted above, was that increased earmarking of the Capital Program has reduced the availability of these funds to systems in small transit intensive cities.

⁸ The 20 cities examined were those that could be classified as transit intensive by at least 4 of the 8 criteria presented in Exhibit 1.

⁹ These tabulations used data from the annual Statistical Summaries of FTA's Grant Assistance Programs. Since appropriations under the Section 5309 program are generally less frequent and consistent than are formula program appropriations, a longer time frame was used in looking at capital program funding. Also note that obligations were used, rather than apportionments as in Exhibit 2. This is the only level at which capital program funding can be linked to particular urbanized areas.

The 20 small transit intensive cities represented 9 percent of the total population in small urbanized areas. Their share of the *population x density* factor used in the urbanized area formula is slightly higher, reflecting the greater average density of these cities. The net effect is that these 20 cities received 10.2 percent of Section 5307 funding for small urbanized areas in recent years.” Such cities have a much larger share of transit service in small urbanized areas, however, befitting their designation as transit intensive. The 20 cities had some 27 percent of vehicle revenue miles and 39 percent of passenger miles in small urbanized areas in 1996-98. The small transit intensive cities received just under 24 percent of capital program funding in 1995-99. Thus, the 20 cities’ share of capital funding is much closer to their share of transit service supply and consumption, though it is still slightly lower.

When compared to all urbanized areas, however, the small transit intensive cities do relatively well in receiving capital program funds. Their 4.2 percent share of capital program funding is well above both their population share (1.5 percent) and vehicle revenue mile and passenger mile shares (2.7 percent and 2.3 percent, respectively). This is due to the relative funding levels of small urbanized areas in general, whose share of capital program funding was close to their population share but well above their service level shares. This naturally raises the next question: what would be the result if formula funding for small urbanized areas were to be allocated in the same way as funding for large urbanized areas?

6 Analysis of Funding Alternatives

This section addresses the mandate in Section 3033 of TEA-21 to examine the effects of changes in the Section 5336 funding formulas or other funding mechanisms that would assist small transit intensive cities. Two categories of funding changes are addressed. The first illustrates how formula funding for each small urbanized area would be altered if the formula included service factors for small urbanized areas as well as large urbanized areas. The second, originating from members of the transit industry, briefly describes how the Section 5309 Bus program could be used to steer more funding toward small transit intensive cities

6.1 Applying Service Factors to Small Urbanized Area Formula Apportionments

In order to assess the effects of applying service factors to formula apportionments for small urbanized areas, two alternative scenarios for the FY 2000 apportionments were generated. In the first scenario, service factors were applied to small urbanized areas as a separate tier (9.32 percent of the total for Section 5307 funds). In the second, all urbanized areas were grouped together in a single Bus tier, and the formula was applied across the board. The service factors used were those from the current Bus incentive and Bus non-incentive tiers used in the large urbanized area apportionments.

¹⁰ Funding shares for the formula program, based on decennial census data, do not change year-to-year, nor does the small urbanized area share of the overall program, which is fixed in statute.

The same data caveats discussed above in the section on Small Transit Intensive Cities apply here. The data reported by operators in small urbanized areas may include service provided in nonurbanized areas and/or in other urbanized areas, thereby inflating the formula apportionments attributed to that urbanized area relative to what they would actually receive if the data were reported in the same way as it is for large urbanized areas. See Appendix A for more detail on the data and methodology used in this section.

6.1.1 Applying Service Factors to Small Urbanized Areas as a Group

Exhibit 4 shows the net effect on each small urbanized area's FY 2000 formula apportionment of applying service factors to small urbanized areas in their own tier. The urbanized areas are grouped and their apportionments totaled by state, as in FTA's annual funding notice.¹¹ As expected, urbanized areas with very high transit service levels would gain considerably under such an approach, while densely populated small urbanized areas with no currently reported transit service would see large decreases in Section 5307 funding. The 20 small transit intensive cities identified in the previous section would see their combined share of formula funding double, from \$26.2 million to \$52.4 million, and their share of formula funding among all small urbanized areas would rise from 10.17 percent to 20.34 percent.

6.1.2 Applying the Bus Formula to All Urbanized Areas in a Single Tier

Exhibit 5 shows what the effect on small urbanized areas would be if the current bus formula were applied to all urbanized areas as a single tier. As a group, small urbanized areas would receive \$33.5 million less in formula funding under this scenario than they actually did.¹² However, most small transit intensive cities would still gain, even when competing in the same pool as larger urbanized areas. Of the 20 small transit intensive cities, 17 would increase their funding levels, and their combined total would rise from \$26.2 million to \$41.1 million. Their overall share of bus formula money would rise from 1.4 percent to 2.1 percent.

¹¹ The state totals are the actual apportionments made by FTA to the governors. The actual formula funding allocated to each small urbanized area may or may not equal the totals listed here. Any minor differences between the amounts calculated here and those reported in the apportionments notice are due to rounding.

¹² Major urbanized areas over 1 million would gain \$74.8 million, while urbanized areas between 200,000 and 1 million in population would lose \$4 1.4 million. Incidentally, every major urbanized area would gain, while every other large urbanized area would lose. This is due to the current two-tier structure in the Bus Non-Incentive tier.

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small
Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
NATIONAL TOTAL	257,568,903	257,568,903	0
ALABAMA	3,354,691	4,985,155	(1,630,464)
Anniston, AL	218,307	480,853	(262,546)
Auburn-Opelika, AL	291,347	385,788	(94,441)
Decatur, AL	199,897	440,303	(240,405)
Dothan, AL	167,898	369,820	(201,922)
Florence, AL	494,014	515,217	(21,202)
Gadsden, AL	206,736	455,365	(248,629)
Huntsville, AL	1,169,629	1,445,530	(275,900)
Tuscaloosa, AL	606,861	892,280	(285,419)
ARIZONA	592,422	1,304,894	(712,472)
Flagstaff, AZ	233,060	513,348	(280,288)
Yuma, AZ-CA	359,362	791,546	(432,184)
ARKANSAS	1,604,002	1,904,687	(300,685)
Fayetteville-Springdale, AR	848,732	525,660	323,072
Fort Smith, AR-OK	324,867	715,567	(390,700)
Pine Bluff, AR	348,730	483,565	(134,835)
Texarkana, TX-AR	81,672	179,895	(98,223)
CALIFORNIA	31,281,969	29,175,483	2,106,486
Antioch-Fittsburg, CA	1,856,434	1,649,944	206,491
Chico, CA	625,881	720,399	(94,519)
Davis, CA	830,122	874,519	(44,397)
Fairfield, CA	1,046,979	1,062,135	(15,156)
Hemet-San Jacinto, CA	684,022	886,135	(202,113)
Hesperia-Apple Valley-Victorville, CA	1,385,386	1,130,450	254,937
Indio-Coachella, CA	243,263	535,822	(292,559)
Lancaster-Palmdale, CA	2,636,271	1,901,446	734,825
Lodi, CA	587,388	744,407	(157,019)
Lompoc, CA	352,387	457,181	(104,794)
Merced, CA	924,025	812,779	111,246
Napa, CA	859,999	849,265	10,734
Palm Springs, CA	1,707,974	1,058,042	649,931
Redding, CA	805,995	611,778	194,217
Salinas, CA	730,898	1,609,906	(879,009)
San Luis Obispo, CA	346,127	762,395	(416,267)
Santa Barbara, CA	2,955,688	2,490,601	465,087
Santa Cruz, CA	3,047,659	1,287,861	1,759,797
Santa Maria, CA	767,764	1,171,709	(403,945)
Santa Rosa, CA	2,860,126	2,271,814	588,312
Seaside-Monterey, CA	2,746,924	1,526,612	1,220,312
Simi Valley, CA	908,637	1,445,047	(536,410)
Vacaville, CA	398,271	877,250	(478,978)
Visalia, CA	999,547	1,002,011	(2,464)
Watsonville, CA	250,620	552,025	(301,406)
Yuba City, CA	722,159	880,815	(158,656)
Yuma, AZ-CA	1,424	3,136	(1,712)
COLORADO	5,863,988	5,375,868	488,119

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small
Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Boulder, CO	2,370,193	1,196,211	1,173,982
Fort Collins, CO	1,074,973	996,330	78,643
Grand Junction, CO	334,554	567,271	(232,717)
Greeley, CO	644,783	796,881	(152,098)
Longmont, CO	565,624	726,189	(160,565)
Pueblo, CO	873,861	1,092,986	(219,125)
CONNECTICUT	8,007,269	9,503,988	(1,496,719)
Bristol, CT	384,683	847,319	(462,636)
Danbury, CT-NY	1,068,398	920,575	147,823
New Britain, CT	1,171,424	1,586,597	(415,173)
New London-Norwich, CT	952,359	1,276,746	(324,387)
Norwalk, CT	1,214,664	1,094,124	120,540
Stamford, CT-NY	1,818,012	1,946,476	(128,464)
Waterbury, CT	1,397,729	1,832,150	(434,421)
DELAWARE	1,407,634	405,570	1,002,064
Dover, DE	1,407,634	405,570	1,002,064
FLORIDA	11,562,698	12,360,873	(798,174)
Deltona, FL	802,387	410,994	391,392
Fort Pierce, FL	851,569	984,528	(132,959)
Fort Walton Beach, FL	743,596	954,371	(210,775)
Gainesville, FL	1,583,890	1,223,088	360,803
Kissimmee, FL	258,633	569,676	(311,043)
Lakeland, FL	1,426,388	1,250,368	176,021
Naples, FL	373,602	822,912	(449,310)
Ocala, FL	250,966	552,788	(301,822)
Panama City, FL	818,009	829,583	(11,575)
Punta Gorda, FL	246,294	542,498	(296,204)
Spring Hill, FL	188,279	414,710	(226,432)
Stuart, FL	485,708	723,599	(237,892)
Tallahassee, FL	1,822,037	1,394,259	427,779
Titusville, FL	699,885	399,118	300,768
Vero Beach, FL	656,013	505,468	150,545
Winter Haven, FL	355,442	782,912	(427,470)
GEORGIA	5,179,441	5,411,902	(232,461)
Albany, GA	665,701	670,332	(4,631)
Athens, GA	659,845	642,694	17,151
Brunswick, GA	167,911	369,849	(201,937)
Macon, GA	545,466	1,201,466	(656,000)
Rome, GA	469,321	377,040	92,281
Savannah, GA	2,408,544	1,571,991	836,553
Warner Robins, GA	262,653	578,530	(315,878)
HAWAII	877,059	1,438,341	(561,282)
Kailua, HI	877,059	1,438,341	(561,282)
IDAHO	2,393,797	2,846,734	(452,937)
Boise City, ID	1,419,704	1,741,957	(322,253)
Idaho Falls, ID	518,536	624,457	(105,922)
Pocatello, ID	455,557	480,320	(24,763)

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Appbrtionment	Actual Apportionment	Net Change
ILLINOIS	12,104,205	13,039,476	(935,271)
Alton, IL	-585,451	704,693	(119,241)
Aurora, IL	1,533,358	1,973,637	(440,279)
Beloit, WI-IL	31,794	90,065	(58,271)
Bloomington-Normal, IL	944,290	1,135,262	(190,971)
Champaign-Urbana, IL	2,653,060	1,602,075	1,050,985
Crystal Lake, IL	560,415	643,251	(82,837)
Decatur, IL	911,724	901,814	9,911
Dubuque, IA-IL	7,348	21,007	(13,659)
Elgin, IL	1,329,144	1,423,686	(94,542)
Joliet, IL	1,507,617	1,646,194	(138,576)
Kankakee, IL	293,322	646,084	(352,762)
Round Lake Beach-McHenry, IL-WI	433,832	937,528	(503,697)
Springfield, IL	1,312,849	1,314,182	(1,333)
INDIANA	6,643,730	7,605,189	(961,458)
Anderson, IN	529,543	614,716	(85,172)
Bloomington, IN	837,852	917,307	(79,455)
Elkhart-Goshen, IN	632,459	919,374	(286,915)
Evansville, IN-KY	1,455,235	1,703,133	(247,897)
Kokomo, IN	416,787	619,041	(202,253)
Lafayette-West Lafayette, IN	1,324,812	1,230,688	94,124
Muncie, IN	990,064	904,711	85,353
Terre Haute, IN	456,977	696,219	(239,242)
IOWA	4,519,207	4,140,176	379,031
Cedar Rapids, IA	1,282,505	1,286,628	(4,124)
Dubuque, IA-IL	491,323	626,250	(134,927)
Iowa City, IA	1,154,257	741,322	412,935
Sioux City, IA-NE-SD	780,937	684,686	96,251
Waterloo-Cedar Falls, IA	810,185	801,290	8,895
KANSAS	1,579,657	2,010,184	(430,527)
Lawrence, KS	345,592	761,215	(415,623)
St. Joseph, MO-KS	2,932	6,283	(3,352)
Topeka, KS	1,231,134	1,242,686	(11,552)
KENTUCKY	644,639	1,584,354	(939,714)
Clarksville, TN-KY	82,047	193,324	(111,277)
Evansville, IN-KY	85,578	237,396	(151,819)
Huntington-Ashland, WV-KY-OH	168,193	473,409	(305,216)
Owensboro, KY	308,822	680,224	(371,402)
LOUISIANA	3,276,131	4,692,211	(1,416,080)
Alexandria, LA	310,866	684,727	(373,861)
Houma, LA	349,357	481,636	(132,279)
Lafayette, LA	1,022,620	1,184,744	(162,124)
Lake Charles, LA	432,065	951,685	(519,620)
Monroe, LA	941,254	904,907	36,348
Slidell, LA	219,969	484,512	(264,544)
MAINE	2,073,569	2,042,135	31,434
Bangor, ME	467,074	419,625	47,449

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small
Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Lewiston-Auburn, ME	519,615	487,597	32,018
Portland, ME	1,044,968	1,042,595	2,373
Portsmouth-Dover-Rochester, NH-ME	41,913	92,319	(50,406)
MARYLAND	1,934,727	2,270,953	(336,226)
Annapolis, MD	644,025	739,653	(95,627)
Cumberland, MD-WV	178,598	393,388	(214,790)
Frederick, MD	603,453	533,696	69,757
Hagerstown, MD-PA-WV	508,650	604,217	(95,566)
MASSACHUSETTS	11,403,157	8,994,013	2,409,144
Brockton, MA	2,301,973	1,642,939	659,034
Fall River, MA-RI	727,489	1,602,399	(874,910)
Fitchburg-Leominster, MA	1,483,937	649,363	834,574
Hyannis, MA	1,454,279	463,715	990,564
Lowell, MA-NH	1,610,026	2,033,701	(423,674)
New Bedford, MA	2,225,034	1,762,301	462,733
Pittsfield, MA	648,106	419,770	228,337
Taunton, MA	952,312	419,826	532,486
MICHIGAN	8,149,957	7,675,132	474,825
Battle Creek, MI	642,104	641,018	1,086
Bay City, MI	1,017,267	716,120	301,147
Benton Harbor, MI	442,267	517,989	(75,721)
Holland, MI	434,467	581,348	(146,881)
Jackson, MI	852,131	715,727	136,404
Kalamazoo, MI	1,585,035	1,545,579	39,456
Muskegon, MI	783,814	942,740	(158,925)
Port Huron, MI	1,167,648	620,436	547,213
Saginaw, MI	1,225,223	1,394,176	(168,954)
MINNESOTA	3,723,057	2,735,192	987,865
Duluth, MN-WI	1,445,535	665,591	779,944
Fargo-Moorhead, ND-MN	379,042	384,849	(5,807)
Grand Forks, ND-MN	32,014	84,346	(52,332)
La Crosse, WI-MN	20,122	41,318	(21,196)
Rochester, MN	818,168	750,719	67,449
St. Cloud, MN	1,028,176	808,369	219,807
MISSISSIPPI	1,880,791	2,348,218	(467,427)
Biloxi-Gulfport, MS	1,474,748	1,453,849	20,898
Hattiesburg, MS	205,717	453,122	(247,405)
Pascagoula, MS	200,326	44,124	(240,921)
MISSOURI	2,828,404	3,235,877	(407,472)
Columbia, MO	636,218	638,845	(2,627)
Joplin, MO	203,685	448,646	(244,961)
Springfield, MO	1,325,931	1,507,106	(181,175)
St. Joseph, MO-KS	662,571	641,280	21,291
MONTANA	2,021,774	2,154,127	(132,353)
Billings, MT	835,475	830,760	4,715
Great Falls, MT	608,975	774,700	(165,725)
Missoula, MT	577,324	548,667	28,657

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small
Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
NEBRASKA	2,057,165	2,394,728	(337,563)
Lincoln, NE	2,008,105	2,291,136	(283,031)
Sioux City, IA-NE-SD	49,060	103,592	(54,532)
NEW HAMPSHIRE	1,828,101	2,908,063	(1,079,962)
Lowell, MA-NH	2,136	5,952	(3,816)
Manchester, NH	825,478	1,219,106	(393,628)
Nashua, NH	678,999	974,879	(295,881)
Portsmouth-Dover-Rochester, NH-ME	321,489	708,126	(386,637)
NEW JERSEY	1,234,989	2,203,395	(968,406)
Atlantic City, NJ	721,016	1,588,141	(867,125)
Vineland-Millville, NJ	513,973	615,253	(101,281)
NEW MEXICO	1,978,437	1,199,868	778,569
Las Cruces, NM	604,795	666,532	(61,737)
Santa Fe, NM	1,373,642	533,336	840,306
NEW YORK	7,901,715	6,657,248	1,244,467
Binghamton, NY	2,078,234	1,670,995	407,240
Danbury, CT-NY	11,776	22,649	(10,873)
Elmira, NY	1,069,007	686,164	382,844
Glens Falls, NY	394,749	471,864	(77,115)
Ithaca, NY	937,735	476,242	461,493
Newburgh, NY	280,760	618,415	(337,654)
Poughkeepsie, NY	1,778,461	1,299,062	479,398
Stamford, CT-NY	65	154	(88)
Utica-Rome, NY	1,350,928	1,411,704	(60,776)
NORTH CAROLINA	8,278,666	10,807,410	(2,528,744)
Asheville, NC	820,315	834,195	(13,880)
Burlington, NC	274,732	605,137	(330,405)
Gastonia, NC	402,274	886,065	(483,792)
Goldsboro, NC	208,910	460,155	(251,245)
Greensboro, NC	1,626,658	1,905,751	(279,093)
Greenville, NC	240,538	529,819	(289,281)
Hickory, NC	229,407	505,301	(275,895)
High Point, NC	718,025	852,125	(134,100)
Jacksonville, NC	373,503	822,694	(449,191)
Kannapolis, NC	269,637	593,914	(324,277)
Rocky Mount, NC	215,542	474,762	(259,220)
Wilmington, NC	661,649	776,539	(114,890)
Winston-Salem, NC	2,237,474	1,560,950	676,524
NORTH DAKOTA	1,918,091	2,099,862	(181,771)
Bismarck, ND	614,104	605,512	8,592
Fargo-Moorhead, ND-MN	748,295	875,725	(127,430)
Grand Forks, ND-MN	555,693	618,625	(62,933)
OHIO	3,782,328	5,773,647	(1,991,319)
Hamilton, OH	541,786	1,193,362	(651,576)
Huntington-Ashland, WV-KY-OH	107,968	303,894	(195,926)
Lima, OH	296,103	652,210	(356,107)
Mansfield, OH	454,936	629,684	(174,748)

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small
Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Middletown, OH	502,173	820,501	(318,328)
Newark, OH	930,126	499,922	430,205
Parkersburg, WV-OH	33,608	74,027	(40,419)
Sharon, PA-OH	22,162	48,815	(26,653)
Springfield, OH	625,315	949,098	(323,782)
Steubenville-Weirton, OH-WV-PA	155,018	341,450	(186,432)
Wheeling, WV-OH	113,131	260,685	(147,553)
OKLAHOMA	407,981	898,637	(490,656)
Fort Smith, AR-OK	7,157	15,765	(8,608)
Lawton, OK	400,824	882,872	(482,048)
OREGON	8,637,188	4,686,368	3,950,820
Eugene-Springfield, OR	3,876,315	2,205,976	1,670,339
Longview, WA-OR	6,157	14,671	(8,513)
Medford, OR	752,181	681,748	70,432
Salem, OR	4,002,535	1,783,973	2,218,562
PENNSYLVANIA	12,080,092	12,250,999	(170,907)
Altoona, PA	732,346	836,913	(104,567)
Erie, PA	2,217,067	2,152,942	64,126
Hagerstown, MD-PA-WV	2,789	7,375	(4,586)
Johnstown, PA	833,239	771,765	61,474
Lancaster, PA	2,424,434	1,946,538	477,896
Monessen, PA	556,968	529,730	27,238
Pottstown, PA	228,219	502,685	(274,466)
Reading, PA	1,987,855	2,272,243	(284,388)
Sharon, PA-OH	159,775	351,927	(192,152)
State College, PA	807,264	732,444	74,821
Steubenville-Weirton, OH-WV-PA	1,161	2,558	(1,397)
Williamsport, PA	653,053	613,984	39,068
York, PA	1,475,921	1,529,894	(53,973)
PUERTO RICO	5,138,068	11,317,331	(6,179,263)
Aguadilla, PR	449,512	990,114	(540,602)
Arecibo, PR	420,013	925,138	(505,125)
Caguas, PR	1,099,953	2,422,805	(1,322,851)
Cayey, PR	325,215	716,333	(391,118)
Humacao, PR	281,468	619,973	(338,505)
Mayaguez, PR	604,733	1,332,011	(727,278)
Ponce, PR	1,345,712	2,964,123	(1,618,411)
Vega Baja-Manati, PR	611,463	1,346,835	(735,372)
RHODE ISLAND	1,091,321	720,380	370,941
Fall River, MA-RI	74,974	165,142	(90,167)
Newport, RI	1,016,347	555,238	461,108'
SOUTH CAROLINA	8,699,091	3,050,730	5,648,360
Anderson, SC	186,276	410,299	(224,023)
Florence, SC	5,146,960	422,024	4,724,936
Myrtle Beach, SC	897,760	442,572	455,189
Rock Hill, SC	213,342	469,916	(256,574)
Spartanburg, SC	976,122	819,167	156,955

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Sumter, SC	1,278,631	486,753	791,878
SOUTHDAKOTA	1,431,949	1,514,777	(82,828)
Rapid City, SD	409,742	482,434	(72,692)
Sioux City, IA-NE-SD	6,406	13,526	(7,120)
Sioux Falls, SD	1,015,801	1,018,817	(3,016)
TENNESSEE	2,054,001	2,344,390	(290,389)
Bristol, TN-VA	99,485	219,130	(119,645)
Clarksville, TN-KY	598,115	534,276	63,839
Jackson, TN	502,278	404,396	97,882
Johnson City, TN	486,941	616,431	(129,490)
Kingsport, TN-VA	367,182	570,156	(202,974)
TEXAS	17,578,506	21,706,887	(4,128,381)
Abilene, TX	721,458	770,125	(48,668)
Amarillo, TX	1,171,848	1,428,410	(256,562)
Beaumont, TX	899,448	982,435	(82,988)
Brownsville, TX	1,719,833	1,427,936	291,897
Bryan-College Station, TX	795,863	956,487	(160,624)
Denton, TX	419,047	516,668	(97,621)
Galveston, TX	1,274,300	548,067	726,233
Harlingen, TX	318,614	701,792	(383,178)
Killeen, TX	609,420	1,342,335	(732,915)
Laredo, TX	2,035,609	1,695,320	340,289
Lewisville, TX	270,788	596,449	(325,661)
Longview, TX	266,421	586,831	(320,410)
Lubbock, TX	2,188,053	1,671,261	516,792
Midland, TX	332,447	732,263	(399,816)
Odessa, TX	368,805	812,346	(443,541)
Port Arthur, TX	576,470	886,146	(309,676)
San Angelo, TX	578,940	761,463	(182,523)
Sherman-Denison, TX	396,590	381,161	15,428
Temple, TX	230,790	432,724	(201,934)
Texarkana, TX-AR	158,525	349,174	(190,649)
Texas City, TX	421,389	928,170	(506,781)
Tyler, TX	329,514	725,803	(396,288)
Victoria, TX	228,427	503,143	(274,716)
Waco, TX	868,991	1,096,112	(227,122)
Wichita Falls, TX	396,917	874,266	(477,349)
UTAH	451,290	433,852	17,437
Logan, UT	451,290	433,852	17,437
VERMONT	901,040	761,283	139,757
Burlington, VT	901,040	761,283	139,757
VIRGINIA	4,693,084	5,053,356	(360,272)
Bristol, TN-VA	70,826	156,005	(85,179)
Charlottesville, VA	793,373	726,621	66,751
Danville, VA	352,849	412,634	(59,785)
Fredericksburg, VA	219,937	484,443	(264,506)
Kingsport, TN-VA	8,375	29,453	(21,078)

Exhibit 4
Net Effect of Applying Service Factors to the Formula Apportionments to Small Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Lynchburg, VA	956,042	691,272	264,770
Petersburg, VA	615,938	876,343	(260,405)
Roanoke, VA	1,675,744	1,676,586	(841)
WASHINGTON	14,574,520	4,775,509	9,799,011
Bellingham, WA	1,455,456	562,649	892,807
Bremerton, WA	3,812,767	1,089,956	2,722,811
Longview, WA-OR	447,525	476,091	(28,567)
Olympia, WA	2,901,230	847,994	2,053,236
Richland-Kennewick-Pasco, WA	5,136,908	884,646	4,252,262
Yakima, WA	820,636	914,174	(93,538)
WEST VIRGINIA	4,307,496	3,670,219	637,276
Charleston, WV	2,280,135	1,476,469	803,667
Cumberland, MD-WV	8,017	17,659	(9,642)
Hagerstown, MD-PA-WV	1,686	4,460	(2,773)
Huntington-Ashland, WV-KY-OH	980,822	828,947	151,875
Parkersburg, WV-OH	242,036	533,119	(291,083)
Steubenville-Weirton, OH-WV-PA	104,135	229,371	(125,237)
Wheeling, WV-OH	690,664	580,194	110,470
WISCONSIN	10,949,318	10,047,371	901,947
Appleton-Neenah, WI	1,790,317	1,839,851	(49,534)
Beloit, WI-IL	344,889	394,376	(49,487)
Duluth, MN-WI	149,187	172,747	(23,560)
Eau Claire, WI	912,945	720,646	192,299
Green Bay, WI	1,556,183	1,397,379	158,804
Janesville, WI	488,892	530,354	(41,462)
Kenosha, WI	1,081,177	965,672	115,505
La Crosse, WI-MN	846,549	766,631	79,918
Oshkosh, WI	824,996	669,054	155,942
Racine, WI	1,636,895	1,491,481	145,414
Round Lake Beach-McHenry, IL-WI	117	559	(442)
Sheboygan, WI	720,394	630,370	90,024
Wausau, WI	596,777	468,252	128,525
WYOMING	686,493	1,051,862	(365,369)
Casper, WY	219,062	482,515	(263,453)
Cheyenne, WY	467,431	569,347	(101,915)

Exhibit 5
Net Effect on the Formula Apportionments to Small Urbanized Areas of Applying the
Bus Formula Uniformly to All Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
NATIONAL TOTAL	224,094,365	257,568,903	(33,474,539)
ALABAMA	3,302,676	4,985,155	(1,682,479)
Anniston, AL	241,872	480,853	(238,980)
Auburn-Opelika, AL	287,779	385,788	(98,009)
Decatur, AL	222,634	440,303	(217,668)
Dothan, AL	192,653	369,820	(177,167)
Florence, AL	445,640	515,217	(69,576)
Gadsden, AL	236,274	455,365	(219,091)
Huntsville, AL	1,094,397	1,445,530	(351,133)
Tuscaloosa, AL	581,425	892,280	(310,854)
ARIZONA	594,348	1,304,894	(710,546)
Flagstaff, AZ	238,462	513,348	(274,885)
Yuma, AZ-CA	355,885	791,546	(435,661)
ARKANSAS	1,489,233	1,904,687	(415,454)
Fayetteville-Springdale, AR	713,758	525,660	188,098
Fort Smith, AR-OK	350,805	715,567	(364,762)
Pine Bluff, AR	337,608	483,565	(145,958)
Texarkana, TX-AR	87,061	179,895	(92,833)
CALIFORNIA	26,236,874	29,175,483	(2,938,609)
Antioch-Pittsburg, CA	1,595,060	1,649,944	(54,884)
Chico, CA	548,297	720,399	(172,102)
Davis, CA	670,923	874,519	(203,596)
Fairfield, CA	910,179	1,062,135	(151,956)
Hemet-San Jacinto, CA	623,549	886,135	(262,586)
Hesperia-Apple Valley-Victorville, CA	1,235,915	1,130,450	105,466
Indio-Coachella, CA	249,255	535,822	(286,566)
Lancaster-Palmdale, CA	1,956,797	1,901,446	55,351
Lodi, CA	518,960	744,407	(225,447)
Lompoc, CA	332,185	457,181	(124,996)
Merced, CA	792,845	812,779	(19,933)
Napa, CA	737,573	849,265	(111,692)
Palm Springs, CA	1,483,252	1,058,042	425,210
Redding, CA	717,720	611,778	105,942
Salinas, CA	701,913	1,609,906	(907,993)
San Luis Obispo, CA	324,686	762,395	(437,708)
Santa Barbara, CA	2,320,887	2,490,601	(169,714)
Santa Cruz, CA	2,368,295	1,287,861	1,080,434
Santa Maria, CA	697,134	1,171,709	(474,575)
Santa Rosa, CA	2,313,565	2,271,814	41,751
Seaside-Monterey, CA	2,168,202	1,526,612	641,590
Simi Valley, CA	848,836	1,445,047	(596,211)
Vacaville, CA	387,502	877,250	(489,748)
Visalia, CA	837,610	1,002,011	(164,401)
Watsonville, CA	250,322	552,025	(301,703)
Yuba City, CA	644,000	880,815	(236,814)
Yuma, AZ-CA	1,410	3,136	(1,726)
COLORADO	5,003,870	5,375,868	(371,998)

Exhibit 5
Net Effect on the Formula Apportionments to Small Urbanized Areas of Applying the
Bus Formula Uniformly to All Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Boulder, CO	1,866,909	1,196,211	670,697
Fort Collins, CO	934,816	996,330	(61,514)
Grand Junction, CO	336,943	567,271	(230,328)
Greeley, CO	578,978	796,881	(217,903)
Longmont, CO	498,862	726,189	(227,327)
Pueblo, CO	787,362	1,092,986	(305,624)
CONNECTICUT	7,071,024	9,503,988	(2,432,964)
Bristol, CT	398,031	847,319	(449,288)
Danbury, CT-NY	952,666	920,575	32,091
New Britain, CT	1,043,615	1,586,597	(542,983)
New London-Norwich, CT	832,067	1,276,746	(444,679)
Norwalk, CT	1,056,926	1,094,124	(37,198)
Stamford, CT-NY	1,524,242	1,946,476	(422,234)
Waterbury, CT	1,263,476	1,832,150	(568,674)
DELAWARE	1,161,619	405,570	756,050
Dover, DE	1,161,619	405,570	756,050
FLORIDA	10,435,544	12,360,873	(1,925,329)
Deltona, FL	670,407	410,994	259,412
Fort Pierce, FL	801,261	984,528	(183,267)
Fort Walton Beach, FL	700,344	954,371	(254,027)
Gainesville, FL	1,352,780	1,223,088	129,692
Kissimmee, FL	260,768	569,676	(308,908)
Lakeland, FL	1,248,331	1,250,368	(2,037)
Naples, FL	391,238	822,912	(431,674)
Ocala, FL	267,526	552,788	(285,262)
Panama City, FL	751,046	829,583	(78,537)
Punta Gorda, FL	262,846	542,498	(279,651)
Spring Hill, FL	201,760	414,710	(212,951)
Stuart, FL	465,273	723,599	(258,326)
Tallahassee, FL	1,556,908	1,394,259	162,650
Titusville, FL	552,244	399,118	153,126
Vero Beach, FL	583,983	505,468	78,515
Winter Haven, FL	368,829	782,912	(414,084)
GEORGIA	4,669,895	5,411,902	(742,007)
Albany, GA	606,942	670,332	(63,391)
Athens, GA	589,112	642,694	(53,582)
Brunswick, GA	183,642	369,849	(186,207)
Macon, GA	562,815	1,201,466	(638,651)
Rome, GA	407,355	377,040	30,315
Savannah, GA	2,050,426	1,571,991	478,435
Warner Robins, GA	269,603	578,530	(308,928)
HAWAII	781,977	1,438,341	(656,363)
Kailua, HI	781,977	1,438,341	(656,363)
IDAHO	2,137,971	2,846,734	(708,763)
Boise City, ID	1,271,620	1,741,957	(470,336)
Idaho Falls, ID	466,709	624,457	(157,749)
Pocatello, ID	399,642	480,320	(80,678)

Exhibit 5

Net Effect on the Formula Apportionments to Small Urbanized Areas of Applying the Bus Formula Uniformly to All Urbanized Areas Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
ILLINOIS	10,536,649	13,039,476	(2,502,827)
Alton, IL	540,425	704,693	(164,268)
Aurora, IL	1,375,048	1,973,637	(598,589)
Beloit, WI-IL	29,668	90,065	(60,398)
Bloomington-Normal, IL	832,715	1,135,262	(302,547)
Champaign-Urbana, IL	2,046,267	1,602,075	444,193
Crystal Lake, IL	514,791	643,251	(128,460)
Decatur, IL	803,172	901,814	(98,642)
Dubuque, IA-IL	6,686	21,007	(14,321)
Elgin, IL	1,135,785	1,423,686	(287,901)
Joliet, IL	1,348,649	1,646,194	(297,544)
Kankakee, IL	292,529	646,034	(353,555)
Round Lake Beach-McHenry, IL-WI	457,458	937,528	(480,071)
Springfield, IL	1,153,457	1,314,182	(160,724)
INDIANA	5,928,933	7,605,189	(1,676,256)
Anderson, IN	493,486	614,716	(121,229)
Bloomington, IN	722,107	917,307	(195,200)
Elkhart-Goshen, IN	600,053	919,374	(319,321)
Evansville, IN-KY	1,314,484	1,703,133	(388,649)
Kokomo, IN	387,437	619,041	(231,604)
Lafayette-West Lafayette, IN	1,109,569	1,230,688	(121,120)
Muncie, IN	862,306	904,711	(42,405)
Terre Haute, IN	439,491	696,219	(256,728)
IOWA	3,957,922	4,140,176	(182,255)
Cedar Rapids, IA	1,130,674	1,286,628	(155,954)
Dubuque, IA-IL	447,073	626,250	(179,177)
Iowa City, IA	958,584	741,322	217,262
Sioux City, IA-NE-SD	681,425	684,686	(3,261)
Waterloo-Cedar Falls, IA	740,165	801,290	(61,125)
KANSAS	1,430,882	2,010,184	(579,302)
Lawrence, KS	339,996	761,215	(421,219)
St. Joseph, MO-KS	2,639	6,283	(3,644)
Topeka, KS	1,088,248	1,242,686	(154,438)
KENTUCKY	612,210	1,584,354	(972,143)
Clarksville, TN-KY	74,908	193,324	(118,416)
Evansville, IN-KY	77,300	237,396	(160,096)
Huntington-Ashland, WV-KY-OH	154,260	473,409	(319,149)
Owensboro, KY	305,742	680,224	(374,482)
LOUISIANA	3,074,657	4,692,211	(1,617,554)
Alexandria, LA	333,177	684,727	(351,550)
Houma, LA	339,755	481,636	(141,881)
Lafayette, LA	900,453	1,184,744	(284,291)
Lake Charles, LA	462,602	951,685	(489,082)
Monroe, LA	809,808	904,907	(95,098)
Slidell, LA	228,862	484,512	(255,650)
MAINE	1,896,483	2,042,135	(145,652)
Bangor, ME	419,897	419,625	273

Exhibit 5
Net Effect on the Formula Apportionments to Small Urbanized Areas of Applying the
Bus Formula Uniformly to All Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Lewiston-Auburn, ME	482,392	487,597	(5,206)
Portland, ME	947,579	1,042,595	(95,015)
Portsmouth-Dover-Rochester, NH-ME	46,615	92,319	(45,704)j
MARYLAND	1,770,380	2,270,953	(500,573)
Annapolrs, MD	575,526	739,653	(164,127)
Cumberland, MD-WV	194,367	393,388	(199,021)
Frederick, MD	530,708	533,696	(2,988)
Hagerstown, MD-PA-WV	469,779	604,217	(134,438)
MASSACHUSETTS	9,564,431	8,994,013	570,418
Brockton, MA	1,868,264	1,642,939	225,325
Fall River, MA-RI	708,024	1,602,399	(894,375)
Fitchburg-Leominster, MA	1,188,633	649,363	539,270
Hyannis, MA	1,208,581	463,715	744,867
Lowell, MA-NH	1,447,875	2,033,701	(585,826)
New Bedford, MA	1,846,068	1,762,301	83,767
Pittsfield, MA	561,566	419,770	141,796
Taunton, MA	735,420	419,826	315,594
MICHIGAN	7,222,306	7,675,132	(452,826)
Battle Creek, MI	577,897	641,018	(63,122)
Bay City, MI	875,082	716,120	158,961
Benton Harbor, MI	407,579	517,989	(110,410)
Holland, MI	406,809	581,348	(174,538)
Jackson, MI	748,770	715,727	33,044
Kalamazoo, MI	1,401,875	1,545,579	(143,704)
Muskegon, MI	721,859	942,740	(220,881)
Port Huron, MI	981,502	620,436	361,067
Saginaw, MI	1,100,933	1,394,176	(293,243)
MINNESOTA	3,177,205	2,735,192	442,013
Duluth, MN-W I	1,229,893	665,591	564,302
Fargo-Moorhead, ND-MN	339,619	384,849	(45,230)
Grand Forks, ND-MN	27,975	84,346	(56,371)
La Crosse, WI-MN	17,559	41,318	(23,758)
Rochester, MN	699,425	750,719	(51,294)
St. Cloud, MN	862,733	808,369	54,364
MISSISSIPPI	1,773,300	2,348,218	(574,918)
Biloxi-Gulfport, MS	1,331,179	1,453,849	(122,670)
Hattiesburg, MS	223,379	453,122	(229,743)
Pascagoula, MS	218,742	441,246	(222,505)
MISSOURI	2,588,766	3,235,877	(647,110)
Columbia, MO	571,535	-638,845	(67,310)
Joplin, MO	222,233	448,646	(226,413)
Springfield, MO	1,198,588	1,507,106	(308,518)
St. Joseph, MO-KS	596,410	641,280	(44,869)
MONTANA	1,801,671	2,154,127	(352,456)
Billings, MT	741,591	830,760	(89,169)
Great Falls, MT	544,972	774,700	(229,728)
Missoula, MT	515,107	548,667	(33,559)

Exhibit 5

**Net Effect on the Formula Apportionments to Small Urbanized Areas of Applying the
Bus Formula Uniformly to All Urbanized Areas
Fiscal Year 2000**

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
NEBRASKA	1,789,391	2,394,728	(605,337)
Lincoln, NE	1,746,583	2,291,136	(544,553)
Sioux City, IA-NE-SD	42,809	103,592	(60,784)
NEW HAMPSHIRE	1,750,025	2,908,063	(1,158,038)
Lowell, MA-NH	1,921	5,952	(4,031)
Manchester, NH	761,294	1,219,106	(457,812)
Nashua, NH	629,253	974,879	(345,626)
Portsmouth-Dover-Rochester, NH-ME	357,557	708,126	(350,568)
NEW JERSEY	1,243,427	2,203,395	(959,968)
Atlantic City, NJ	742,749	1,588,141	(845,393)
Vineland-Millville, NJ	500,678	615,253	(114,575)
NEW MEXICO	1,697,177	1,199,868	497,309
Las Cruces, NM	551,022	666,532	(115,510)
Santa Fe, NM	1,146,155	533,336	612,818
NEW YORK	6,752,114	6,657,248	94,867
Binghamton, NY	1,761,932	1,670,995	90,937
Danbury, CT-NY	10,500	22,649	(12,149)
Elmira, NY	902,639	686,164	216,476
Glens Falls, NY	362,575	471,864	(109,289)
Ithaca, NY	770,414	476,242	294,172
Newburgh, NY	294,711	618,415	(323,704)
Poughkeepsie, NY	1,444,411	1,299,062	145,348
Stamford, CT-NY	55	154	(99)
Utica-Rome, NY	1,204,877	1,411,704	(206,826)
NORTH CAROLINA	7,695,187	10,807,410	(3,112,222)
Asheville, NC	738,390	834,195	(95,805)
Burlington, NC	292,463	605,137	(312,674)
Gastonia, NC	433,536	886,065	(452,529)
Goldsboro, NC	226,384	460,155	(233,771)
Greensboro, NC	1,471,609	1,905,751	(434,143)
Greenville, NC	246,945	529,819	(282,873)
Hickory, NC	252,438	505,301	(252,863)
High Point, NC	663,196	852,125	(188,930)
Jacksonville, NC	398,240	822,694	(424,454)
Kannapolis, NC	292,637	593,914	(301,278)
Rocky Mount, NC	222,092	474,762	(252,671)
Wilmington, NC	610,595	776,539	(165,944)
Winston-Salem, NC	1,846,663	1,560,950	285,713
NORTH DAKOTA	1,708,434	2,099,862	(391,428)
Bismarck, ND	552,387	605,512	(53,125)
Fargo-Moorhead, ND-MN	670,467	875,725	(205,258)
Grand Forks, ND-MN	485,580	618,625	(133,046)
OHIO	3,565,567	5,773,647	(2,208,080)
Hamilton, OH	548,523	1,193,362	(644,839)
Huntington-Ashland, WV-KY-OH	99,023	303,894	(204,870)
Lima, OH	303,816	652,210	(348,394)
Mansfield, OH	434,539	629,684	(195,144)

Exhibit 5
Net Effect on the Formula Apportionments to Small Urbanized Areas of Applying the
Bus Formula Uniformly to All Urbanized Areas
Fiscal Year 2000

Urbanized Area/State	Hypothetical Apportionment	Actual Apportionment	Net Change
Middletown, OH	492,519	820,501	(327,982)
Newark, OH	783,166	499,922	283,244
Parkersburg, WV-OH	33,838	74,027	(40,189)
Sharon, PA-OH	24,061	48,815	(24,755)
Springfield, OH	580,361	949,098	(368,736)
Steubenville-Weirton, OH-WV-PA	164,387	341,450	(177,063)
Wheeling, WV-OH	101,333	260,685	(159,352)
OKLAHOMA	418,732	898,637	(479,905)
Fort Smith, AR-OK	7,729	15,765	(8,036)
Lawton, OK	411,004	882,872	(471,869)
OREGON	6,413,731	4,686,368	1,727,363
Eugene-Springfield, OR	3,064,163	2,205,976	858,188
Longview, WA-OR	5,538	14,671	(9,133)
Medford, OR	662,366	681,748	(19,382)
Salem, OR	2,681,663	1,783,973	897,690
PENNSYLVANIA	10,466,545	12,250,999	(1,784,454)
Altoona, PA	647,789	836,913	(189,125)
Erie, PA	1,899,904	2,152,942	(253,038)
Hagerstown, MD-PA-WV	2,576	7,375	(4,800)
Johnstown, PA	733,811	771,765	(37,954)
Lancaster, PA	2,050,373	1,946,538	103,836
Monessen, PA	443,076	529,730	(86,655)
Pottstown, PA	234,654	502,685	(268,031)
Reading, PA	1,738,763	2,272,243	(533,480)
Sharon, PA-OH	173,462	351,927	(178,464)
State College, PA	684,901	732,444	(47,543)
Steubenville-Weirton, OH-WV-PA	1,232	2,558	(1,327)
Williamsport, PA	556,904	613,984	(57,080)
York, PA	1,299,100	1,529,894	(230,794)
PUERTO RICO	4,980,089	11,317,331	(6,337,242)
Aguadilla, PR	456,905	990,114	(533,209)
Arecibo, PR	422,429	925,138	(502,708)
Caguas, PR	1,063,443	2,422,805	(1,359,361)
Cayey, PR	311,871	716,333	(404,462)
Humacao, PR	280,566	619,973	(339,407)
Mayaguez, PR	590,708	1,332,011	(741,303)
Ponce, PR	1,256,749	2,964,123	(1,707,375)
Vega Baja-Manati, PR	597,418	1,346,835	(749,417)
RHODE ISLAND	906,375	720,380	185,995
Fall River, MA-RI	72,968	165,142	(92,173)
Newport, RI	833,407	555,238	278,169
SOUTH CAROLINA	6,858,771	3,050,730	3,808,041
Anderson, SC	-200,621	410,299	(209,678)
Florence, SC	3,777,982	422,024	3,355,958
Myrtle Beach, SC	762,364	442,572	319,792
Rock Hill, SC	228,385	469,916	(241,531)
Spartanburg, SC	838,823	819,167	19,656

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001

TO: Board of Directors

FROM: Tom Stickel, Manager of Fleet Maintenance

SUBJECT: ACCEPT AND FILE STATUS REPORT ON THE INVESTIGATION OF BIODIESEL AS AN INTERIM FUEL

I. RECOMMENDED ACTION

This is a status report only, no action required at this time.

II. SUMMARY OF ISSUES

- In January 2001, the Board of Directors selected the alternate fuel path in compliance with regulations issued by the California Air Resources Board (CARB).
- On May 23, 2001, the Board of Directors instructed staff to investigate the feasibility of using biodiesel as an interim fuel to meet CARB requirements.
- In June 2001, District staff reported to the Board of Directors their initial findings regarding using biodiesel as an interim fuel.
- District staff has had discussions with Bi-State Development Agency in St. Louis MO, regarding their biodiesel testing program. Staff has also contacted the West Coast supplier for biodiesel.

III. DISCUSSION

The January, 2001 decision by the METRO Board of Directors to pursue an alternate fuel path is an irrevocable choice to comply with CARB regulations related to transit fleets. One of the requirements of these regulations is the July 1, 2002 implementation deadline for the use of 15 parts per million (ppm) ultra low sulfur diesel fuel, "green diesel". Use of "green diesel" helps reduce exhaust emissions. The Board of Directors instructed staff to investigate the use of biodiesel as a possible interim fuel to meet CARB regulations. Biodiesel is a blend of methyl/ethyl ester-based oxygenates, derived from a variety of sources, primarily soy, and mixed with petroleum diesel fuel.

Bi-State Development Agency in St. Louis, MO conducted tests using biodiesel in transit buses in 1995-1996. The University of West Virginia provided technical support for the project, employing dynamometer testing. Bi-State's study found that biodiesel in concentrations above a 20% blend resulted in elevated levels of NOx emissions. Bi-State also found that subsidies paid to soy producers were required to make the biodiesel price comparable to regular diesel fuel. Those subsidies are not currently in effect.

The West Coast supplier of biodiesel has indicated that they are currently negotiating for locations to store biodiesel in the San Jose/San Francisco Bay area. This may lessen some of the additional transportation costs currently associated with the use of biodiesel.

Staff is also continuing discussions with the District's contracted fuel vendor, Devco, for product supply. Availability, distribution, transportation and price are all elements of concern for which solutions have yet to be constructed.

Staff recommends that investigations continue to evaluate the feasibility of the use of biodiesel as an interim fuel, including its potential for acceptable compliance with CARB regulations.

IV. FINANCIAL CONSIDERATIONS

Pricing for 80/20 biodiesel remains at the same level as the June 2001 report, with an acquisition cost of approximately thirty to forty percent more per gallon than METRO pays for regular diesel.

V. ATTACHMENTS

None

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001

TO: Board of Directors

FROM: Mark J. Dorfman, Assistant General Manager

SUBJECT: CONSIDERATION OF DISTRICT POSITION ON ELIMINATION OF CITY OF SANTA CRUZ BEACH SHUTTLE/BUS LANE

I. RECOMMENDED ACTION

The purpose of this report is to request approval of a letter to the City of Santa Cruz regarding the operation of the Beach Shuttle.

II. SUMMARY OF ISSUES

- This year the City of Santa Cruz Transportation Commission approved a pilot project to add a contraflow bike lane on Beach Street.
- The addition of this lane requires that one lane of traffic be eliminated.
- City staff has proposed that the exclusive lane currently utilized by the Beach Shuttle and emergency vehicles be eliminated.
- Implementation of this proposal was delayed until September to avoid any conflicts this year with summer traffic, but the pilot program will last one year, impacting the operation of the Beach Shuttle next year.
- Staff has a proposed letter to the City of Santa Cruz regarding this proposal.

III. DISCUSSION

Earlier this year City of Santa Cruz Public Works staff brought forward a proposal to the City Transportation Commission that would establish a one-year pilot project contraflow bike lane on Beach Street. This connection is an integral part of bike commuting from the Eastside to the Westside of Santa Cruz. The current routing works in one direction, but not the other. There is no dispute that this is a necessary connection for bicyclists in the City.

One of the unintended impacts of this proposal was that one lane of traffic was eliminated from Beach Street. City staff has proposed that it be the lane that is currently used for the Santa Cruz Beach Shuttle. This proposal creates a major problem for the efficient operation of the Beach Shuttle. City Public Works staff proposed a delay in the implementation of this pilot project to September of this year. The recommendation was made to avoid conflicts with summer traffic and to avoid the problems with the Beach Shuttle.

The delay in the implementation of the project delays the elimination of the shuttle lane. The problem will resurface next summer. The project is scheduled to be considered by the Santa Cruz City Council shortly. Staff is recommending that the District take a position that supports the contraflow bike lane and the Beach Shuttle by removing a regular lane of traffic. This position has the effect of making it more difficult to drive in the Beach area, and continuing the Beach Shuttle exclusive lane access to the Beach area. In addition, it allows for the operation of the Contraflow Bike Lane. The City should also consider other actions to further speed up the efficient operation of the Beach Shuttle as well as increasing the number of buses used for the shuttle to provide a convenient and easy system.

IV. FINANCIAL CONSIDERATIONS

There is no financial impact from this proposal.

V. ATTACHMENTS

Attachment A: Beach Shuttle Ridership

Attachment B: Proposed Letter

ATTACHMENT A

BEACH SHUTTLE RIDERSHIP

Date	2000	2001	%	2000 Cum	2001 Cum	Cum %
5/26/01	1288	785	-39%	1288	785	-39%
5/27/01	2286	998	-56%	3574	1783	-50%
5/28/01	878	620	-29%	4452	2403	-46%
6/2/01	1340	464	-65%	5792	2867	-51%
6/3/01	1194	766	-36%	6986	3633	-48%
6/9/01	446	575	29%	7432	4208	-43%
6/10/01	376	419	11%	7808	4627	-41%
6/16/01	380	559	47%	8188	5186	-37%
6/17/01	463	649	40%	8651	5835	-33%
6/23/01	879	931	6%	9530	6766	-29%
6/24/01	634	608	-4%	10164	7374	-27%
6/30/01	651	753	16%	10815	8127	-25%
7/1/01	1348	971	-28%	12163	9098	-25%

ATTACHMENT B

July 20, 2001

Honorable Tim Fitzmaurice
Mayor
City of Santa Cruz
000
Santa Cruz, CA 95060

Dear Mayor Fitzmaurice:

It has come to the attention of the Board of Directors that the City of Santa Cruz is considering the implementation of a demonstration contraflow bike lane in the beach area. As the Transit District is involved in a partnership effort with the City of Santa Cruz for the operation of the Santa Cruz Beach Shuttle, I wanted to convey to you the position of the Transit District regarding this project. The Transit District fully supports the demonstration bike lane project, as this connecting link is necessary to allow for commuting from the Eastside of Santa Cruz to the Westside.

Our concern is with the continued successful operation of the Beach Shuttle. We are committed to operating the program with the support of the City. Our Board has asked staff to look into the procurement of a trolley to operate on this route to further make the service more attractive to area visitors. The success of this program depends on our ability to operate the Beach Shuttle in such a way as to make it a "more convenient" way to access the Beach. Having the exclusive shuttle lane along Beach Street contributes to our efficient operation of this route. If your staff cannot find an alternative to reducing the number of lanes, the District's position is that one general lane of traffic be reduced.

This approach will serve to further reduce the number of vehicles that can access the Beach area. By keeping the exclusive lane for the Beach Shuttle, the bus will be able to move through this area easier than the private cars. This will serve to reinforce the desirability of using the Beach Shuttle. Further, it would be advisable to remove parking from other areas along the Beach Shuttle routing to further facilitate the operation of the bus. This would have the positive impact of having the bus ride by cars stuck in traffic, creating the incentive to ride the bus. Our staff is willing to work with City staff to identify those bottleneck areas that slow down the operation of the Beach Shuttle. We look forward to working with you to make alternative transportation a real option in our community for our visitors.

Sincerely,

Sheryl Ainsworth
Chair

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 10, 2001

TO: Board of Directors

FROM: Kim Chin, Manager of Planning and Marketing

**SUBJECT: CONSIDERATION OF SERVICE TO THE COUNTY FAIR FOR
SEPTEMBER 11-16, 2001.
NOTE: APPROVAL OF THIS ITEM IS NEEDED ON AUGUST 10.**

I. RECOMMENDED ACTION

Staff recommends that the Board authorize the operation of supplemental transit service to the Fair as outlined in attachment A. Approval of this service is needed at the August 10 Board meeting, in order to get the service schedule into publicity provided by the Fair.

II. SUMMARY OF ISSUES

- The District provides every-other-hour service to the Fairgrounds on Route 79 East Lake on weekdays.
- The District provides three trips to the Fairgrounds on weekends, at 11:09, 1:09 and 3:09.
- Adding one weekday night trip that connects with Route 71 inbound to Santa Cruz will enable people who are dependent on transit to stay for evening events.
- Adding 7-8 hours of service on weekends will provide a reasonable level of additional service.
- The District will provide a booth at the fair, using staff and volunteers.

III. DISCUSSION

The District provides regular weekday service to the Fairgrounds on Route 79 East Lake. This service is provided every other hour, arriving at the Fairgrounds at approximately: 15 after the hour, on the "odd" hours from 7:15 a.m. through 7:15 p.m. Three regular trips on weekends are provided.

For many years, the Fair paid the District for special shuttle service to the Fairgrounds. However, six years ago, the Fair experienced increased costs, and had insufficient funds to continue paying for transit service to the Fair. At that time, in order to provide a transit option to the Fair, Metro implemented a supplemental schedule of service to the Fair. This level of service was not meant to be comprehensive. Rather, it was geared to provide a level of service that would enable the public to use transit service to enjoy the Fair, while minimizing costs associated with the additional service.

Last year, however, the District provided eight hours of extra service on weekdays to the Fair on a trial basis. However, this service carried an average of only 5.5 passengers per hour of service. (The minimum standard for service of this type would be 20 passengers per hour.) Ridership actually declined further each day that the service was operated, ending on Friday with only four passengers per hour. Several trips ran completely empty. This additional weekday service was budgeted at \$1,540, in addition to the weekend service, which costs \$1,200 (after passenger revenues are deducted).

Staff therefore recommends reverting to the former schedule of supplementing regular service on Route 79 to the Fair by providing one night weekday return trip from the Fair to Watsonville Center, and 7-8 hours of service on weekends (one driver shift per weekend day).

Regular fares will be charged for this service.

There is one additional issue regarding the provision of a Metro exhibit at the Fair. In previous years (with the exception of last year, when we experienced a shortage of buses) the District stationed a Metro bus on the Fairgrounds as an exhibit, along with a table staffed by volunteers. However, it has been difficult to staff the exhibit during the nighttime fair hours, and the bus was subject to potential vandalism while it was unattended. This year, staff would like to substitute an alternative-type vehicle, which is lockable, and is therefore less prone to damage.

Therefore, staff recommends that an alternative-type vehicle be used at the Fairgrounds this year. Metro will provide an exhibit with displays, informational materials and souvenirs.

IV. FINANCIAL CONSIDERATIONS

The cost of providing this service to the Fair will be \$1,400, or \$1,200 after passenger revenues are deducted.

V. ATTACHMENTS

Attachment A: Fair Schedule and Transit Schedule

Attachment B: Ridership for special Fair service, 2000.

KIM CHIN
Manager of Planning and Marketing

LSF/prf

Supplemental Transit Service

Date	Fair Hours	Regular Service Arrives Fair	Supplemental Service Departs Fair
September 11-14	12 noon to 11 p.m.	7:15 a.m., 9:15 a.m., 11:15 a.m., 1:15 p.m. 3:15 p.m., 5:15 p.m., and 7: 15 p.m.	8:45 p.m.
September 15	10 a.m. to 11 p.m.	11:09 a.m, 1:09 a.m., and 3:09 p.m.	12:30 p.m., 1:30 p.m., 2:30 p.m., 3:30 p.m., 4:30 p.m., 5:30 p.m., 6:30 p.m. * 7:30 p.m.
September 16	10 a.m. to 11 p.m.	11:09 a.m., 1:09 p.m., and 3:09 a.m.	1:30 p.m., 2:30 p.m., 3:30 p.m., 4:30 p.m., 5:30 p.m., 6:30 p.m., 7:30 p.m.*

Note: This service departs from Watsonville Transit Center on the hour every hour from noon to 7:00 p.m. Saturday, and 1:00 p.m. to 7:00 p.m. Sunday.

County Fair Shuttle Ridership, 2000

<u>Date</u>	<u>Hours of Service Provided</u>	<u>Passengers Per Hour</u>	<u>Total Passengers</u>
9/12/00	8	7	56
9/13/00	8	6	51
9/14/00	8	5	40
9/15/00	8	4	33
9/16/00 (Sat.)	8	17	139
9/17/00 (Sun.)	7	11	77

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001
TO: Board of Directors
FROM: Bryant J. Baehr, Manager of Operations
SUBJECT: CONSIDERATION OF ADDITIONAL SERVICE TO THE BEACHFEST EVENT

I. RECOMMENDED ACTION

With no funding source identified, the staff recommendaton is to deny the Beachfest Santa Cruz request.

II. SUMMARY OF ISSUES

- On July 10, 2001 a letter was received from the Beachfest of Santa Cruz with Louis Palau organizers concerning an event scheduled for September 22 – 23, 2001. This event is scheduled to bring an estimated 20,000 to 35,000 visitors to the Santa Cruz Boardwalk.
- A meeting with Transit District staff was held on July 25, 2001 to discuss the transportation needs and logistics of the event.
- Two (2) service plans, using revised participant numbers, were developed with costs for transportation services ranging from \$44,299.60 to \$80,507.20 for the two (2) day event.
- A letter was received from the Beachfest organizers on August 02, 2001 requesting that the Board of Directors consider two (2) options. They are: establishing a charge per passenger instead of billing the Beachfest event or running the Beach Shuttle the weekend of September 22 – 23, 2001.

III. DISCUSSION

On July 10, 2001 a letter was received from Mr. Robert H. Trempert, Festival Director for Beachfest Santa Cruz with Luis Palau. This event, scheduled for the weekend of September 22 – 23, 2001 is scheduled to bring 20,000 to 35,000 residents / visitors to the Santa Cruz Boardwalk. The event is scheduled from 11:00am to 9:45pm on September 22 and 11:00am to 6:45pm on September 23, 2001.

A meeting with Joaquin Vargas, Assistant Festival Director was held on July 25, 2001. At that meeting Mr. Vargas provided staff with a list of parking locations and the number of participants, which was submitted to the Santa Cruz City Council, expected at each location.

Location	# of participants
General Parking around the Beach area	5,000
Depot area	1,500
County Building	3,000
Natural Bridges area	2,000
Area Churches	1,500
*Cabrillo College	3,000
*Skypark / Scotts Valley	2,000
*Harvey West area	2,000

*Transit District bus service requested

Mr. Vargas stated that the other proposed locations would be handled by school buses, church vans and car pools. At the meeting on July 25, 2001 participant estimates, which would potentially involve the Transit District, were revised in the following manner:

Location	# of participants
Cabrillo College	1,500
Skypark / Scotts Valley	1,200
Harvey West area	1,000

Two service plans were developed to serve the Cabrillo College, Skypark / Scotts Valley and Harvey West area. They are:

Service Plan 1

Transport festival participants from Cabrillo College, Skypark / Scotts Valley and Harvey West parking locations gradually throughout the day to the Boardwalk. At 9:45pm on September 22 and 6:45pm on September 23 transport all festival participants that parked at Cabrillo College and Skypark / Scotts Valley from the Boardwalk at one time. Participants that parked in the Harvey West area would be shuttled to their cars over a period of 1.5 hours.

Cost development:

Location	# of participants	# of participants per bus (based on participants bring blankets, coolers and other items)	Buses needed
Cabrillo College	1,500	40	37
Skypark / Scotts Valley	1,200	40	30
Harvey West area	1,000	40	10

Total buses needed for Service Plan 1 = 77

Additional Supervisors needed = 2

Seventy-seven (77) buses, eight (8) hours per day, at a billing rate of sixty-seven (\$67)* per hour equates to a cost of \$41,272.00 per day. Two (2) additional supervisors at ten (10) hours per day at a billing rate of forty-one dollars and fifty-eight cents (\$41.58) equates to \$831.60. Potential revenue received by festival participants estimated at one thousand eight hundred and fifty dollars (\$1,850.00)*.

*Billing rate is an overtime rate for bus operators. Bus Operators used for this service would be guaranteed eight (8) hours of pay at an overtime rate. The revenue estimate is based on a farebox rate of 50% of the estimated participants. It is assumed that some of the participants will be under 46" (free ride) and some will be regular transit customers and have a monthly pass.

Total Costs for Plan 1

Bus Cost	\$41,272.00
Supervisor cost	\$831.60
Potential revenue	(\$1,850.00)
Cost per day	\$40,253.60
Cost for the event	\$80,507.20

Service Plan 2

Transport festival participants from Cabrillo College, Skypark / Scotts Valley and Harvey West parking locations gradually throughout the day to the Boardwalk. At 9:45pm on September 22 and 6:45pm on September 23 transport one-half (1/2) of the festival participants that parked at Cabrillo College and Skypark / Scotts Valley from the Boardwalk and the other half one (1) hour later. Participants that parked in the Harvey West area would be shuttled to their cars over a period of 1.5 hours.

Cost development:

Location	# of participants	# of participants per bus (based on participants bring blankets, coolers and other items)	Buses needed
Cabrillo College	1,500	40	19
Skypark / Scotts Valley	1,200	40	15
Harvey West area	1,000	40	10

Total buses needed for Service Plan 2 = 44

Additional Supervisor needed = 1

Forty-four (44) buses, eight (8) hours per day, at a billing rate of sixty-seven (\$67)* per hour equates to a cost of \$23,584.00 per day. One (1) additional supervisor at ten (10) hours per day at a billing rate of forty-one dollars and fifty-eight cents (\$41.58) equates to \$415.80. Potential revenue received by festival participants estimated at one thousand eight hundred and fifty dollars (\$1,850.00)*.

*Billing rate is an overtime rate for bus operators. Bus Operators used for this service would be guaranteed eight (8) hours of pay at an overtime rate. The revenue estimate is based on a farebox rate of 50% of the estimated participants. It is assumed that some of the participants will be under 46" (free ride) and some be regular transit customers and have a monthly pass.

Total Costs for Plan 2

Bus Cost	\$23,584.00
Supervisor cost	\$415.80
Potential revenue	(\$1,850.00)
Cost per day	\$22,149.80
Cost for the event	\$44,299.60

On August 02, 2001 a letter was received from the Beachfest organizers asking two (2) questions. They are:

1. Would it be possible for the District to establish a charge per passenger for the service instead of charging Beachfest Santa Cruz for the transportation?
2. Would it be possible to extend the Beach Shuttle through the weekend of September 22 – 23 instead of ending it on September 03, 2001?

The Transit District is prohibited from charging customers more than the published fare. Asking customers to pay more for a special service would not be allowed under federal guidelines.

The costs for question 2 are as follows:

Beach Shuttle service hours of operation for the two (2) day event = 42.4. Cost per hour = \$67 per hour (this would be at an overtime rate because the service could not be incorporated in the regular bid) with an overall cost of \$2,840.80. The City of Santa Cruz funds a portion of the service with the Transit District paying 23%. There is no revenue offset to cost because the Beach Shuttle is a free service. Beach shuttle service would not provide enough customer capacity to be successful.

Summary

Service plan 1 presents a logistical challenge. Seventy-seven (77) bus operators would be needed. It is unclear as to whether the Operations Department could get seventy-seven (77) bus operators to volunteer to work overtime for two (2) days. Service Plan 2 is less of a logistical challenge, however, forty-four (44) bus operators would need to volunteer for overtime work for two (2) days. The Beach Shuttle requires three (3) bus operators per day to operate. The labor agreement with the United Transportation Union - Local 23 does not allow for mandatory overtime.

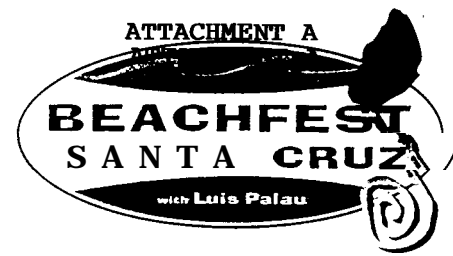
IV. FINANCIAL CONSIDERATIONS

Service Plan 1 (for the two (2) day event) will cost \$80,507.20 and Service Plan 2 will cost \$44,299.60 for the two (2) day event. To extend the Beach Shuttle for the weekend of September 22 – 23 the cost would be \$2,840.80. No funding source for any of the services listed has been identified. Beachfest Santa Cruz, according to their website, has established a budget of \$991,352 for the September 22 – 23, 2001 event

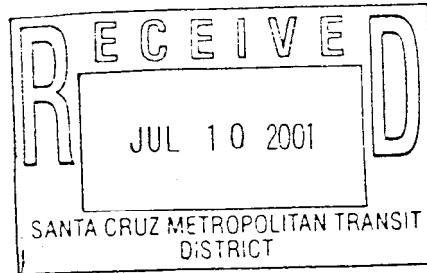
V. ATTACHMENTS

Attachment A: Letter from Robert H. Trempert received on July 10, 2001

Attachment B: Letter from Robert H. Trempert received on August 02, 2001



Santa Cruz Metro
Attn: Board of Directors
370 Encinal, Suite 100
Santa Cruz, CA 95060



Dear Board of Directors:

We are excited about having a large event like Beachfest come to our community on September 22 and 23. Many people and businesses are getting involved to make this a very successful community event. We have over 100 churches from this county alone that are working together to make this event possible.

Unlike many other festivals, Beachfest will have free admission, and no offerings will be taken at the event. All funds are raised before the event from individuals, corporations, and churches.

We would like for the Metro Board to also get involved in this large festival. As you can imagine, arranging the transportation of the expected large crowds is a logistical challenge. The total attendance for each day will probably be between 20,000 and 35,000. We have arranged parking in various areas around Santa Cruz, and are estimating that there will be a need to transport to the Beachfest site by the Boardwalk approximately 15,000 people from various locations where the Metro Board already has service. We would need the Metro Board to expand their routes and to add buses at certain peak times on routes already established, if that is at all possible. The specific details will be worked out with the Metro Board at a later date as required.

Joaquin Vargas, Associate Festival Director, and Jerry Powers, Chairperson of the Operations Committee, will be in contact with you throughout the preparation. Thank you in advance for any consideration and help that you might give us.

Sincerely,

Robert H. Trempert
Festival Coordinator



August 2, 2001

Brian Beher
Santa Cruz Metropolitan Transit District
1200 River Street
Santa Cruz, CA 95060

Dear Mr. Beher:

Thank you for your willingness to help us with the major problem of transportation for the Beachfest event on September 22 and 23.

As you know, Beachfest is a community event with no charge to the public. We are endeavoring to raise the necessary funds for this event, but it is obvious that we did not plan on a large enough budget for transportation. As a result, we do not have available the funds you would require for providing the necessary shuttle service from and to the parking areas we have secured. With that in mind, I would like to request two things from the Metropolitan Transit District:

1. Would it be possible for you to establish a charge per passenger for your service instead of charging Beachfest Santa Cruz for this transportation?
2. Would it also be possible for you to extend the beach shuttle through the weekend of September 22 and 23 instead of ending that service on Friday as currently scheduled?

Anything that you can do for us in these two areas would be very much appreciated. It is exciting to see the various segments of our community coming together to make this community event a success.

Sincerely,

Rev. Robert H. Trempert, Ph.D.
Pastor of Neighborhood Church and Festival Coordinator

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001

TO: Board of Directors

FROM: Margaret Gallagher, District Counsel

SUBJECT: CONSIDER AMENDING DISTRICT BYLAWS TO SET ALTERNATE MEETING LOCATIONS FOR THE REGULAR BOARD MEETINGS

I. RECOMMENDED ACTION

Direct staff to schedule at least one annual special meeting at each of the City Council Chambers of Watsonville, Capitola, and Scotts Valley to discuss relevant and timely local issues.

II. SUMMARY OF ISSUES

- Director Rafael Lopez suggested that it might be helpful to alternate the meeting locations to include the Watsonville City Council Chambers, as well as other meeting locations, in order to allow people from throughout the County of Santa Cruz greater access to the Board of Directors.
- Both MUG and MASTF Advisory Groups reported that they preferred to keep the present meeting locations for regular Board Meetings.
- The Board of Directors meeting held on the third Friday of the month will be televised commencing in July.

III. DISCUSSION

The Santa Cruz Metropolitan Transit District's enabling statute provides that the Board of Directors shall establish rules for its proceedings (Public Utilities Code Section 98132). Towards this end, the Board of Directors has put into place Bylaws, which set forth rules for its meetings.

Government Code §54954 requires that legislative bodies of local agencies provide by ordinance, resolution, or bylaws or by whatever other rule is required for the conduct of business by that body, the time and place for holding regular meetings.

Currently, the regular Board meeting held on the second Friday of the month which is held in a workshop format is located at the Metro's administrative offices in Santa Cruz. The meeting held on the third Friday is at the Santa Cruz City Council Chambers. Metro has budgeted sufficient funds to televise this meeting for the fiscal year 01-02.

At an earlier Board meeting, Director Rafael Lopez suggested that it might be helpful to schedule the Board meetings at alternate meeting locations such as the Watsonville City Council Chambers, or the Capitola or Scotts Valley City Council Chambers. It was suggested that moving the meeting site to different locations might enable people from different parts of the county greater access to the Board of Directors.

Both MUG and MASTF considered this issue and recommended that the regular meetings remain in Santa Cruz at their current times and places.

Consideration should be given, however, to set annual special meetings at each of the City Council Chambers of Watsonville, Capitola and Scotts Valley, in order to discuss relevant and timely local issues. This can be done without amending the Bylaws and as relevant local issues arise.

FINANCIAL CONSIDERATIONS

None

IV. ATTACHMENTS

None

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001

TO: Board of Directors

FROM: Mark Dorfman, Assistant General manager

SUBJECT: CONSIDERATION OF SHUTTLE SERVICE FOR THE CAPITOLA ART AND WINE FESTIVAL

I. RECOMMENDED ACTION

The Board of Directors approve the request from the City of Capitola for the provision of a Shuttle Service for the Capitola Art and Wine Festival, with 77% of the cost to be paid for by the City of Capitola.

II. SUMMARY OF ISSUES

- On September 15 & 16, 2001 the Capitola Art and Wine Festival will be held.
- Traditionally, parking capacity for the Capitola Art and Wine Festival has been problematic.
- Last month the Capitola Chamber of Commerce requested Metro to provide 2 buses to provide shuttle services for the Art and Wine Festival on September 16 & 17, the Board of Directors denied this request.
- The cost to Metro to provide the requested service as provided last year is estimated at \$2,814. An additional bus would add \$1,407 to the cost.
- This request is from the City of Capitola to provide this service.

III. DISCUSSION

On July 26, 2001, the City of Capitola transmitted a letter to the District requesting shuttle service for the Capitola Art and Wine Festival. The Festival is scheduled for September 15 & 16, 2000. It is anticipated that 30,000 people will attend the Art and Wine Festival. In previous years, parking for the Art and Wine Festival has been problematic, and last year the District provided shuttle service to the City of Capitola for the festival. The City is once again requesting the provision of 2 full size accessible buses to be used for shuttle service from the Bank of America parking lot on 41st Avenue to Stockton Avenue in the Capitola Village. The cost to provide the service requested by the Capitola Chamber of Commerce is estimated to be approximately \$2,814. Staff feels that the service would operate better and provide more reliable service if there were three buses used on the shuttle. The cost impact of three buses is an additional \$1,407, or \$4,221. In addition, the shuttle would operate better if there are delineated drop-off and boarding locations that are well marked and separate from each other. Further, the boarding area should be set up to allow for an orderly queue onto the buses. The City and/or the Chamber should be required to make these arrangements for the operation of the shuttle.

Metro has operated free shuttle services in the past and has always limited its participation to 23% of the cost. This has been done with the City of Watsonville, the City of Santa Cruz, and last year with the City of Capitola.

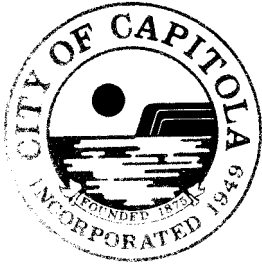
It is recommended that the Board authorize staff to work with the City of Capitola to provide this service subject to a limitation that the District not provide more than 23% of the cost for the service.

IV. FINANCIAL CONSIDERATIONS

The cost to provide the Shuttle Service requested by the Capitola Chamber of Commerce for the Art and Wine Festival is estimated at \$2,814 for 2 buses or \$4,221 for 3 buses, the District share would not exceed 23% of the total cost.

V. ATTACHMENTS

Attachment A: Request Letter; City of Capitola



420 CAPITOLA AVENUE
CAPITOLA, CALIFORNIA 95010
TELEPHONE 831.475.7300
FAX 831.479.8879

July 26, 2001

Mr. Les White
Santa Cruz Metropolitan Transit District
370 Encinal Street
Santa Cruz, CA 95060

Subject: Art & Wine Festival Transportation Request

Dear Mr. White:

The City, in partnership with the Capitola Chamber of Commerce, is now planning for the 19th annual Capitola Art & Wine Festival to be held September 15 and 16, 2001. More than 30,000 people are expected to attend and parking is very limited. Santa Cruz Metropolitan Transit District has been very gracious in the past and has contracted with the City to provide high capacity handicapped accessible buses to assist in shuttling people to the event from remote parking sites.

In the past we have used two forty-one seat buses shuttling from the 41st Ave. Bank of America parking lot to Stockton Ave. in the Capitola Village on both days of the Festival. The times of service would be from 9:30 a.m. to 9:00 p.m. on Saturday and from 9:30 a.m. to 7:00 p.m. on Sunday. We would also like to provide signage for the buses that would advertise the "Free Shuttle Service".

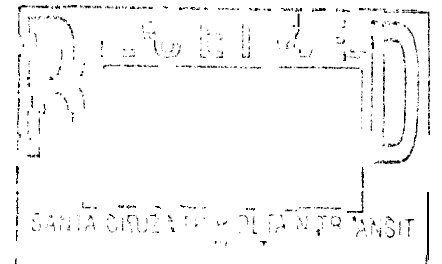
The City would contract with the District for these services. Please put process this request at your earliest convenience. In the meantime, please advise me of your rates so that we may accommodate them in the event budget.

Thank you for your past cooperation in this event, and if you have any questions please call.

Sincerely,

Richard Hill
City Manager

cc Chamber of Commerce



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001
TO: Board of Directors
FROM: Tom Stickel, Manager of Fleet Maintenance
SUBJECT: CONSIDER AMENDING THE TERM OF THE CONTRACT FOR PAIGE'S SECURITY SERVICES

I. RECOMMENDED ACTION

District staff is recommending that the Board of Directors authorize the General Manager to execute an amendment to the contract with Paige's Security Services, Inc. to amend the term of the contract for an effective period through August 31, 2003.

II. SUMMARY OF ISSUES

- The District has a contract (#99-30) with Paige's Security Services, Inc. for uniformed security guard services.
- The specifications contained in the District's Request for Proposals (RFP) had specified a contract term of three years with an option to renew two additional one-year periods.
- The contract was written for a one-year agreement with the option to extend four additional one-year periods in error.
- District staff wants to amend the contract to reflect the terms as specified in the original RFP.
- Paige's Security Services, Inc. has indicated that they are interested in amending the term of the contract to the term as specified in the original RFP.

III. DISCUSSION

The District's contract with Paige's Security Services, Inc. for uniformed security guard services is due to expire on August 31, 2001. The specifications, as contained in the District's RFP for Security Guard Services, had specified a contract term of three years with an option to renew two additional one-year periods. The contract was written for a one-year agreement with the option to extend four additional one-year periods in error. Paige's Security Services, Inc. has provided excellent service under this contract. Paige's Security Services, Inc. has also reviewed the contract and has indicated their desire to amend the contract term to that of the original RFP. Based on contractor's performance and as allowed in the contract, an increase in compensation for subsequent years of the contract shall not exceed the Consumers Price Index (CPI) of the San Francisco Bay Area for the ending quarter. The current CPI lists a increase of 6.6% for the quarter ending June of 2001. It is recommended that the Board of Directors authorize the General

Manager to execute an amendment to the contract with Paige's Security Services, Inc. to amend the contract term.

IV. FINANCIAL CONSIDERATIONS

Funds are available in the Operations budget for this amendment.

V. ATTACHMENTS

Attachment A: Letter from Paige's Security Services, Inc.

Paige's Security "Services, Inc.

3074 Del Monte Blvd.
Marina, CA 93933
Tel: (831) 384-3271
Fax: (831) 384-1380

Santa Cruz Metropolitan Transit District
Mr. Lloyd Longnecker, District Buyer
120 Du Bois Street
Santa Cruz, CA 95060

Attachment A

Subject: Contract for Security Services (99-30)

Dear Mr. Longnecker,

Paige's Security Services, Inc. is in receipt of your letter dated 06/27/2001 and your facsimile regarding same of 08/02/2001. We are in concurrence that the original contract specifications on page Section III-5, item Contractors Proposal, fourth bulleted item referenced a three-year base period with two one-year option periods while the actual contract document referenced a one-year base period with four one-year option periods.

We do not see any problem in adjusting the language of the actual contract as you proposed in your correspondence of 06/27/2001. We believe that our partnership in this regard is successful for the District as well as for Paige's Security Services, Inc. All of our information from the field indicates that the services are being performed in accordance with the contract and that the user is satisfied with our performance. We pledge to continue the expected quality of security services for the duration of this contract.

At this point in time, it should be noted that the above-referenced section from the original Request for Proposal also indicates that upon extension of the contract, the Contractor and the District shall meet to discuss a rate increase based on the prior years performance and that this increase will not exceed the published Bay Area Consumer Price Index. We are aware that this adjustment normally would only go into effect after the originally proposed three-year base period. However, the original contract was inadvertently written for only a one-year base period. Additionally, as you may be aware, Paige's Security Services, Inc. incurred major increases in its projected labor cost upon the inception of this contract due to specific employee retention obstacles created by the outgoing Security Services contractor, "First Alarm". We therefore respectfully request that in addition to changing the length of the base contract period from one year to three years that you also consider a reasonable adjustment in the pricing for this contract upon the completion of each full year, not to exceed the Bay Area Consumer Price Index as referenced in the original Request for Proposal on Page III-5, fourth bulleted item.

August 1, 2001
Santa Cruz Metropolitan Transit District
Mr. Lloyd Longnecker, District Buyer
Contract for Security Services (99-30)
Page 2 of 2

Based on this request, the following adjustments are proposed for year 2 of this contract as the result of a Bay Area CPI of 6.6% (see attached CPI documentation):

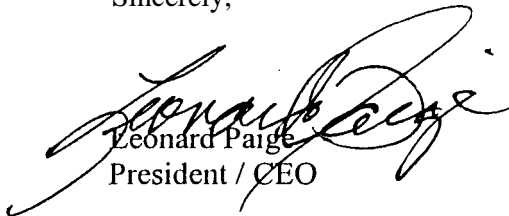
Proposed Billing Rate and Wage Rates for Year 2 of Contract No. 99-30

<i>Contract Labor /Billing Category</i>	<i>Current Billing Rate</i>	<i>Proposed Billing Rate</i>	<i>Current Minimum Wage Rate</i>	<i>Proposed Minimum Wage Rate</i>
Guard	\$15.68	\$16.72	\$9.00	\$9.59
Supervisor	\$18.00	\$19.19	\$10.50	\$11.19

Please, bear in mind that the actual average wage and benefit compensation paid to the security officers by Paige's Security Services, Inc. still far exceeds the above indicated proposed minimum wage rates for Year 2 of this contract. The average wages paid to the Security Officers at present are approximately \$10.25 per hour with a health benefit cost of \$1.84 per hour compared against the originally budgeted health benefit cost of \$1.39 per hour.

I hope that the enclosed information meets your requirements. If you have any questions regarding the enclosed, please do not hesitate to contact me at your earliest convenience. We are looking forward to continuing the successful relationship formed during the past year and to providing the Santa Cruz Metropolitan Transit District with continued quality Security Services for the remainder of this contract and beyond.

Sincerely,



Leonard Paige
President / CEO

Enclosure (1)

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001
TO: Board of Directors
FROM: Kim Chin, Manager of Planning and Marketing
SUBJECT: **CONSIDERATION OF ISSUES RELATING TO THE SERVICE AREA SERVED BY ADA PARATRANSIT**

I. RECOMMENDED ACTION

Staff recommends that the Board consider issues related to the service area served by ADA paratransit.

II. SUMMARY OF ISSUES

- The Americans with Disabilities Act (ADA) of 1990 requires public transit systems to provide complementary paratransit services to eligible passengers. Paratransit services are complementary to fixed-route operations in that they operate within a pre-established corridor around bus routes, and with similar days and times of service.
- The ADA Plan identifies the METRO Paratransit service area generally to be a 3/4 mile corridor on each side of fixed-routes excluding the Highway 17 commuter service.
- In addition, the ADA Plan also identifies paratransit service to be available within a 1 1/2-mile corridor of the fixed-routes that operate in five rural areas including Corralitos, Old San Jose Road, Branciforte Road, Glen Canyon Road and Lakeview Road.
- During the Comprehensive Operational and Financial Audit (COFA) of ADA paratransit services, it was noted that there were several instances in the past where ADA services operated by Lift Line and the taxi subcontractors picked up and/or dropped off passengers outside the designated ADA service area.
- As METRO moves forward to develop the Policies and Procedures for operating ADA paratransit in a new contract, it is timely for the Board to consider these issues and provide direction.

III. DISCUSSION

Current Situation

METRO operates a variety of fixed-route services within its service area. These include routes that serve the urban core areas, rural areas as well as commuter routes that carry passengers on Highway 17 into Santa Clara County. The majority or approximately 80% of the county's population live within the fixed-route service area.

The District's ADA plan identifies the paratransit service area to be within 3/4 mile of each fixed-route (excluding commuter service) and within 1 1/2 mile of five rural areas that have low population density. These five areas are:

- Corralitos (served by fixed-route 72)
- Old San Jose Road (served by fixed-route 60)
- Branciforte (served by fixed-route 8, 9)
- Glen Canyon Road (formerly served by fixed-route 24)
- Lakeview Road (served by fixed-route 79)

The District held a number of public meetings in the early 1990's to establish the width of the ADA Service Corridor. On December 18, 1991, input was received from Lift Line and CCCIL that it would be desirable to include these five areas into the ADA service area. Lift Line and CCCIL representatives indicated that they were aware of disabled residents who lived in those areas, and that these areas were approximately 1 1/2 miles from fixed-routes that operated at that time. METRO's response at that time was to include those locations within the ADA service area. An excerpt of the meeting minutes is included as an attachment.

In addition, complementary paratransit service is also provided to Big Basin State Park (served by fixed-route 35) during the spring, summer and fall months (weekends only) when fixed-route service is available.

Of the five paratransit areas that have low population density, all with the exception of Glen Canyon Road have a current fixed-route operating within 1 1/2 mile. In September of 1990, the District deleted Route 24 that served Glen Canyon Road due to low ridership. However, no adjustment was made at that time to the ADA service area to complement the reduction in fixed-route service.

The Americans with Disabilities Act of 1990 requires that transit districts establish a minimum service area corridor of 3/4 mile of fixed-routes. Transit districts are permitted to expand that corridor to 1 1/2 miles of each currently operating fixed-route.

Trip Demand Impact Analysis

In considering METRO's ADA service area relative to the fixed-route system, it is helpful to understand the potential impact to registered passengers and METRO if adjustments are being contemplated. In FY 00/01, Lift Line reported that a total of 22 registered ADA passengers living in the five exception locations took a total of 984 trips that had origins or destinations in those areas. Attached are maps that show the ADA service area computed by the Trapeze scheduling system, and an origin and destination for a passenger who had taken past ADA trips outside the ADA service area.

Under the terms of our contract, METRO compensates Lift Line for trips completed by the agency based on a uniform per trip fee of \$22.97. In addition, Lift Line subcontracts with Santa Cruz Transportation and Courtesy Cab to operate taxi trips based on a mileage rate plus a flag drop fee (\$2.25 per mile plus \$3.25 for SCT and \$2 per mile plus \$3 for Courtesy Cab). The taxi companies are compensated on actual mileages that they turn in for each trip. The actual mileages that are submitted may differ from the estimated mileage computed by the Trapeze

scheduling system if the driver does not take the most direct route. The estimated mileage computed by Trapeze is the most direct route from the pick-up point to the drop-off point.

An attachment shows **estimated** mileages and costs for the 22 passengers who live in the exception areas. This information is for FY 00/01 and for trips with origins or destinations in the 1 1/2-mile exception areas. In the Comprehensive Operational and Financial Audit (COFA) of paratransit services, the consultants found instances in which the mileages reported by the taxi companies for ADA trips exceeded the estimated mileage computed by Trapeze. It is possible that the actual taxi mileages and therefore costs for providing these trips in and out of the exception areas would be higher than the estimated FY 00/01 total of \$16,486.63.

In the last three months, Lift Line has initiated a reconciliation process with Courtesy Cab in which scheduled and actual mileages are compared. This allows Lift Line as the broker to monitor actual mileages to ensure that they are within an acceptable margin. Lift Line has indicated that this procedure is in the process of being implemented with Santa Cruz Transportation. The Request for Proposals (RFP) for Paratransit Operations that is being developed and due for release in September will contain specific requirements for a comprehensive trip reconciliation process for ensuring that service is being delivered and costed appropriately.

This trip analysis is based on the current number of registrants in the system. During the Recertification process due to start next year, ADA passengers in the exception areas will be re-evaluated to determine their eligibility. It is possible that some of the ADA passengers in the exception areas may be found ineligible for service.

Key Considerations

During the public meetings with the community on the Comprehensive Operational and Financial Audit (COFA) of paratransit services and Recertification, input was received regarding the ADA service area. In addition, the MASTF Chair of Paratransit Services has indicated support for limiting paratransit trips for both origins and destinations to the ADA service area, and that these standards are applied uniformly and consistently to all eligible passengers. The Chair has also identified several issues and questions relating to the ADA service area for clarification (Copy of e-mail attached).

The following is a summary of the key issues and considerations:

Key Issue	Present Situation	Considerations
1. Definition of ADA Service Area	Confusion over boundaries.	Communicate ADA service area boundaries more clearly through informational materials, recertification interviews, customer service, paratransit operators, community outreach.
2. Distance Criteria -- 3/4	3/4 mile for majority of fixed-	A. Review present Trapeze

<p>mile or 1 1/2-mile corridor for ADA service area?</p>	<p>routes, 1 1/2 mile for five exceptions.</p>	<p>scheduling database to ensure accuracy of present corridors. B. Identify major origins/destinations outside 3/4 mile or 1 1/2-mile corridor. C. ADA service area Options 1. 3/4 mile for the entire system. 2. 3/4 mile for the entire system, and evaluate feasibility of using TDA funds for out-of-service area trips. 3. 3/4 mile for urban core and 1 1/2 mile for 5 exceptions (No Change -- present system).</p>
<p>3. Service Span Criteria -- should paratransit operate same days and hours that current fixed-routes operates?</p>	<p>Some paratransit service operated outside fixed-route service span.</p>	<p>ADA Service Span Options 1. Operate paratransit outside fixed-route service span (present system). 2. Operate paratransit same days and hours as fixed-route.</p>

Case Study -- Hampton Roads Transit

Hampton Roads Transit (HRT) in Hampton, Virginia operated ADA paratransit outside its 3/4 mile designated service area for many years. As HRT attempted to serve approximately 3,500 passengers outside the 3/4-mile corridor, it sometimes was unable to serve the 9,000 passengers who wanted to take trips within the 3/4-mile boundaries. The state Department for Rights of Virginians with Disabilities threatened to sue HRT for defaulting on its obligation to provide trips within the minimum ADA service area.

HRT's commission has unanimously approved a plan to restrict ADA service to only those who are eligible by federal law. In addition, eligible rides must have origins and destinations within 3/4 mile of a fixed-route service. The surrounding communities could choose to broaden the 3/4-mile rule, but that would require additional funding from the component cities. However, the component cities have indicated that are unable to come up with additional funding because they are they are not able to sustain their fixed-route service and are contemplating service cuts. Copies of articles relating HRT's ADA service area issues are attached.

Trapeze Automated Reservations and Scheduling

Currently, Lift Line uses a computerized trip reservation and scheduling system called Trapeze to book and assign paratransit trips. Trapeze utilizes a series of polygons which determines if the requested trip is eligible relative to a variety of operational criteria such as the ADA service area, days and times of service. If the requested trip is ineligible, the trip is denied.

Lift Line has indicated that in the past, this function was not fully operational, and that some trips were assigned in which the scheduler compared the origin and destination to a physical map. However, Lift Line has also indicated that the polygon function is now fully activated and that Trapeze is now booking and assigning trips based on the computerized database.

It is anticipated that the District will retain the use of the Trapeze computerized reservation and scheduling software. The Request for Proposals for Paratransit Operations will contain specifications that will require the successful bidder to operate service based on Board approved service area standards.

Trapeze allows users to designate the ADA service area in two ways. The first method involves importing the fixed-route system into the database and then requesting the system software to automatically "draw" the ADA service area and corridors. The second method is to manually "draw" the ADA service area and corridors for each route. Both methods allow users to "flex" the corridors for origins and destinations that may be slightly outside the 3/4-mile or 1 1/2 mile criteria.

IV. FINANCIAL CONSIDERATIONS

None at this time.

V. ATTACHMENTS

- A. Minutes of the Paratransit Service Steering Committee Meeting, December 18, 1991 (Excerpt)
- B. Area Detail Maps for ADA Service Area with 1 1/2 mile Corridors
- C. Email from Pat Spence, MASTF Chair of Paratransit Services
- D. Case Study -- Hampton Roads Transit (HRT)
- E. Estimated Costs and Mileages for ADA trips in/out of the five exception areas

duration trips, for example, from the West side of Santa Cruz to the University.

- c. Jerrold Clark stated that perhaps a zone system could be established to define whether a direct paratransit trip or transfer trip to fixed route transit would be preferable.
- d. Mike Molesky commented that the nature of the disability is a factor. The ability of a transit driver to provide services on a fixed route could be a determining criteria and whether or not a paratransit vehicle would be assigned.
- e. Greg Roubal commented that fatigue is also an issue, noting that for some passengers the need to transfer may fatigue the passenger and therefore, make fixed route transferring inaccessible.
- f. Marion Kaufman commented that she was aware of a demand for chemotherapy trips on a daily basis for a period of two weeks for many persons suffering from cancer. She asked whether or not these trips would be eligible. Mr. Galloway commented that a system in full compliance with ADA paratransit requirements would provide daily trips for such clients. However, he indicated that there may initial constraints established by the District for the first phases of implementation of the program.

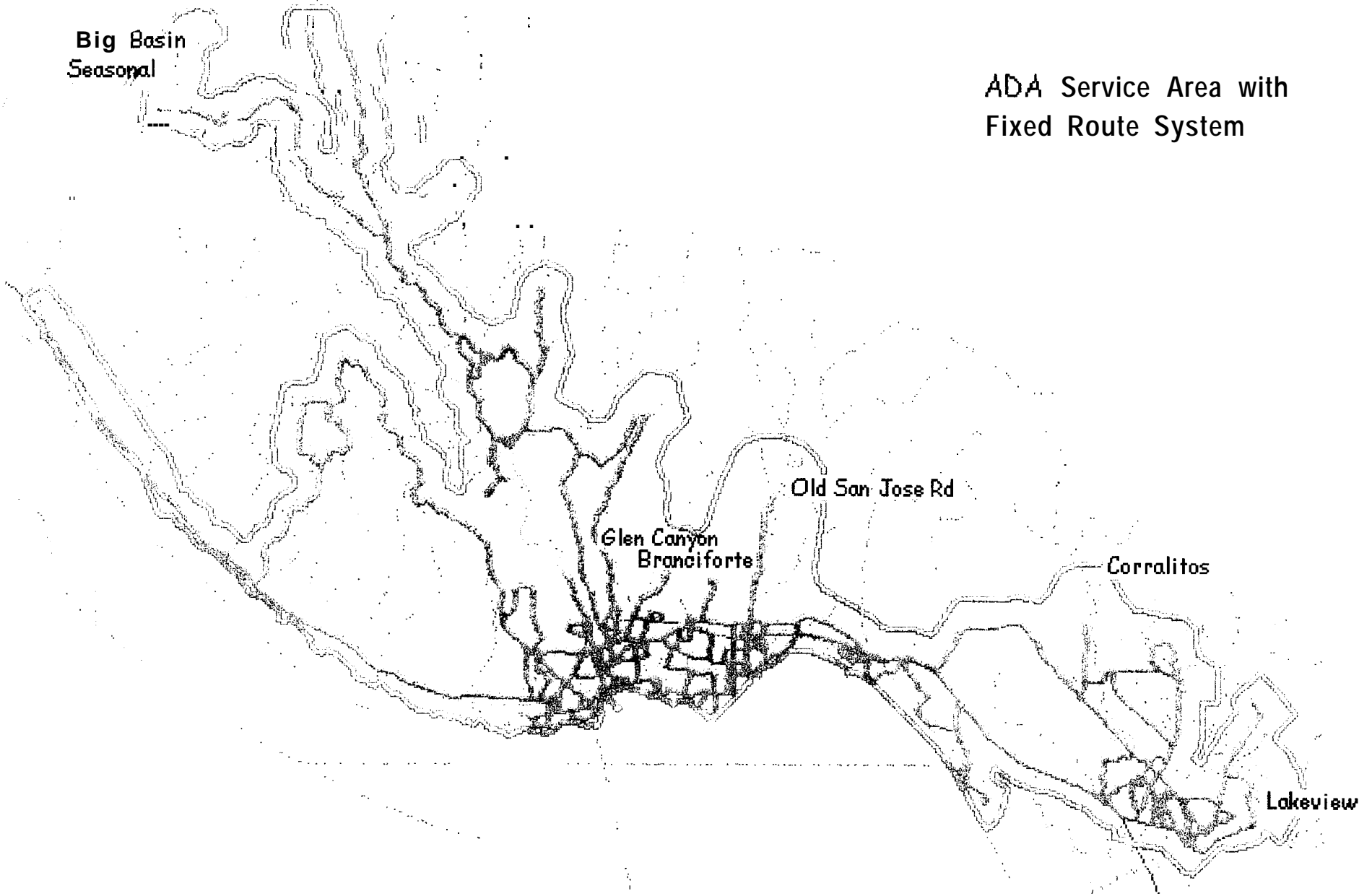
6. SERVICE CORRIDOR WIDTH

Mr. Galloway noted that the minimum requirement for service was 3/4 of a mile from existing routes, however, the District can expand services up to 1 1/2 miles from District routes. The following comments were received.

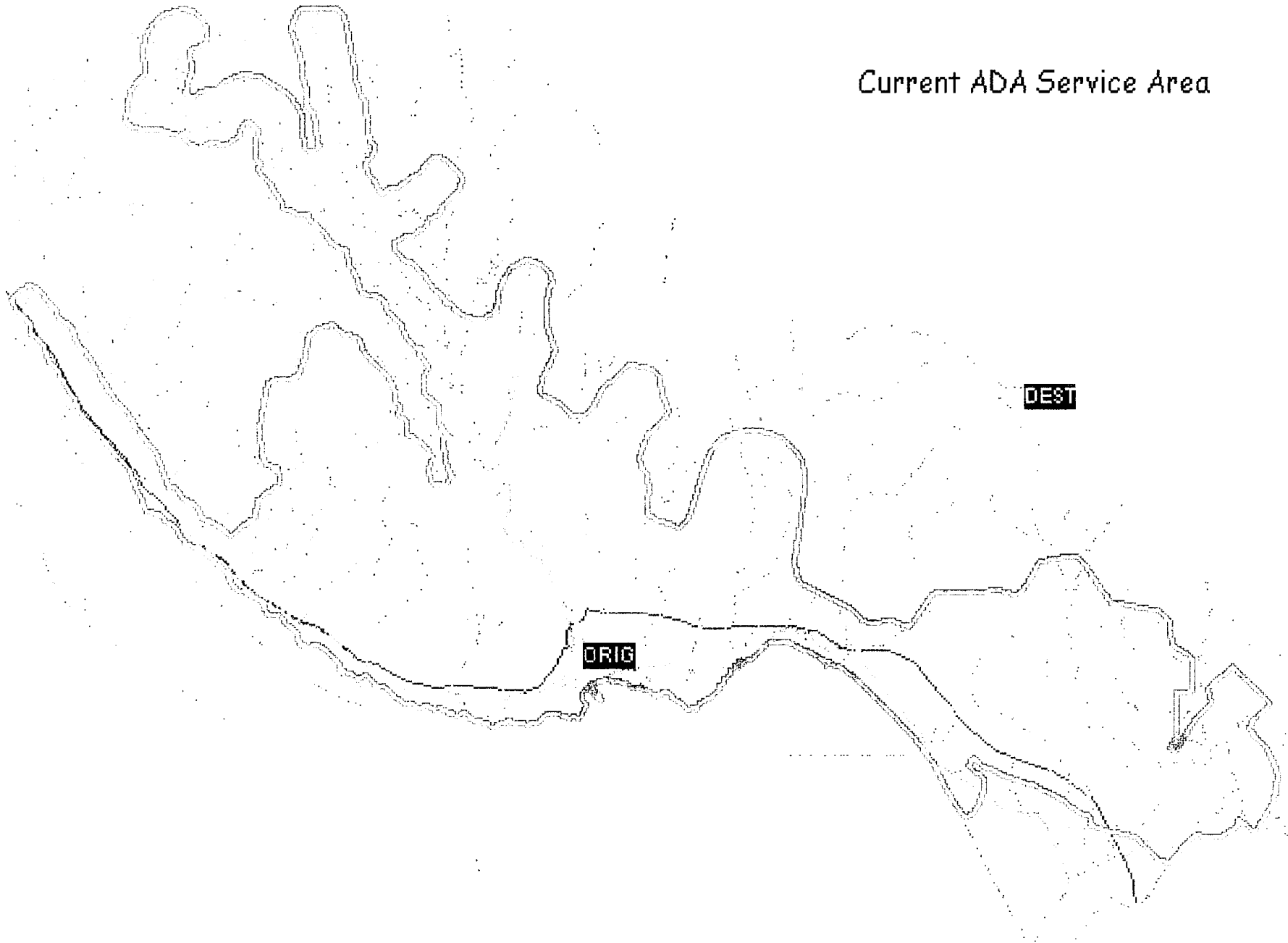
- a. Greg Roubal stated that the 3/4 mile service level is acceptable initially and if there is an additional demand, the District should expand the service area.
- b. Clay Kempf stated that as a result of the Paratransit Conference, he was under the impression that the issues were relatively clear cut. That most of the District's population lived within 3/4 mile of the District routes with the exception of persons residing on Branciforte Drive, Glen Canyon Road area, Old San Jose Road and Corralitos.
- c. Liz Sparks commented that she was aware of disabled residents who lived on the Lakeview area in Watsonville and that this area should also be served. She also stated that publicity for the program should stress that nothing is etched in stone and that the District may amend its initial plan at anytime in the future to expand services if required.

Big Basin
Seasonal

ADA Service Area with Fixed Route System



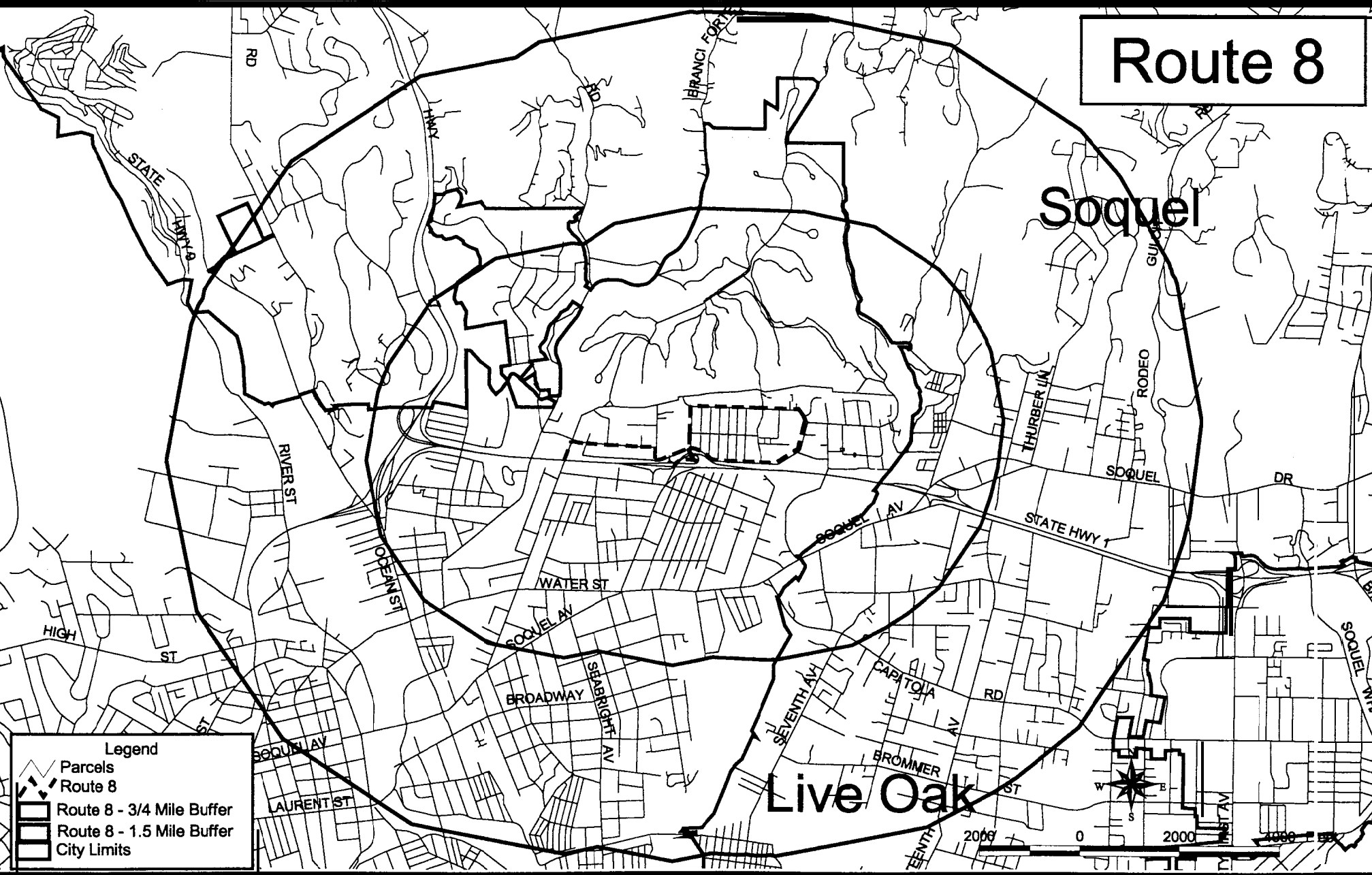
Current ADA Service Area



Route 8

Soquel

Live Oak



Legend

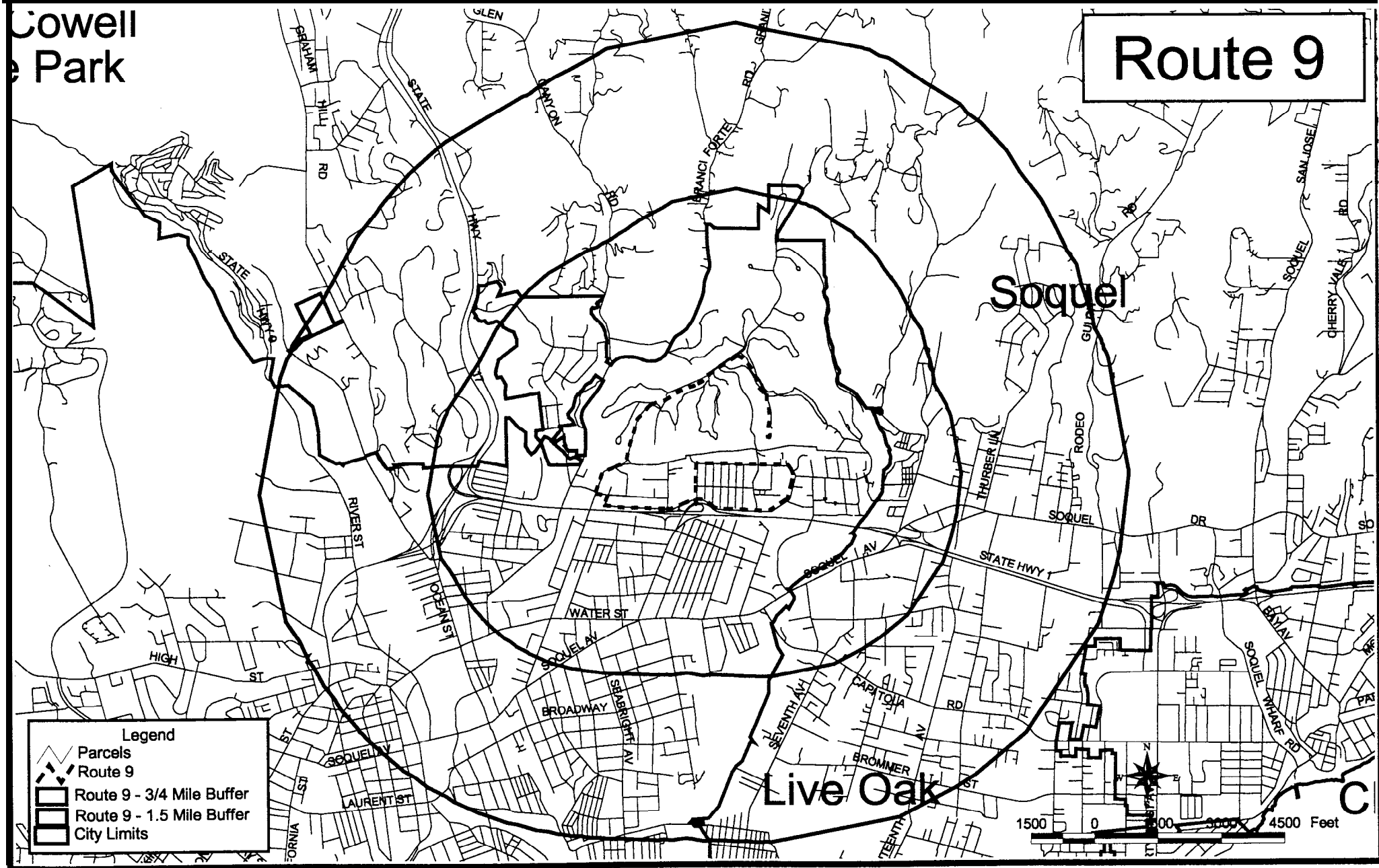
- Parcels
- Route 8
- Route 8 - 3/4 Mile Buffer
- Route 8 - 1.5 Mile Buffer
- City Limits

North Arrow

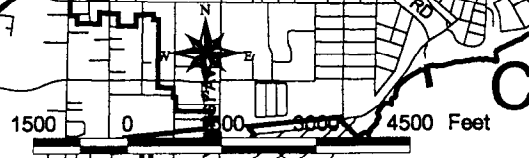
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Cowell
e Park

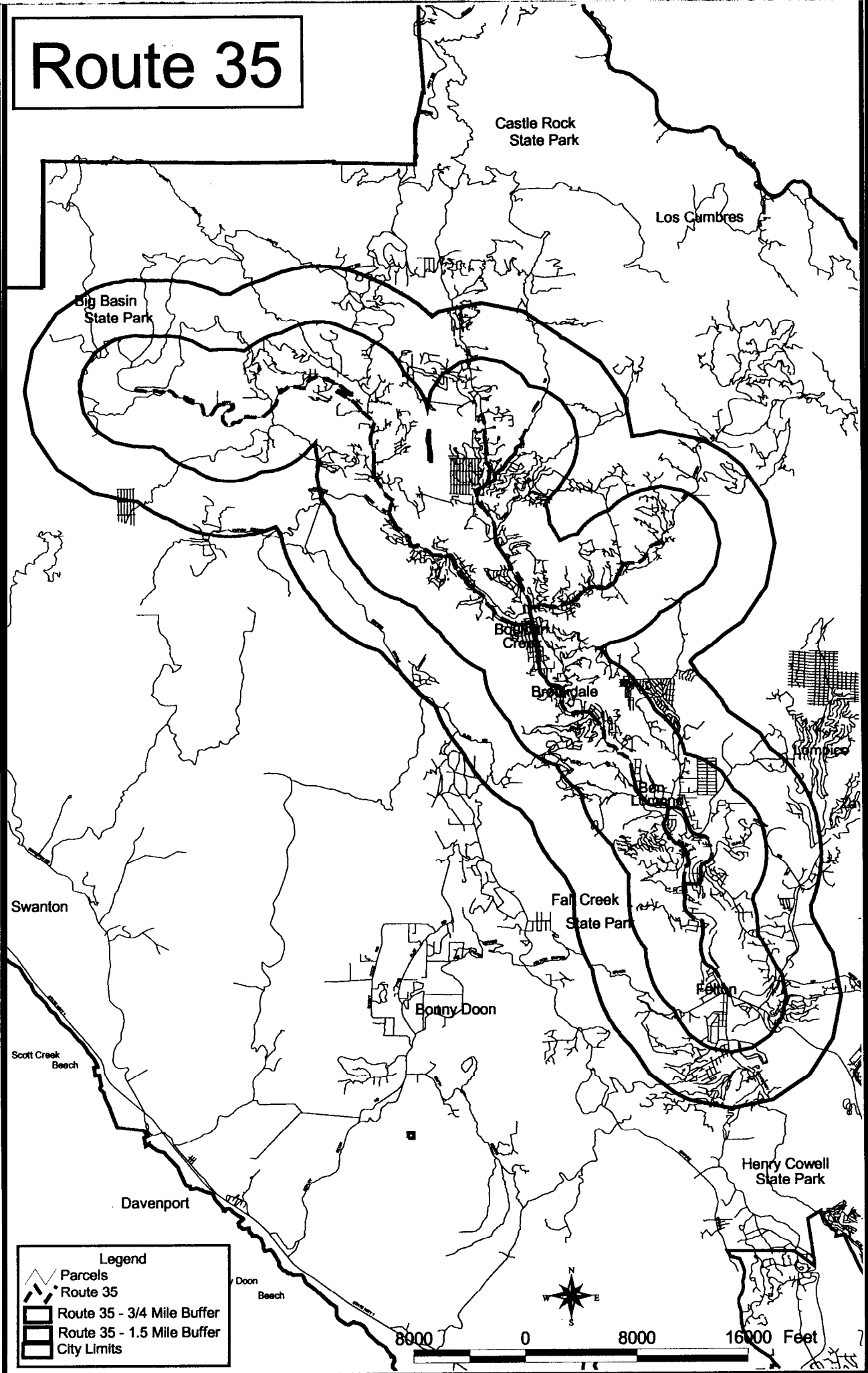
Route 9



- Legend**
- Parcels
 - Route 9
 - Route 9 - 3/4 Mile Buffer
 - Route 9 - 1.5 Mile Buffer
 - City Limits

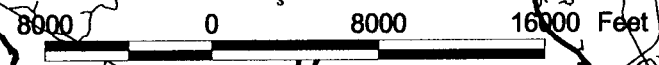


Route 35

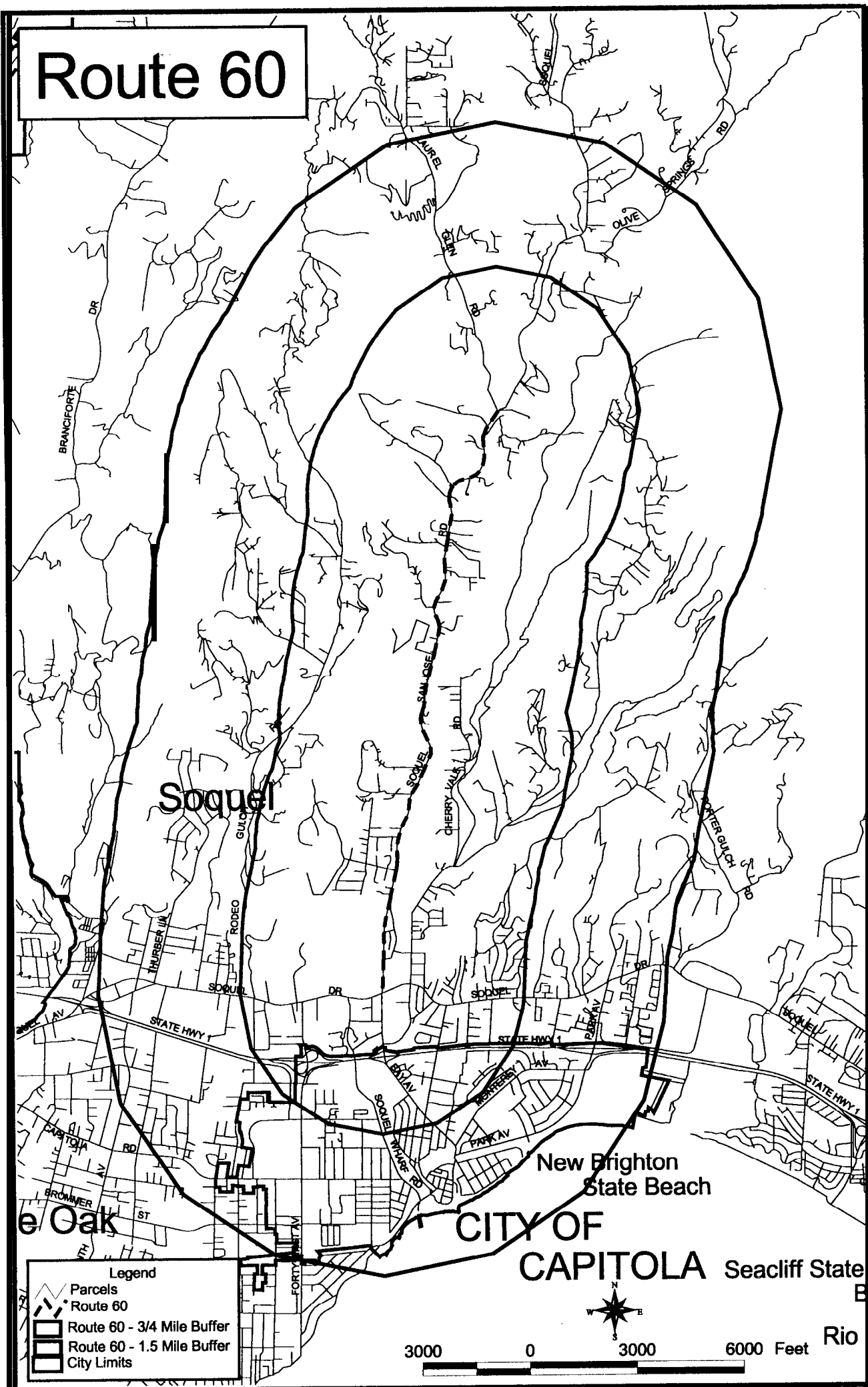


Legend

- Parcels (hatched pattern)
- Route 35 (thick black line)
- Route 35 - 3/4 Mile Buffer (dashed line)
- Route 35 - 1.5 Mile Buffer (solid line)
- City Limits (shaded area)



Route 60



Route 72

Corralitos

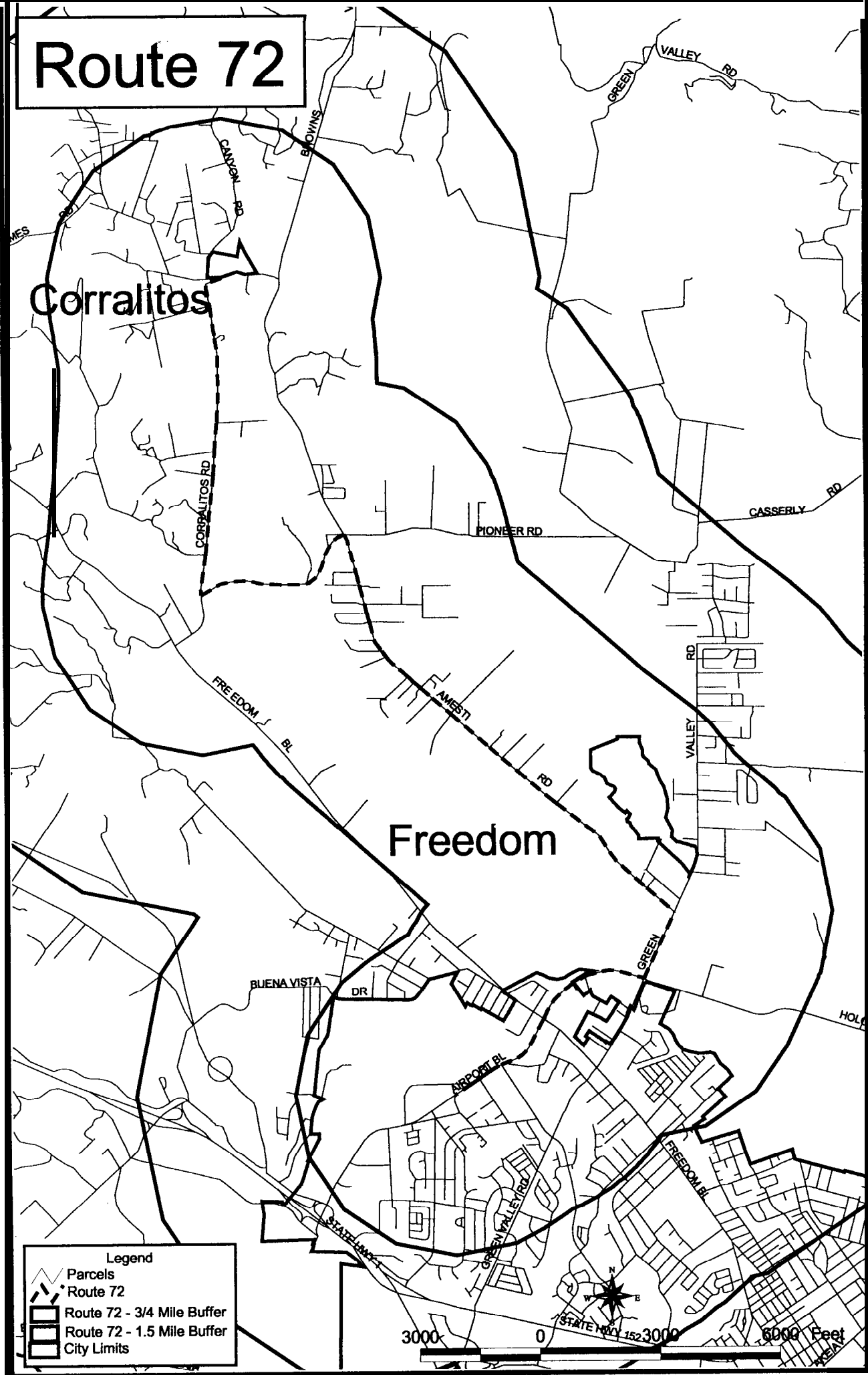
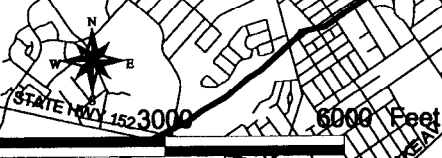
Freedom

Legend

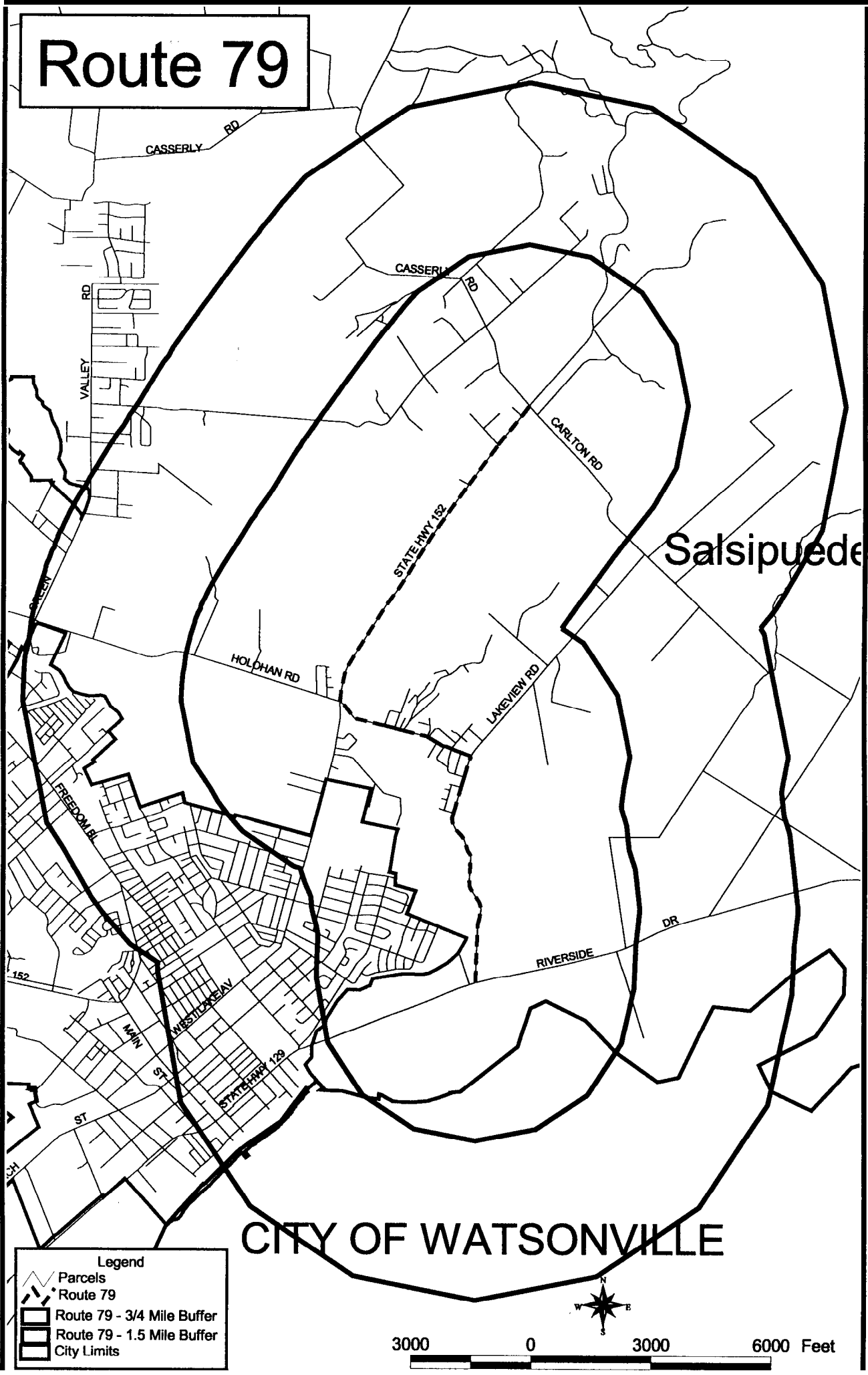
- Parcels
- Route 72
- Route 72 - 3/4 Mile Buffer
- Route 72 - 1.5 Mile Buffer
- City Limits

3000 0 6000 Feet

STATE HIGH 152

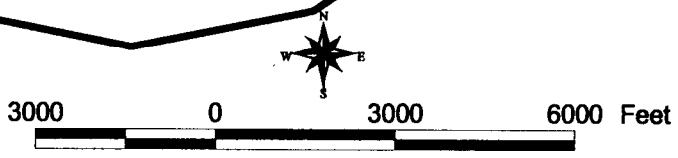


Route 79



Legend

- Parcels
- Route 79
- Route 79 - 3/4 Mile Buffer
- Route 79 - 1.5 Mile Buffer
- City Limits



CITY OF WATSONVILLE

June 10, 2001

Emily Reilly and Tim Fitzmaurice

I am sending this note to Emily's email because I have her address and not Mr. Fitzmaurice's. I would appreciate it if you would forward this to him.

Thought's on the service area:

- The service area needs be accurately stated in the Policies and Procedures to be written by Multisystems and due for presentation to the Board at the August 10th workshop.
- The service area now is poorly defined.
 1. As a lay person reading the current service areas, there are too many things that are open to individual interpretation and therefore a source for future conflict for potential passengers.
 2. Will the service area be redefined each time a new fixed route is added or removed?
 3. Is the service area only off the named street or "as the crow flies" for 3/4 mile in any direction even if off another street within the 3/4 mile area?
 4. There is no description as to the location of streets that have multiple names in the County; e.g. there are 4 -Lakeview Drives. 1 -Lakeview Avenue, and 1 Lakeview Road.

Lakeview Road

1. Lakeview Road, Watsonville is now served by route 79 from Highway 129 to College Road.
2. If Lakeview Road or any of the current exceptions were retained, would service be required for the entire length of the road for a 1 1/2 mile corridor each side of the road?
5. For Lakeview Road this would be for 1 1/2 miles around its entire length through and including Carlton Road making it a large area to be served by paratransit.

Branciforte, Glen Canyon

1. The same is true for the Branciforte, Glen Canyon service area. How far up these two roadways does the service area include? These are long roadways and a portion of the 1 1/2 mile of Glen Canyon area may come close to the Highway 17 express area that is now excluded.
2. If the rider database were able to give this type of information, it would be interesting to see if there are any present ADA eligible paratransit users in the Branciforte/Glen Canyon area or any of the present extended areas.

Old Jose Road

1. Old Jose Jose Road is now served by route 60, through to Mountain View according to the "Headways" schedule. (I was unable to locate Mountain View along the length of Old San Jose on any of my maps. The name of Laurel Glen Rd. changes to Mountain View, but this may not be the right one.)

Corralitos

1. I assume the extended area for service on the Corralitos route is 1 1/2 miles beyond the bus stop located at Corralitos and Browns Valley Roads.
 2. A roadway mileage marker could be identified as the furthestmost point in order to avoid future confusion.
- I fully support staff's recommendation on limiting both origin and destination rides to the service areas.
 1. However, this would be best be applied on a uniform basis with no preferential treatment to provide rides to certain people who are outside the service area but still being given rides. The current packet lists these people in #18B 1 and 2.
 2. Also listed in #18B 2 is the Dragonslayers, which is an animal based therapeutic facility, located on the Aptos Creek Road toward or in the Forrest of the Nisene Marks State Park. I have been unable to find the exact location, but have been told by drivers who have been here that it is well outside the 3/4 mile service area and the road is unimproved I believe.
 3. Mr. Whiteagle's church is 6 miles from the CDF station in Corralitos - 4 1/2 miles outside the service area. The Dragonslayers is equally as far outside the service area or at least more than the 3/4 mile limit now applied to that area.
 4. It is inequitable and discriminatory to apply the service area for any one rider and not to others who are also provided rides outside the service area.

5. The remedy:

- The service area needs to be redefined or reformulated by the Board and management according to existing, fixed route schedules.
- Any new extended service areas should be identified.
- During the re-certification process any rider who does not live in the service area should be identified and offer other alternatives.
- Make sure destinations areas outside the service area will be automatically identified in the computer at the time a ride is booked with the service provider
- Apply the service areas, ride rules and policies equally and uniformly to all passengers at all times.

Thanks, Pat Spence

Copyright 2001 Landmark Communications, Inc.
The Virginian-Pilot (Norfolk, Va.)
June 24, 2001 Sunday Final Edition

SECTION: COMMENTARY, Pg. J4

LENGTH: 338 words

HEADLINE: HRT HAS BEEN GOING TOO FAR OUT OF ITS WAY

BODY:

Hampton Roads Transit erred on the side of compassion for years. It provided trips for disabled people whom technically it was not required to serve, at \$3 each way.

Federal law requires the agency to provide disabled people with rides that originate and end within three-fourths of a mile of a bus route. HRT was serving about 9,000 disabled people taking rides within the federal boundary. But it also served about 3,500 disabled people going to or from points a greater distance from the routes.

As HRT attempted to serve the extra 3,500 riders, it sometimes overextended itself. As a result, disabled people who lived within the three-quarter-mile limit were sometimes stranded or left waiting for hours.

Now the State Department for Rights of Virginians with Disabilities, which successfully sued HRT in 1999, is threatening to sue again. The agency says service to the disabled within the federal boundaries has not improved.

Earlier this month, HRT proposed changes that would enable Handi-

Ride to comply with federal law, though at the cost of no longer serving current customers outside the federal limits. Public hearings on the matter will be held next month.

The Department for Rights of Virginians with Disabilities is a watchdog agency that should work to ensure adequate transportation for the disabled. But its threat to sue seems almost like showboating. It should work with HRT to solve the problem, one that HRT recognizes.

HRT can do only what its client cities pay for it to do. Cities could spring for additional money to ensure rides for the disabled at greater distances from bus routes. That seems unlikely, however, for cash-strapped cities.

Meanwhile, the obligation to serve all disabled living within the federal boundaries can't be neglected. Nor should the need to serve more non-disabled riders be forgotten.

One cost of sprawl is that adequate public transit for everyone becomes difficult or impossible to provide, especially when cities try to do it on the cheap.

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The Virginian-Pilot (Norfolk, Va.)
July 13, 2001 Friday Final Edition

SECTION: LOCAL, Pg. B1

LENGTH: 755 words

HEADLINE: HRT TO SCALE BACK SERVICE FOR DISABLED PANEL APPROVES
PLAN, CITING LEGAL CONCERNS

BYLINE: DEBBIE MESSINA THE VIRGINIAN-PILOT

BODY:

Handi-Ride curb-to-curb van service will be scaled back over the next six months, forcing thousands of disabled people to find other means of transportation.

HRT's commission on Thursday unanimously approved a plan that will restrict service to only those deemed eligible by federal law. About 3,500 people now getting rides will have to rely more on friends and family, or hire more expensive taxis or medical transport services.

"We were advised by our attorney that this is something we had to do, to make sure we're not in violation of major civil rights issues," said Nancy Parker, a Virginia Beach City Council member and member of HRT's commission.

"I think more than one of us had reservations," she said. "These are real people with real issues."

More than 100 people spoke at four public hearings over the last few weeks, urging HRT not to reduce services.

For years, the public transit agency has been more generous than federal guidelines, providing the \$3 rides to people it is not technically required to serve.

But it wound up overburdened. Some passengers, including those legally entitled to service, were stranded or left waiting for hours.

"By exceeding the requirements, we violated the requirements," said Michael Townes, HRT executive director.

As a result, the state Department for Rights of Virginians with Disabilities successfully sued HRT in 1999. Claiming conditions have not improved, the state watchdog agency is threatening another lawsuit.

"We don't have a choice here," said W. Randy Wright, a Norfolk City Council member and HRT commission member. "We have to comply with minimum standards to get from under this lawsuit."

Under the new plan, only rides that originate and end within three-quarters of a mile of a fixed bus route are allowed. Only people with disabilities so great that they can't use regular buses qualify. And reservations will be taken only one day in advance, instead of the current two weeks.

The agency, however, will continue, whenever possible, what's known as subscription service: a standing reservation for the same person going every day to the same place, such as a job.

The changes will be phased in over six months beginning in August.

The Americans with Disabilities Act requires that transit agencies provide paratransit service, or transit service for the disabled, that's comparable to regular fixed-route bus service. That means if regular service is lousy, then the service for the disabled could be lousy, said Pat Piras, a paratransit consultant from California who helped develop the ADA.

"Paratransit is not supposed to be better than regular transit service," Piras said. "Paratransit is supposed to be a safety net, a backup."

A number of speakers at a final public hearing held just before the commission vote were especially worried about allowing only next-day reservations. They feared that if they got turned down for a ride to see a doctor, they could be charged a fee by the doctor for breaking an appointment without 24 hours' notice.

Townes responded that eligible rides will not be denied under the new system.

Townes also said that as the plan is phased in, HRT staff will evaluate whether it's feasible to accept reservations two to three days in advance.

HRT is trying to eliminate the waste associated with 14-day reservations. Twenty to 25 percent of trips end up canceled or are no-shows, Townes said.

Handi-Ride now logs up to 20,000 trips a month for 12,500 people with disabilities. About 3,500 of the passengers, however, live outside the new service area. Those people could still use Handi-Ride if they arrange to be picked up and dropped off somewhere in the service area.

Another unknown number of customers will no longer be eligible because their disabilities are not profound enough to prevent them from using regular buses.

The region could choose to allow broader participation, but that would require more money from each of the cities. Already, some cities including Virginia Beach, Chesapeake and Portsmouth are facing possible cuts in regular routes because they can't afford them.

During recent public hearings, HRT also heard many complaints from riders about how they were treated.

HRT officials said they are working on service quality and on a new training program for employees. They also said a new computer program has been installed that should resolve some of the problems.

Reach Debbie Messina at [dmessina\(AT\)pilotonline.com](mailto:dmessina(AT)pilotonline.com) or 446-2588.

GRAPHIC: Graphic WHAT HAPPENED

HRT'S COMMISSION UNANIMOUSLY APPROVED A PLAN THAT WILL RESTRICT SERVICE TO THOSE DEEMED ELIGIBLE BY FEDERAL LAW. FOR YEARS, THE PUBLIC TRANSIT AGENCY HAS BEEN MORE GENEROUS THAN FEDERAL GUIDELINES, BUT SOME PASSENGERS, INCLUDING THOSE LEGALLY ENTITLED TO SERVICE, WERE STRANDED OR LEFT WAITING FOR HOURS.

< WHAT'S NEXT

THE CHANGES IN SERVICE WILL BE PHASED IN OVER SIX MONTHS BEGINNING IN AUGUST. THE CHANGES INCLUDE THAT ONLY RIDES THAT ORIGINATE AND END WITHIN THREE-QUARTERS OF A MILE OF A FIXED BUS ROUTE WILL BE ALLOWED AND ONLY PEOPLE WITH DISABILITIES SO GREAT THAT THEY CAN'T USE REGULAR BUSES QUALIFY. HANDI-RIDE NOW LOGS UP TO 20,000 TRIPS A MONTH FOR 12,500 PEOPLE WITH DISABILITIES. ABOUT 3,500 HAMPTON ROADS RESIDENTS NOW GETTING RIDES WILL HAVE TO RELY MORE ON FRIENDS AND FAMILY, OR HIRE MORE EXPENSIVE TAXIS OR MEDICAL TRANSPORT SERVICES.

FY 00/01 Exception Trips -- Estimated Mileages and Costs*

Branciforte -- 128 trips											
ID Number	Lift	CCab	SCT	Avg Miles	Lift Line	Ccab	SCT	Lift Line	Ccab	SCT	ADA
#	Line			/Trip	\$ avg	\$ avg	\$ avg	\$ Total	\$ Total	\$ Total	\$ Totals
	23	2	103							Sub-total	\$1,918.37
Corralitos -- 85 trips											
	10	22	53							Sub-total	\$2,879.16
Lakeview -- 15 trips											
	3	12	0							Sub-total	\$188.91
Old San Jose Road -- 181 trips											
	47		134							Sub-total	\$143.19

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: August 17, 2001

TO: Board of Directors

FROM: Kim Chin, Manager of Planning and Marketing

SUBJECT: **CONSIDERATION OF ISSUES RELATING TO THE PARATRANSIT CUSTOMER'S GUIDE/POLICIES AND PROCEDURES FOR PARATRANSIT OPERATIONS**

I. RECOMMENDED ACTION

Staff recommends that the Board consider issues related to the development of the Paratransit Customer's Guide/Policies and Procedures for Paratransit Operations

II. SUMMARY OF ISSUES

- Currently Lift Line does not have a Policies and Procedures Guide from the District that guides the implementation of ADA paratransit services.
- Lift Line relies on the ADA Plan approved by the Board and the contract with the District that contains specifications for the operation of Paratransit.
- The ADA Plan and the contract specifications do not contain sufficient detail to guide the operator in implementing paratransit on a day-to-day basis.
- MultiSystems has been contracted to develop a Policies and Procedures Operating Manual that will be based on a Customer's Guide which details how paratransit services will be provided.
- Drafts of the Paratransit Customer's Guide have been developed in conjunction with a working group comprising the Chair of the Metro User's Group, the Chair of Paratransit Services of MASTF, the Chair of the Elderly Disabled Technical Advisory Committee and METRO staff.
- The draft of the Paratransit Customer's Guide and an outline for the Policies and Procedures is currently being presented to the Board for information.
- Both documents will be appended to the Request for Proposals (RFP) for Paratransit Operations that will be presented to the Board for action in September.

III. DISCUSSION

The Paratransit Customer's Guide is the first step in developing the Policies and Procedures for paratransit operations. It provides a clear and concise document to assist eligible paratransit passengers in booking and taking paratransit trips on the system. The guide is an important part in the creation of a detailed operating document to be used by paratransit providers that will specify how service will be delivered to eligible passengers.

The draft scope of the Paratransit Customer's Guide was developed with assistance from a work group consisting of the Chair of the Metro User's Group (MUG), the Paratransit Services Chair of the Metro Accessible Services Transit Forum (MASTF), the Chair of the Elderly and Disabled Transportation Advisory Committee (E&D TAC) and METRO staff. Additionally, an Open House was held on Friday, June 13, to provide members of the community to review drafts, ask questions and give input. The Guide was also presented to MUG and MASTF. At the MASTF meeting on Thursday, February 19, members of the community were also invited to provide input and comments. Copies of the working draft were also sent out to 80 different agencies and individuals for review and comment. The attached Paratransit Customer's Guide draft incorporates suggestions and input from this community review process.

Also attached for the Board's information is a proposed outline of the Policies and Procedures for Paratransit Operations. A draft of this document is currently being developed and refined with the same work group which provided input to the Customer's Guide.

The work group has recommended that with the inception of the new contract, it would be advantageous to develop a unique "brand" and positive image for prospective ADA paratransit services. The work group has therefore recommended the name "METRO ParaCruz" for ADA paratransit funded by METRO to distinguish it from other transportation services in the area. This name is being presented for the Board's consideration.

Both the Customer's Guide and the Policies and Procedures will be appended to the Request for Proposals (RFP) for Paratransit Operations due for Board action in September. The following is an estimated timeline showing the next steps:

Present Draft Paratransit Customer's Guide and Policies and Procedures Outline to E&D TAC	August 14, 2001
Present Draft Paratransit Customer's Guide and Policies and Procedures Outline to MUG	August 15, 2001
Present Draft Paratransit Customer's Guide and Policies and Procedures Outline to MASTF	August 16, 2001
Present Draft Paratransit Customer's Guide and Policies and Procedures Outline to METRO Board	August 17, 2001
Release Draft RFP to potential bidders for comment	August 27, 2001
Workshop with Bidders	September 7, 2001
Present RFP for Board approval	September 21, 2001
Release of RFP to bidders	September 25, 2001
Proposals due from bidders	October 19, 2001

Review by Evaluation Committee
Interviews with bidders
Board approval

Week of October 22, 2001
Week of October 29, 2001
November 9, 2001

100-days for start-up/contract start date

March 1, 2002

IV. FINANCIAL CONSIDERATIONS

None at this time.

V. ATTACHMENTS

- A. Draft Paratransit Customer's Guide
- B. Draft Outline of Paratransit Policies and Procedures

METRO ParaCruz Customer's Guide

Table of Contents

- Important Telephone Numbers
- Meeting Our Customers' Needs
- Improving Fixed Route Bus Service
- Paratransit Service
- How to Apply for ADA Paratransit Service
- Temporary Disabilities
- Service for Visitors
- The ADA Paratransit Service Area and Service Hours
- Weekday and Saturday Service
- Sunday Service
- Service Days and Hours
- Fares
- Scheduling Rides on Paratransit
- When to Reserve a Ride
- How to Reserve a Ride
- Your "Ready Window"
- Scheduling Multiple Trips
- "Subscription Trips"
- How to Change a Scheduled Ride
- If Your Appointment is Running Late
- How to Cancel a Scheduled Ride
- "No-Shows"
- When the Vehicle Arrives
- Driver Assistance
- Paying Your Fare
- To Check on Your Ride
- After Hours Emergencies
- Personal Attendants
- Guests/Companions
- Children
- Wheelchair and Other Mobility Aids
- Scoters
- Respirators and Portable Oxygen Equipment
- Service Animals
- Pets
- Safety Belts
- Packages and Personal Items
- Emergency Procedures
- Inclement Weather
- Rider Courtesy
- Suggestions and Comments
- Important Phone Numbers
- Glossary of ADA Paratransit Terms

Meeting Our Customers' Travel Needs

The Santa Cruz Metropolitan Transit District (METRO) provides public transportation service throughout most of Santa Cruz County. This service includes XX fixed bus routes and ADA complementary paratransit service (ADA Paratransit) for people with physical, cognitive and psychiatric disabilities. All METRO bus routes are accessible to people with disabilities who need a lift or a ramp to board the bus, or who need audible stop information. Through this network of services, METRO's goal is to provide maximum transportation access to our customers.

Improving Fixed Route Bus Service

METRO is committed to providing transportation services that can be used by all of our customers. All "fixed route buses" (larger buses that operate on set routes) purchased since 1990 have lifts or ramps to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps. Drivers announce major stops, intersections, and connecting points to help riders recognize their bus stop or point of transfer. A limited number of seats near the entrance are designated as priority seating for seniors and people with all disabilities. Reserved spaces with securement straps and driver assistance are available for riders who use wheelchairs to provide a safe and secure ride. We encourage our customers with disabilities to take advantage of the flexibility and independence that our fixed route bus service provides. For route and schedule information and any questions you may have about using the METRO bus service, call METRO Customer Service at 425-8600 (or 425-8993 if you use a TTY) Monday through Friday from 6:00 a.m. to 7:00 p.m.

METRO offers free transit training for seniors and people with all disabilities who want to ride the bus. Training includes how to use the METRO system, how to obtain a discount fare ID Card, purchase discount tickets, read the HEADWAYS Schedule book, and handle unexpected situations. For more information call METRO Customer Service at 425-8600 or 425-8993 if you use a TTY. To schedule training, call the Accessible Services Coordinator at 423-3868.

ADA Paratransit Service

For riders who have a physical, cognitive, or psychiatric disability that prevents them from making some or all of their trips on fixed route buses, METRO offers a shared-ride, door-to-door service. This service is called “ADA Paratransit” service because it is provided as part of our efforts to meet the requirements of the Americans with Disabilities Act of 1990 (or ADA). The ADA Paratransit service is contracted by METRO to XXXXXXX.

ADA Paratransit service must be reserved at least one day in advance. The service is provided with ramp-equipped minivans, lift-equipped vans, and sedans. ADA Paratransit service operates in the same areas and during the same days and hours as the fixed route bus service. The service can be used for any trip purpose. This Customer’s Guide provides information about the ADA Paratransit service:

- how to become eligible to use the service
- where it operates
- the days and hours of service
- how to request a ride
- fares, and
- other important information

If you still have questions after reading this Customer’s Guide, you can call METRO’s **ADA Paratransit Administrator** at XXX-XXXX (or YYY-YYYY if you use a TTY). Copies of this Customer’s Guide or a summary can also be requested in large print, Braille, audio tape, Spanish language, on computer disk, or other alternative formats upon request. An informational video will be available soon. If you would like a copy, contact METRO Customer Service at 425-8600 or YYY-YYYY if you use a TTY.

How to Apply for ADA Paratransit Service

Individuals interested in using METRO's ADA Paratransit service must first be determined eligible. The eligibility review considers each person's functional ability to use fixed route bus service. Eligibility is not based on where you live, although service is only available in the designated ADA service area. If, as a result of a disability or health condition, you cannot use the fixed route buses under any conditions, you will be determined "unconditionally eligible." If you can use fixed route buses some of the time, but not at other times, you will be determined "conditionally eligible" for those trips that you cannot make by bus.

To apply, call the ADA Paratransit Eligibility Contractor and ask to schedule an appointment for an interview. Interviews normally take about 30 minutes. Your interview will be scheduled at the location closest to you and at a time that is convenient for you. If you need transportation to and from the interview, just ask when you make your appointment and free transportation will be provided. The person who interviews you will complete your eligibility determination form with you and will discuss your travel abilities and needs in more detail. You can also ask any questions you have about the service. At the interview, you may be asked to participate in further assessment, including taking a "mock" bus trip. This will give us a better idea of your travel abilities and takes 30-45 minutes.

You will be notified of your eligibility determination within 7 days after the interview. If you are approved, a letter and ID card will be sent to you. If for any reason a decision is not made within 21 calendar days, ADA Paratransit service will be provided until a final decision is made. **If you do not agree with the decision that is made, you can appeal the decision to an independent review board.**

METRO recognizes that there are times where customers may need transportation sooner than the eligibility process would allow. In these circumstances, please call METRO's ADA Paratransit Eligibility Coordinator for consideration for Immediate Needs Certification on an individual basis.

To begin the eligibility process, call the ADA Paratransit Eligibility Contractor at XXX-XXXX (or YYY-YYYY if you use a TTY).

Temporary Disabilities

Temporary eligibility is provided to customers who have a temporary disability which prevents them from using the METRO bus system. Eligibility will be provided for the expected duration of the disability. Contact the Eligibility Contractor at XXX-XXXX (or YYY-YYYY if you use a TTY) for application information.

Appealing a Determination

Applicants who believe a determination was made in error may appeal the decision. To request an appeal, the applicant must submit a written (?) request to:

METRO's ADA Paratransit Eligibility Coordinator
METRO Center
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060

within 30 days of receipt of the determination letter. The request should include:

- ➔ Applicant's name and address
- ➔ Request for an appeal
- ➔ Reason why the determination was incorrect
- ➔ Backing information to support your request

The Eligibility Coordinator will schedule an independent appeal hearing for you within 30 days of receipt of the appeal request.

Service for Visitors

Visitors to the METRO area can use ADA Paratransit for up to 21 days a year by providing documentation that they have been determined eligible for similar ADA complementary paratransit services by a transit agency in another part of the country. Visitors who do not have this kind of eligibility because they live in areas without public transit service might be asked for documentation of their health condition or disability.

If you will be visiting for more than 21 days in a year, contact METRO's ADA Paratransit Eligibility Coordinator for application information.

The ADA Paratransit Service Area and Service Hours

ADA Paratransit is designed to be “comparable to” (or similar to) the fixed route service. For this reason, it operates in the same general area as the fixed route bus service.

Service Area

The maps on the following page show the area served by ADA Paratransit every day except holidays as listed below. To find out if the places you want to travel to and from are within the service area, call the ADA Paratransit Administrator at XXX-XXXX (or YYY-YYYY if you use a TTY).

Service Days and Hours

ADA Paratransit operates on the following schedule:

Regular Service: 6:00 am to 10:30 p.m. Everyday

ADA Paratransit operates additional evening hours to correspond with certain fixed routes. Call the ADA Paratransit Administrator at XXX-XXXX for more information.

ADA Paratransit does not operate on the following holidays:

New Year’s Day Thanksgiving Christmas Day

ADA Paratransit Service Area

Two maps: One for north and one for south part of County

One showing the regular weekday service area

ADA Paratransit Service Area

Two maps: One for north and one for south part of County

One showing evening, Sunday and holiday service area

Fares

The one-way fare for ADA Paratransit service is \$2.00. **The fare must be paid when boarding the vehicle.** Fares can be paid in any of the following ways:

- **Cash.** Exact fare only. Drivers carry no change. Cash fares may be paid with coins or dollar bills.
- **METRO Pre-paid ADA Paratransit Tickets:**

Pre-paid ADA Paratransit Tickets are available at METRO Center. The cost is \$2.00 each. Prepaid tickets may be purchased at METRO Center or by mail. Tickets may be purchased at other locations by special arrangement. Your name and paratransit ID number will be written on each pre-paid ticket. Only eligible persons with a valid ID number will be allowed to use these tickets to pay for ADA paratransit rides. Please call the Ticket and Pass Program Specialist at XXX-XXXX for information.

**Attn: Ticket and Pass Program Specialist
METRO Center
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060**

Please have ID card and ADA Paratransit ID number available.

Have your fare ready for the driver when you board the vehicle. Drivers are not permitted to get money from your purse. If you like, you can put your fare in a separate coin purse or envelope for the driver.

METRO fixed route passes, METRO Student passes, and METRO discount fare passes are not valid on ADA Paratransit.

Please note that the ADA Paratransit fare is set by the METRO Board of Directors and may change.

Rider Tip:

Drivers are not permitted to accept tips. If you would like to commend a driver for service provided, call the ADA Paratransit Provider at XXX-XXXX.

Scheduling Rides on ADA Paratransit

When to Reserve a Ride

You can reserve your ADA Paratransit ride from one to fourteen days in advance of your trip. The ADA Paratransit Provider's offices are open seven days a week (except holidays) from 8:00 am until 5:00 pm. If you need to call on holidays to request a ride for the **next day**, you may leave a message with your request and ADA Paratransit provider will call you back that evening to confirm your ride.

Please do not schedule a trip several days in advance if you are not sure if you will actually be going or if you are not fairly sure of the time you want to go. Reserving rides that are later canceled causes scheduling difficulties and can significantly increase the cost of providing the service to our community.

Scheduling Tip:

During the busiest scheduling times of the day (early mornings and late afternoons) you may be placed on hold until there is a reservation agent that can assist you. During these busy times, hold times can be 2-3 minutes or longer. If you are able, you may want to plan to place your trip requests during the middle of the day when the phone lines are less busy.

How to Reserve a Ride

To request a ride, call the ADA Paratransit Provider at XXX-XXXX or YYY-YYYY (TTY). Please call at least one day before the requested trip.

The reservation agent will guide you through the process of reserving a ride. The reservation agent will ask for the following information. Have this information ready when you call:

1. Your first and last name.
2. Your ADA Paratransit ID number.
3. The date and day of the week you need to ride.
4. The street address where you need to be picked up.
5. The street address or a known landmark where you are going and the telephone number (if you have it). If you will be going to a large facility that has several entrances (such as a mall or large medical facility), please indicate the exact point where you would like to be dropped off or picked up.
6. The time you would like to arrive (the appointment time, if applicable).
7. The time you will be ready to be picked up for a return trip (if applicable).
8. If you use a mobility aid such as a wheelchair, walker, scooter. If you use a very large wheelchair or other large mobility aid, please see the "Wheelchairs and Other Mobility Aids" section later in this brochure for information about the maximum sizes and weights our vehicles are designed to accommodate.
9. If you will need to use the lift.
10. If a personal attendant or companions will be traveling with you.
11. If you will need a car seat for a child traveling with you.
12. If a service animal will be riding with you.
13. If you will be using a collapsible wheeled cart for shopping.
14. If you need driver assistance to or from the door.
15. Any other information you feel we should know to safely and comfortably serve you.

The reservation agent will enter this information into our computer scheduling system which will identify a vehicle that is available to serve you. The reservation agent may sometimes need to put you on hold while the best travel option is identified. Upon completion of your request, the reservation agent will read your reservation back to you, and provide you with the ready window (time you can expect the vehicle to arrive) for each one-way trip.

Scheduling Tips:

- Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure.
- If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using ADA Paratransit. Ask them for an estimate of a time when you will be finished. This will help you to schedule a return time with ADA Paratransit.
- If you have an appointment, allow some extra time to get from the ADA Paratransit vehicle to your final destination. For example, if you have an appointment at 9:00 am, you might want to tell the reservation agent you would like to arrive no later than 8:45 am. The reservation agent is trained to assist you with scheduling your ride for your appointment times.
- Similarly, leave time to get to the place where the ADA Paratransit vehicle will pick you up for your return trip. For example, if you work until 5:00 pm, you might want to ask the reservation agent for a 5:15 pm pick-up.
- If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 pm), let the reservation agent know this.
- If you do not have a specific appointment time and can be flexible about your travel times, let the reservation agent know this. We might be able to best serve you if you can travel earlier or later in the day when we have more vehicle space available.
- If you know that another ADA Paratransit customer who lives near you will be traveling to the same place at the same time, and you would like to travel with them, mention this when you call to request your ride. The reservation agent can check to see if your rides can be combined (although this may not always be possible).

Your “Ready Window”

After you have provided the above trip information, the reservation agent will offer you one or more trip options. We will make every effort to offer you a pick-up and drop-off time that is as close as possible to the times you requested. Because Paratransit is a **shared-ride service**, and other customers may need to be scheduled on the same vehicle, it may be necessary to get you to your appointment a little early or pick you up for a return a little later than you request.

When you reserve a ride, you will be offered a “window” of time when the vehicle will arrive. The pick-up time that is offered and accepted by you will be your **Ready Window**. The reservation agent will provide you with a thirty minute period (window) within which *the vehicle can arrive*. This window of time is needed to group rides, to accommodate unexpected traffic conditions, weather conditions or other delays and schedule changes. It is important that you be ready to meet the Paratransit vehicle during this 30 minute period of time.

EXAMPLE:

A customer asks for a ride to and from work. She works from 9:00 am to 5:00 pm. So, she requests an 8:45 am drop-off in the morning and a 5:15 pm pick-up in the afternoon. The reservation agent is able to offer a Ready Window of 7:50 a.m. to 8:20 a.m. pick-up in the morning and a 5:45 return pick-up in the afternoon. In the morning, the customer needs to be ready to meet the vehicle between 7:50 am and 8:20 am (the Ready Window). **Remember, once the vehicle arrives, the driver can wait for five minutes before the vehicle will leave.** For the return, the Ready Window is from 5:35 pm to 6:05 pm.

Requested Drop-off Time	Appointment Time	Ready Window	Appointment Ends	Return Requested Pick-up Time	Return Ready Window
8:45 a.m.	9:00 a.m.	7:50 – 8:20	5:00 p.m.	5:45 p.m.	5:35 – 6:05

To ensure that the scheduling options that are offered will meet your needs, METRO has established the following guidelines for the ADA Paratransit scheduling process:

- Every effort will be made to schedule your trip so that you do not arrive more than 30 minutes before your requested drop-off time and no later than your requested drop-off time.
- Every effort will be made to schedule a return pick-up no later than 60 minutes after the time you have requested and no earlier than the time you have requested.
- Every effort will be made to schedule trips so that travel times are comparable to the time it would take to make the trip by fixed route bus. Most trips should take

no more than 60 minutes from the pick-up until the drop-off.

Will-Call Returns

You are requested to schedule your return trip times whenever possible. If you are taking a trip for an appointment and you do not know when you will be ready for a return trip, you may request a Will-Call return. You will be instructed to call the ADA Paratransit Provider when you are ready to return up to 10:30 p.m. The reservation agent will schedule a trip on the first available vehicle in your area. Please be advised that you may have to wait up to an hour for the vehicle to arrive.

If you have a Will-Call return scheduled for after 10:30 p.m. (in specific areas only), you are requested to call the service provider in your area at ZZZ-ZZZZ in the north service area, or AAA-AAAA in the south service area.

Scheduling Multiple Trips

You can request up to four (4) round-trips per telephone call. If you have more than four trips you need to schedule, please call back to schedule these other trips. This limit on scheduling has been set to minimize the telephone hold times for all customers. It can sometimes take 2-3 minutes to schedule each trip. The limit on the number of trips scheduled at one time helps to keep the phone lines from being tied up for long periods.

Scheduling Tips:

- When you call to schedule trips, have a pen and paper handy so you can write down important information like your pick-up Ready Window when you need to be ready for the ADA Paratransit vehicle.
- If you are scheduling several trips, have all of the information for each trip available when you call. This will help the reservation agent to serve you efficiently.

Subscription Service

If you need a ride to the **same place**, at the **same time**, at least once a week, “Subscription Service” may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the reservation agent about this option.

If you are receiving Subscription Service, it is important to **let us know immediately if you don't need a ride on a particular day**. This way, we can make the change

on our schedules. For example, if you have Subscription Service for a trip to school each weekday, keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips.

Because subscription service is limited, it is important to let us know when your schedule changes. If you ride less frequently than once a week, please call the reservations agents to schedule those rides. Excessive cancellations (within your control) of subscription rides may result in removal from the subscription list.

You can put your subscription trip on “hold” for up to three months. When you are ready to have your subscription service taken off hold, call the ADA Paratransit Provider one week in advance to reinstate the service. If you need to put your trips on hold for a period longer than three months, we may ask you to call back and request new subscription service when it is again needed.

Depending on demand, it may sometimes be necessary to limit the number of subscription trips that we provide. If this happens, your request will be put on a waiting list and we will call you back when we are able to meet your request for subscription service. You may continue to make reservations for each trip individually.

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the ADA Paratransit Provider at XXX-XXXX (or YYY-YYYY if you use a TTY) at least one day before your trip. Remember, the ADA Paratransit Provider's reservation agents are available every day (except holidays) from 8:00 am until 5:00 pm. If you call on a holiday to change a ride for the next day, you may leave a message with the information and we will call you back that evening to confirm the change.

Tell the reservation agent you would like to change a ride that has already been scheduled. The reservation agent will ask you:

1. Your first and last name.
2. Your ID number.
3. The date and time of the trip you are calling to change.
4. The new times that you would like to schedule, or changes you would like to make.

The reservation agent will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your ready window or your ride time, according to schedule availability. The reservation agent will read back to you your new ready window and travel details.

Rider Tip:

ADA Paratransit cannot change pick-up times or pick-up/drop-off locations on the day of your ride.

If Your Appointment is Running Late

Everyone has occasional circumstances outside of their control which can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed the van or sedan), call the ADA Paratransit Provider's dispatcher as soon as possible. You will be connected with the Dispatch office which stays in radio contact with drivers. The Dispatcher will request:

1. Your name
2. Your ID number
3. The time of your scheduled return trip pick-up

The Dispatcher will make every effort to adjust your return trip pick-up time and assign another bus to pick you up at a later time. **Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your trip.**

Remember: Allow extra time for medical appointments or other appointments that may take longer than expected.

How to Cancel a Scheduled Ride

Please call to cancel the ride as soon as you know you will not be traveling, to avoid being considered a no-show. No-shows may lead to removal from service. Please see next section about No-shows.

Call the ADA Paratransit Provider at XXX-XXXX (or YYY-YYYY if you use a TTY) between 6:00 a.m. and 10:30 p.m.

If the ADA Paratransit Provider's office is closed, a recording will ask you to state your name, and the date and time of the trip(s) you want to cancel.

If you need to cancel a trip on the day of your ride, please call at least one hour before your scheduled pick-up time. It is important to notify the driver in time so that he or she does not make an unnecessary trip, and so you are not considered a "no-show."

No-Shows

A “no-show” occurs when:

- After scheduling a trip, the customer no longer needs the ride and fails to call and cancel at least one (1) hour before the trip.
- The vehicle arrives within the ready window, but the driver cannot locate the customer at the requested and agreed upon pick-up location.
- The vehicle arrives within the ready window and waits for five (5) minutes, but the customer is not ready to go and the driver must leave to stay on schedule.

No-shows cost METRO and taxpayers thousands of dollars each year. They also inconvenience other riders when there are delays that affect the schedule. To emphasize the importance of avoiding no-shows, METRO, with the advice and consent of its METRO Accessible Services Transit Forum (MASTF), has adopted the following policy:

- Each time a rider has a no-show, they will be sent a letter with the date and time of the apparent no-show. Riders will have an opportunity to dispute the no-show or indicate if circumstances beyond their control caused the no-show. If you feel this is the case, call the ADA Paratransit Administrator at XXX-XXXX.
- Riders who have two (2) “no-shows” that are not beyond their control in a 3 month period will receive a written **warning** of a possible suspension of service with the next no-show.
- If after receiving the warning, riders have one (1) more no-show (for a total of three (3) no-shows) within 3 months of the first recorded no-show, they will be notified that they are to be suspended from using ADA Paratransit for 30 days. A notice letter will be sent explaining that the suspension will be effective 10 days after the date on the notice. We will provide an opportunity to appeal the suspension.
- **If you “no-show” for the first leg of a trip, your return ride will be canceled automatically.**
- If you miss a scheduled ride for any reason, be sure to call the ADA Paratransit Provider if you still want to keep other trips on that day.

If a schedule delay, bad weather, or breakdown causes the ADA Paratransit service to be late or to miss a pick-up and you decide to find another way to your appointment, please call the ADA Paratransit provider and tell them that you would still like a return ride. If we do not hear from you, the return ride will be canceled.

Appealing a No-show Charge

➔ If you think that you have been charged with a no-show when you should not have, you may appeal the no-show by contacting the ADA Paratransit Provider in writing to:

ADA Paratransit Provider

Address

Address

or by calling XXX-XXXX.

You need to provide an explanation of the circumstances that resulted in the no-show and why it should not be charged.

For a no-show to be valid, the ADA Paratransit Provider must document:

- that the driver was present at the pick-up location within the ready window
- that the ride was not previously cancelled (More than one hour in advance), and
- that the driver was authorized by the dispatcher to leave the pick-up address

Appealing a No-show Suspension

➔ If you receive a notice of suspension, you have been charged with three (3) no-shows. If you think that you have been charged with three (3) no-shows when you should not have, you may appeal the no-show suspension by submitting a request to:

ADA Paratransit Administrator

METRO Center

920 Pacific Avenue, Suite 21

Santa Cruz, 95060

in writing, or by calling XXX-XXXX.

- ➔ Your appeal request will be reviewed by an independent panel within 30 days of receipt.
- ➔ You will continue to receive service until the review panel has made a determination.
- ➔ Subsequent No-shows during the appeal process will be considered by the review panel in its determination.

When the ADA Paratransit Vehicle Arrives

The ADA Paratransit driver will arrive in either a van, minivan, or sedan, depending on your transportation needs and vehicle availability in your area. The driver will pull the vehicle up to the curb in front of the pick-up address you provided. **The vehicle may arrive any time within your Ready Window.** Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all customers. The driver will wait for five (5) minutes before departing. The driver is not permitted to honk the horn to let you know the vehicle has arrived, so wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you.

Door-to-door service

If you think it may be difficult for you to know when the ADA Paratransit vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to figure out ways that we can help alert you to when vehicles arrive, if at all possible.

Please note that the vehicle may arrive anytime within the 30 minute Ready Window and that drivers can only wait for you for 5 minutes after they have arrived. If you are not ready, the driver may have to leave to avoid inconveniencing other passengers.

EXAMPLE:

You have requested a 9:00 am Pick-up time. You are given a Ready Window of 8:50 am to 9:20 am. This means you should be ready for the vehicle to arrive anytime between 8:50 am and 9:20 am. If the vehicle arrives at 9:05, the driver will wait for you until 9:10. ***If the vehicle arrives at 8:50, at the beginning of the Ready Window, the driver can only wait until 8:55.***

Three examples within the Ready Window: 8:50, 9:05 and 9:20 arrivals:

Reservation Request	Ready Window	Vehicle can arrive	Vehicle can leave
9:00	8:50-9:20	8:50	8:55
9:00	8:50-9:20	9:05	9:10
9:00	8:50-9:20	9:20	9:25

You have told the reservation agent that you have a 10:30 appointment. You are given a Ready Window that will allow you to arrive no later than 10:15. The Ready Window given is from 9:25 to 9:55 for your trip.

Three examples within the Ready Window:

Appointment Time	Vehicle can arrive	Vehicle can leave	Drop-off Time
10:30	9:25	9:30	9:50
10:30	9:35	9:40	10:05
10:30	9:50	9:55	10:15

Driver Assistance

What the Driver Will Do:

- Arrive at your pick up location and wait for five minutes.
- Provide assistance from your front door to the vehicle, and across up to two steps if you need it.
- Provide assistance into and out of the vehicle.
- Operate the wheelchair ramp or lift.
- Assist with the securement of wheelchairs and mobility aids, and with seat belts.
- Provide limited assistance with packages (wheeled carts are helpful).
- Provide assistance to the door of your destination if you need it.

What the Driver Will Not Do:

- Drivers are not permitted to go inside your home to get you, nor inside the building at your destination.
- Drivers may not get money from your purse or wallet.
- Drivers do not provide assistance loading or unloading large packages or objects over 30 pounds. If you need assistance with large packages, please arrange for a companion to assist you.
- Drivers do not accept tips. If you would like to compliment a driver or have a complaint, call the ADA Paratransit Provider at XXX-XXXX.

Paying Your Fare

Fares must be paid when you board the vehicle, either \$2.00 in exact fare or a pre-paid ADA Paratransit Ticket. If you do not pay a fare, the driver may refuse to provide the ride.

To Check on Your Ride

If a Paratransit vehicle has not arrived by the end of your Ready Window, call the ADA Paratransit Provider at XXX-XXXX or YYY-YYYY if you use a TTY. The dispatcher will radio the driver and give you an update on your trip. Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

After Hours Emergencies

If you have a medical emergency, always call 9-1-1.

Should an emergency involving your ADA Paratransit trip arise after 10:30 pm, call the after hours dispatcher for your area at ZZZ-ZZZZ for north service area, and AAA-AAAA in the south service area. See map on page N for service area information. This is only for emergencies, if you have a will-call after 10:30 p.m., or if your vehicle is more than 20 minutes late for a pick-up after 10:30 p.m.

Rider Tips:

- Make sure that your address is clearly visible from the street, especially at night.
- If you are being picked up at a large building, make sure when you schedule your ride to tell the reservation agent at which entrance you will be waiting.
- Carry needed medication with you in case your trip takes longer than expected.
- If you have a medical need, please bring a small snack with you in case the trip is longer than planned.

Personal Care Attendants

A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with personal care or activities. PCAs are not required to pay a fare when traveling with you. PCAs must get on and off the vehicle at the same places and times as you.

To be able to have one PCA ride free with you, you must be registered with ADA Paratransit as needing a PCA. This is done as part of the eligibility process. If you did not indicate a need for a PCA when you first applied to be eligible for Paratransit and now need a PCA, call the Paratransit Eligibility Coordinator at XXX-XXXX or YYY-YYYY if you use a TTY and ask to have your eligibility changed. Additional documentation of your need for a PCA may be requested.

You will need to tell the reservation agent when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the van for you, your PCA, and other scheduled riders.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you.

You will need to tell the reservation agent when you schedule trips that you will be traveling with one or more guests/companions. Drivers cannot add riders who do not have a reservation.

If you make a reservation for them, you are always entitled to bring one guest/companion with you. Additional guests/companions will be accommodated if there is enough space on the vehicle.

Children

All children under 46 inches tall must be accompanied by an adult. If traveling with an eligible fare-paying adult, children under 46 inches tall do not need to pay a fare.

Children under six (6) years of age will be considered for ADA Paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a personal attendant), a fare must be paid for the child and the adult attendant rides free.

In addition, children under four (4) years of age (or under 40 pounds) must travel in an approved child seat. The ADA Paratransit Provider will have a limited number of car seats available. Please let the reservations agent know if you need one when scheduling your trip. If you have your own car seat, you are encouraged to use it.

An adult accompanying a child on ADA Paratransit is responsible for the child. Drivers can assist with securing child seats, but are not permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please bring someone else along to help you.

Wheelchairs and Other Mobility Aids

Paratransit vehicles are designed to accommodate most wheelchairs and mobility aids. We may not be able to safely accommodate you, though, if your wheelchair or mobility aid exceeds the following dimensions:

- More than 30 inches wide
- More than 48 inches long

Also, we may not be able to accommodate you if the combined weight of you and your wheelchair is more than 600 pounds. If you use a wheelchair or mobility aid that exceeds these dimensions and/or weight, please call ADA Paratransit Customer Service at XXX-XXXX for assistance.

Scoters

Some three-wheeled scooters are difficult to secure on ADA Paratransit vehicles. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Because of this, the driver may recommend that you transfer to a vehicle seat if you can do this. While the driver will not require you to transfer, we strongly recommend that you do so that we can provide you and other customers with the safest ride possible.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on ADA Paratransit. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

Riders may travel with a trained service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. Be sure to inform the reservation agent when you are scheduling a ride if you will be traveling with a service animal.

Pets

Animals that are not service animals may ride on ADA Paratransit only if they are properly caged or kenneled. For safety reasons, drivers are not permitted to carry cages or kennels heavier than 30 pounds on or off of ADA Paratransit vehicles. If you need assistance with a pet, please arrange to travel with someone who can help you.

Safety Belts

For your safety and security, you will be required to use a safety belt and remain seated while riding on Paratransit vehicles.

Packages and Personal Items

You may bring grocery bags, luggage, or other packages or personal items with you on ADA Paratransit. Drivers will assist with loading and unloading of packages and personal items weighing no more than 30 pounds. You may bring packages in excess of this limit (i.e., that weigh no more than 50 pounds or are longer than 5 feet) onboard the vehicle, but you and/or your assistant or companion must be able to load and unload them without delaying the vehicle. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal two-wheeled, collapsible carts. Customers with carts need to provide a bungee cord to secure the cart. Please let the reservation agent know that you are bringing a cart so that the

appropriate vehicle may be scheduled for you.

Emergency Procedures

In the event of an accident or emergency while onboard an ADA Paratransit vehicle, please remain calm and follow the instructions of the driver.

A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver.

If riders are to be met when they are dropped-off and the person is not there when the driver arrives, the rider will be transported back to the METRO office (or to another safe location) and the rider's guardian or assistant will be notified and required to pick-up the rider or make other transportation arrangements.

There are instances when a trip may take longer than expected. Bring any medication you need. If you have a medical need, you may want to carry a small snack.

If you are not onboard and have an emergency, call the ADA Paratransit Provider's Dispatcher. The dispatcher is trained to assist you in getting the help you need.

Inclement Weather

METRO reserves the right to suspend, modify or cancel service during times of hazardous weather conditions which may jeopardize the safety of our passengers and employees. On bad weather days, the ADA Paratransit Provider will be able to tell you if service is operating or not.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the ADA Paratransit Provider at XXX-XXXX (or YYY-YYYY if you use a TTY) to make sure you can get where you need to go. Every effort will be made to deliver your trips using ADA Paratransit or by arranging other emergency assistance.

If you are traveling during inclement weather, be sure to prepare for longer ride times. Bring any medication you may need. If you have a medical need, bring a small snack with you in the event your trip takes longer than expected.

Rider Courtesy

METRO has a short list of common-sense rules to ensure the safety of all riders and drivers. We ask that riders observe the following Rules of Conduct:

- No smoking on the vehicles.
- No eating or drinking on-board (unless required for health reasons).
- No riding with open containers of alcohol or with illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No deliberate fare evasion.
- No physical abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, or compact disk players (without headphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment while on-board.

Riders who engage in physical abuse or cause physical injury to another rider or driver, or who engage in other illegal activities may be subject to immediate and permanent suspension from receiving ADA Paratransit service.

Riders who engage in activity which seriously disrupts ADA Paratransit operations may also be subject to a suspension of service.

Any rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

Suggestions, Comments, Compliments and Complaints

We welcome suggestions, comments, compliments and complaints on our ADA Paratransit service.

If you have a comment or complaint about a particular trip or reservation experience, please contact the ADA Paratransit Provider's Project Manager at XXX-XXXX or YYY-YYYY if you use a TTY.

ADA Paratransit Provider

Address

Address

Address

If you have a comment about service policies or eligibility determination, call the ADA Paratransit Eligibility Coordinator at XXX-XXXX or write to:

**ADA Paratransit Customer Service
Santa Cruz METRO, Suite 21
920 Pacific Avenue
Santa Cruz, CA 95060**

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, address, and phone number.
- The date, time, and location of the incident.
- The vehicle number or driver's name.
- If concerning ADA Paratransit Provider staff, the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

We will follow-up each comment or complaint received and will contact you by phone or in writing to confirm that we have received and are reviewing your comment or complaint within 4 days. Notice of resolution of the complaint will be provided to you in writing within two weeks.

ADA Paratransit Ombudsman

An ADA Paratransit Ombudsman is available to assist customers with addressing ADA paratransit service issues.

You may request assistance with a policy issue, a service requirement, make a comment or complaint, or, if you wish, you may file a complaint or comment anonymously.

You may call the ADA Paratransit Ombudsman at:

Central Coast Center for Independent Living (CCCIL)
1395 41st Avenue, Suite B
Capitola, CA 95010
831-462-8720
831-462-8729 TTY

IMPORTANT PHONE NUMBERS

METRO ADA Paratransit Administrator.....XXX-XXXX or
YYY-YYYY (TTY)

METRO ADA Eligibility CoordinatorXXX-XXXX or
YYY-YYYY (TTY)

ADA Eligibility ContractorXXX-XXXX or
YYY-YYYY (TTY)

ADA Paratransit Provider.....XXX-XXXX or
YYY-YYYY (TTY)

- Reservations
- Dispatch
- Customer Service

METRO Customer Service.....425-8600 or
425-8993 (TTY)

After Hours Emergency (after 10:30 p.m.).....ZZZ-ZZZZ in
North Service Area, and AAA-AAAA in South Service Area

Glossary of ADA Paratransit Terms

ADA Complementary Paratransit

The Americans with Disabilities Act (ADA) requires public providers of fixed route bus service to make transportation service available to persons with disabilities who are unable to use accessible fixed route bus service. ADA Paratransit service must be “comparable” to fixed route service in seven key areas: service area, days and hours of service, fares, response time, travel time, trip purpose restrictions, and capacity constraints.

ADA Paratransit Eligibility

- Four categories of persons seeking transportation in the METRO service area are eligible for ADA Paratransit service:
- Individuals who, because of a disability, are unable to board, ride, or exit independently from an accessible fixed route bus
- Individuals who, because of a disability, are unable to travel to or from a bus stop
- Visitors to the METRO service area who are eligible for ADA Paratransit service in another community, and visitors with disabilities who are unable to use the METRO bus system
- Personal Care Attendants and companions of ADA-eligible individuals

ADA Paratransit Administrator

The METRO staff person responsible for overseeing all aspects of the administration and delivery of METRO ADA Paratransit service.

ADA Paratransit Eligibility Coordinator

The METRO staff person responsible for overseeing METRO’s ADA Paratransit eligibility determination process.

ADA Paratransit Eligibility Contractor

The company that performs ADA Paratransit eligibility determinations under contract to METRO. The ADA Paratransit Eligibility Contractor may use other professionals in making determinations.

ADA Paratransit Provider

The transportation operator that delivers ADA Paratransit service under contract to METRO. The ADA Paratransit Provider may employ other transportation operators as subcontractors for the provision of ADA Paratransit service to riders.

ADA Paratransit Ombudsman

The Central Coast Center for Independent Living (CCCIL) will act as a liaison, when needed, between ADA Paratransit service riders and METRO with regard to service issues.

Ready Window

A 30-minute period of time surrounding a requested ADA Paratransit pick-up time, during which the vehicle will arrive at the pick-up location. For example: for a requested pick-up time of 9:00 am, the Ready Window would be from 8:50 am to 9:20 am. The ADA Paratransit rider must be ready and waiting for the vehicle throughout the Ready Window.

Driver Wait Time

A period of five minutes after the arrival of the vehicle at the pick-up location during which the driver will wait for the rider before departing. The vehicle may arrive at any time during the Ready Window for a particular trip; the driver will wait for the rider for five minutes after that time before leaving to pick up the next rider.

Cancellation

Notification from a rider to the ADA Paratransit Provider that he/she will not be needing a scheduled ride. Cancellations should be made as early as possible, but *must* be made no later than one hour prior to a scheduled ride.

No-show

Failure of a rider (who has not properly cancelled a trip) to appear at the agreed-upon pick-up location within five minutes of the arrival of the vehicle at that spot. Three no-shows within three months may result in a 30-day suspension of a rider's ADA Paratransit service.

Subscription Service

A standing reservation for a trip that a rider takes to the same place at the same time, at least once a week.

Appeals Process

The opportunity available to an ADA Paratransit rider to dispute, before an independent panel, METRO decisions regarding his/her:

- Eligibility for service
- Recorded no-show
- Suspension of service due to no-shows

Policies and Procedures Outline – Santa Cruz METRO’s ParaCruz (ADA Complementary Paratransit service)

- I. Information required to be provided about service
- II. Reservations Call Takers
 - A. Training
 - B. Caller hold time before answering
 - C. Information provided during reservation process
 - D. Confirmation of trip call handling
 - E. Trip Cancellation procedures
 - F. Trip Change procedures
 - G. Handling of comments and complaints (separate number in customer svc.)
 - H. How are “Where’s My Ride?” calls handled
- III. Scheduling
 - A. Training
 - B. Develop schedules with on-line reservations (Batch after 5:00 p.m. day ahead)
 - C. Changes outside of parameters
 - 1. Call-back to customer for trips reserved on holidays
 - 2. Call-back to customer for reserved trips with routing or scheduling changes outside of allowed window
 - D. Vehicle assignments in scheduling process (prime and subs, type of veh.)
 - E. Service parameters
 - 1. Ready window -10 to +20 window
 - 2. Maximum ride time – 60 minutes
 - 3. Review of internal parameters based on actual speed and trip times
 - 4. Schedule productivity vs. performed productivity
- IV. Dispatch
 - A. Training
 - B. Staffing level needed to maintain contact with drivers, subs and
 - C. “where’s my ride” call handling
 - D. Vehicle communications requirements (Nextel or radio)
 - E. Emergency operations and dispatch capabilities
- V. Drivers
 - A. Training and Certifications (CDL Bp or Commercial Class C for sedan drivers. CPR and first aid)
 - B. Driver assistance (mobility aids, sensory disabilities, sensitivity)
 - C. Defensive driving, safety, emergency procedures,
 - D. Pre-trip safety inspections
 - E. Record keeping, trip tracking (completion of manifests)
- VI. Vehicle Standards
 - A. Required equipment
 - B. Mechanical requirements

- C. Cleanliness
- VII. Maintenance
 - A. Training and certifications
 - B. Pre-trip inspections – Maintenance staff to monitor pull-out
 - C. Preventive Maintenance Program
 - D. Scheduled Maintenance - Plan
 - E. Log by vehicle of all repairs including body work and unscheduled
 - F. Fleet spares for road calls – fleet management plan
 - G. Maintenance facilities
- VIII. Reporting Process
 - A. Trip data
 - 1. Service Productivity indicators (Prime and subcontractors)
 - 2. Complaints
 - 3. Call statistics
 - B. Billing procedures/Reconciliation procedures (prime and subcontractors)
 - 1. Accuracy standards
 - 2. Corrections and audit by METRO
 - 3. Independent audit requirement
- IX. Incentives and penalties
 - A. Performance standards
 - 1. Call hold time by time of day
 - 2. Complaints – responsiveness and appropriateness
 - 3. Productivity (hourly for prime, mileage for subs)
 - a. On-time performance
 - b. Passengers per hour
 - c. Missed trips or trips more than one hour late (40 minutes past the ready window)
 - B. Service Quality
 - 1. Courtesy
 - 2. Staff and driver Knowledge of program
 - 3. Clean and safe vehicle operation (inspections)
 - 4. On-the-road supervision (prime and subs)