



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS AGENDA
REGULAR MEETING
NOVEMBER 18, 2022 – 9:00 AM**

DUE TO COVID-19, THE NOVEMBER 18, 2022 SANTA CRUZ METRO BOARD OF DIRECTORS MEETING WILL BE CONDUCTED AS A TELECONFERENCE ONLY (NO PHYSICAL LOCATION) PURSUANT TO ASSEMBLY BILL 361 (GOVERNMENT CODE SECTION 54953)

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON

The public may participate remotely via the Zoom website [at this link](#) and following the instructions or by calling 1-669-900-6833 Meeting ID 823 2842 5369

Public comment may be submitted via email to boardinquiries@scmttd.com. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in the Board's correspondence that is posted online at the board meeting packet link. Oral public comments will also be accepted during the meeting through Zoom. Should Zoom not be operational, please check online at: www.scmttd.com for any updates or further instructions.

The Board of Directors Meeting Agenda Packet can be found online at www.SCMTD.com.

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

BOARD ROSTER

Director Kristen Brown	City of Capitola
Director Rebecca Downing	County of Santa Cruz
Director Jimmy Dutra	City of Watsonville
Director Shebreh Kalantari-Johnson	City of Santa Cruz
Director Manu Koenig	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Bruce McPherson	County of Santa Cruz
Director Donna Meyers	City of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Ari Parker	City of Watsonville
Director Mike Rotkin	County of Santa Cruz
Ex-Officio Director Dan Henderson	UC Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College

Michael Tree
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

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

Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080.

Interpretación en español y traducciones en español del paquete de la agenda están disponibles sobre una base como-necesaria. Por favor, hacer arreglos por adelantado con Coordinador de Servicios Administrativos al numero 831-426-6080.

SECTION I: OPEN SESSION

NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER

- 1 CALL TO ORDER**
- 2 ROLL CALL**
- 3 ANNOUNCEMENTS**
 - 3.1 Today's meeting is being broadcast by Community Television of Santa Cruz County.
- 4 BOARD OF DIRECTORS COMMENTS**
- 5 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS**
- 6 LABOR ORGANIZATION COMMUNICATION**
- 7 METRO ADVISORY COMMITTEE (MAC) WRITTEN COMMUNICATION**
- 8 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**

CONSENT AGENDA

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

- 9.1 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF OCTOBER 2022**
Chuck Farmer, CFO
- 9.2 ACCEPT AND FILE MINUTES OF:**
 - A. OCTOBER 28, 2022 BOARD OF DIRECTORS MEETING**
 - B. NOVEMBER 11, 2022 FINANCE, BUDGET & AUDIT STANDING COMMITTEE MEETING**Michael Tree, CEO/General Manager
- 9.3 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF OCTOBER 31, 2022**
Chuck Farmer, CFO
- 9.4 APPROVE: CONSIDERATION OF A RESOLUTION MAKING CERTAIN FINDINGS AND DIRECTING THAT THE BOARD AND ITS COMMITTEE MEETINGS WILL CONTINUE TO BE HELD VIA TELECONFERENCE**
Michael Tree, CEO/General Manager

- 9.5 ACCEPT AND FILE: QUARTERLY STATUS REPORT OF GRANT APPLICATIONS, ACTIVE AND PENDING GRANTS FOR THE FIRST QUARTER FY23**
Wondimu Mengistu, Capital Planning & Grants Program Manager
- 9.6 ACCEPT AND FILE: THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR JULY, AUGUST AND SEPTEMBER 2022**
Daniel Zaragoza, Operations Manager, Paratransit Division
- 9.7 ACCEPT AND FILE: THE METRO SYSTEM RIDERSHIP REPORTS FOR THE FIRST QUARTER OF FY23**
John Urgo, Planning and Development Director
- 9.8 APPROVE: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION**
Chuck Farmer, CFO
- 9.9 APPROVE: CONSIDERATION OF RESOLUTION APPROVING THE FY23 REVISED CAPITAL BUDGET/PORTFOLIO**
Kristina Mihaylova, Deputy Finance Director
- 9.10 APPROVE: RECOMMENDED ACTION ON TORT CLAIMS**
Curtis Moses, Safety, Security & Risk Management Director
- 9.11 APPROVE: CONSIDERATION OF A RESOLUTION TO ESTABLISH THE BOARD OF DIRECTORS' MEETING SCHEDULE AND LOCATIONS FOR THE 2023 CALENDAR YEAR**
Michael Tree, CEO/General Manager
- 9.12 ACCEPT AND FILE THE YEAR TO DATE KEY PERFORMANCE INDICATORS (KPI) REPORT FOR QUARTER ONE AS OF SEPTEMBER 30, 2022**
Chuck Farmer, CFO
- 9.13 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A CONTRACT WITH GIRO, INC. FOR HASTUS SOFTWARE MAINTENANCE AND SUPPORT**
Isaac Holly, IT and ITS Director
- 9.14 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO/GENERAL MANAGER TO EXECUTE A THIRD CONTRACT AMENDMENT WITH SPECTOR CORBET AND INCREASE THE PROJECT VALUE BY \$37,500 FOR ADDITIONAL ARCHITECTURAL SERVICES AT THE METRO PARK-N-RIDE LOT**
Freddy Rocha, Facilities Maintenance Manager
- 9.15 APPROVE: CONSIDERATION OF AWARD OF CONTRACT TO CELTIS VENTURES, INC. FOR GENERAL MARKETING SERVICES FOR A TOTAL AMOUNT TO NOT EXCEED \$1,200,000 FOR A 3-YEAR PERIOD**
Danielle Glagola, Marketing, Communications, and Customer Service Director

REGULAR AGENDA

- 10 **RETIREE RESOLUTIONS OF APPRECIATION FOR: DEBORAH BALDWIN**
Larry Pageler, Board Chair
- 11 **PRESENTATION OF SAFETY CERTIFICATES OF ACHIEVEMENT FOR 1ST QUARTER ENDING SEPTEMBER 30, 2022: MAJOR SAFETY MILESTONE OF “ZERO INCIDENTS” (OVER 1300 ACCIDENT/INCIDENT FREE DAYS) IN THE FOLLOWING DEPARTMENTS—ADMINISTRATION, FINANCE, GRANTS & PLANNING, HUMAN RESOURCES, AND INFORMATION TECHNOLOGY; MOST HOURS OF SERVICE DURING COVID PANDEMIC--MIGUEL ESCARCEGA, JR., MARIO ESPINOZA, URIEL MENDOZA AND RUBEN VALDEZ**
Larry Pageler, Board Chair
- 12 **APPROVE: CONSIDERATION OF ACCEPTING METRO’S UPDATED TITLE VI PROGRAM REPORT AND AUTHORIZING ITS SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION**
Julie Sherman, General Counsel
- 13 **CEO ORAL REPORT / COVID-19 UPDATE**
Michael Tree, CEO/General Manager
- 14 **ANNOUNCEMENT OF NEXT MEETING: FRIDAY, DECEMBER 16, 2022, AT 9:00 AM VIA TELECONFERENCE**
Larry Pageler, Board Chair
- 15 **ADJOURNMENT**
Larry Pageler, Board Chair

Accessibility for Individuals with Disabilities

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Public Comment

If you wish to address the Board, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Board and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.



DATE: November 18, 2022
TO: Board of Directors
FROM: Chuck Farmer, CFO
**SUBJECT: ACCEPT AND FILE PRELIMINARY APPROVED CHECK JOURNAL
DETAIL FOR THE MONTH OF OCTOBER 2022**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the preliminary approved Check Journal Detail for the month of October 2022

II. SUMMARY

- This staff report provides the Board of Directors (Board) with a preliminary approved Check Journal Detail for the month of October 2022.
- The Finance Department is submitting the check journals for Board acceptance and filing.

III. DISCUSSION/BACKGROUND

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

All invoices submitted for the month of October 2022 have been processed, the checks have been issued and signed by the Deputy Finance Director.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report aligns to METRO's Financial Stability, Stewardship & Accountability strategic plan.

V. FINANCIAL CONSIDERATIONS/IMPACT

The check journal present the invoices paid in October 2022 for Board review, agency disclosure and transparency.

VI. CHANGES FROM COMMITTEE

N/A.

VII. ALTERNATIVES CONSIDERED

None.

VIII. ATTACHMENTS

Attachment A: Check Journal Detail for the Month of October 2022

Prepared by: Holly Alcorn, Accounting Specialist

IX. APPROVALS

Chuck Farmer, CFO

A handwritten signature in blue ink that reads "Michael Tree for Chuck Farmer". The signature is written in a cursive style and is positioned above a horizontal line.

Michael Tree CEO/General Manager

A handwritten signature in black ink consisting of the initials "MT" followed by a long horizontal stroke. The signature is positioned above a horizontal line.

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CHECK # START THRU 9999999

DATE: 10/01/22 THRU 10/31/22

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80140	10/07/22	-2,085.00 002947	PEDX COURIER AND CARGO	7	116739	AUG 22 COURIER SVC	-2,085.00	**VOID	
80534	10/03/22	122.95 003151	ABC BUS INC		117043	INVENTORY ORDER	122.95		
80535	10/03/22	264.00 382	AIRTEC SERVICE INC.		117115	SVC CALL SMC	264.00		
80536	10/03/22	2,721.54 003596	AMAZON CAPITAL SERVICES, INC.		117023	PAINT PEN	37.91		
					117057	OFFICE SUPPLIES	980.14		
					117060	CONF ROOM SUPPLIES	103.11		
					117067	BRK ROOM TRASH CANS	1,437.72		
					117074	SIGN HOLDERS CUST	63.26		
					117106	TRAFFIC CONES	99.40		
80537	10/03/22	725.13 003370	ARI PHOENIX, INC		117094	SHOP TOOL RPR PARTS	725.13		
80538	10/03/22	5,710.39 001D	AT&T		117056	8/19-9/18 OPS ELEV	172.20		
					117058	8/19-9/18 MAIN ACCT	5,538.19		
80539	10/03/22	2,632.49 247	AUTOMATIC DOOR SYSTEMS, INC.		117114	AUTO DOOR MOTOR REPL	2,632.49		
80540	10/03/22	322.44 003248	BALCO HOLDINGS, INC.		117121	10/1-12/31 VERNON	472.44		
					117122	CR REMOVE SIS RATE	-150.00		
80541	10/03/22	154.94 107A	BFS GROUP LLC		117054	TROWL FOR OPS	3.91		
					117063	STOP KIT SMC	17.25		
					117080	CAULKING/SHOE COVERS	19.63		
					117081	RPR/MAINT SUPPL SBF	39.31		
					117082	CARPET GRIPPER OPS	26.70		
					117083	SINK HOLE COVER SMC	8.83		
					117100	SUPPLIES OPS	39.31		
80542	10/03/22	256.62 003393	BRASS KEY LOCKSMITH INC		117022	VEH# 1213 KEYS	246.78		
					117079	KEYS MMF	9.84		
80543	10/03/22	150.00 E1107	CASTANEDA, DONOVAN		117111	DMV RENEWAL EXAM	150.00		
80544	10/03/22	254.01 001159	CATTO'S GRAPHICS, INC.		117090	STICKERS CLEANAIRDAY	254.01		
80545	10/03/22	1,100.00 002109	CITY OF SANTA CRUZ/PARKING		117112	OCT 22 PARK PERMITS	1,100.00		
80546	10/03/22	1,811.71 130	CITY OF WATSONVILLE UTILITIES		117123	8/22-9/19 WTC FIRE	40.18		
					117124	9/21 WTC WASTE	1,196.84		
					117125	8/22-9/19 WTC WATER	351.45		
					117126	8/22-9/19 WTC WATER	106.89		
					117127	8/22-9/19 WATER	116.35		
80547	10/03/22	1,335.76 733	CLAREMONT EAP		117068	SEPT 22 EAP PREMIUM	667.88		
80548	10/03/22	45,092.62 001124	CLEAN ENERGY		117069	OCT 22 EAP PREMIUM	667.88		
					117084	9/2 LNG CHARGES	13,815.34		
					117085	9/9 LNG CHARGES	15,425.96		
					117086	9/13 LNG CHARGES	15,851.32		
80549	10/03/22	2,779.18 163	COMMUNITY PRINTERS, INC.		117091	SVC CHANGE CARDS	389.38		
					117092	SVC CHANGE CARDS	389.38		
					117093	SPLASH PASS BROCHURE	1,737.68		
80550	10/03/22	6,661.80 003485	EMPLOYNET, INC		117105	METRO RECRUIT FLYER	2,262.74		
					117021	TEMP W/E 9/18	2,730.00		
					117026	TEMP W/E 9/18	1,234.80		
					117027	TEMP W/E 9/18	778.80		
					117028	TEMP W/E 9/18	903.00		
					117070	TEMP W/E 9/18	1,015.20		

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DATE: 10/01/22 THRU 10/31/22

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80551	10/03/22	73.42 001297	FASTENAL COMPANY INC	117042			INVENTORY ORDER	73.42	
80552	10/03/22	25.47 039	FEDEX OFFICE	117047			FALL SVC NOTICES	25.47	
80553	10/03/22	5,614.14 117	GILLIG LLC	117040			INVENTORY ORDER	5,500.30	
				117041			INVENTORY ORDER	113.84	
80554	10/03/22	1,584.15 282	GRAINGER	117039			INVENTORY ORDER	82.61	
				117055			TOGGLE SWITCH MMF	6.02	
				117076			INVENTORY ORDER	1,050.63	
				117077			INVENTORY ORDER	444.89	
80555	10/03/22	18.34 E984	HILL, CAYLA	117113			CABLE TIES	18.34	
80556	10/03/22	1,850.00 T354	JJ KANE AUCTIONEERS	117129			REF CHECK 1026028	1,850.00	
80557	10/03/22	920.09 1117	KELLEY'S SERVICE INC.	117024			INVENTORY ORDER	1,013.29	
				117098			INVENTORY ORDER	51.56	
				117128			CREDIT K-1767504	-144.76	
80558	10/03/22	160.00 003362	LUMINATOR TECHNOLOGY GROUP INC	117097			CAMERA REPAIR	160.00	
80559	10/03/22	301.50 003249	MAXIMUM OIL SERVICE LLC	117073			HAZARD WASTE DISP	301.50	
80560	10/03/22	754.52 041	MISSION UNIFORM	117049			LAUNDRY/CUSTODIAL	26.02	
				117050			LAUNDRY/CUSTODIAL	26.02	
				117062			TOWELS/MOPS/MATS	41.75	
				117075			TOWELS,MOPS,MATS MMF	41.75	
				117095			VMU/VSW UNIFORM SUPP	420.98	
				117096			FUEL ST TOWELS	156.00	
				117101			TOWELS/MATS PARACRUZ	10.50	
				117102			TOWELS/MATS PARACRUZ	10.50	
				117103			TOWELS/MATS PARACRUZ	10.50	
				117116			TOWELS/MATS PARACRUZ	10.50	
80561	10/03/22	270.39 001711	MOHAWK MFG. & SUPPLY CO.	117108			INVENTORY ORDER	270.39	
80562	10/03/22	500.00 003542	NATALIE NIEMAN	117104			UPDATE FLYERS/CARDS	500.00	
80563	10/03/22	2,104.34 004	NORTH BAY FORD LINC-MERCURY	117015			VEH# PC 1703 RPR	1,641.02	
				117109			VEH# PC1706 PARTS	463.32	
80564	10/03/22	17,973.52 009	PACIFIC GAS & ELECTRIC	117064			8/25-9/23 SBF GAS	50.70	
				117065			8/24-9/22 MMF	6,168.51	
				117066			8/24-9/22 VERNON	7,387.56	
				117088			8/15-9/13 PARACRUZ	1,292.36	
				117099			8/24-9/22 SBF	3,074.39	
80565	10/03/22	147.49 050	PITNEY BOWES INC.	117117			10/1-12/31 LEASE C/S	147.49	
80566	10/03/22	382.50 592	R & S ERECTION OF	117061			RPR AUTO SLIDE GATE	382.50	
80567	10/03/22	535.03 003024	RICOH USA, INC CA	117118			9/14-10/13 PARACRUZ	66.76	
				117119			8/1-8/31 LEASE OPS	110.17	
				117120			9/1-9/30 LEASE OPS	154.92	
				117130			8/12-9/11 OPS	101.59	
				117131			9/12-10/11 OPS	101.59	
80568	10/03/22	267.66 215	RICOH USA, INC. TX	117048			10/3-11/2 LEASE C/S	267.66	
80569	10/03/22	34.57 536	RIVERSIDE LIGHTING, INC.	117053			BIT SET FLD	34.57	
80570	10/03/22	3,035.87 003154	ROMAINE ELECTRIC CORP	117013			INVENTORY ORDER	2,932.79	
				117014			INVENTORY ORDER	103.08	
80571	10/03/22	45.00 001292	SANTA CRUZ RECORDS MNGMT INC	117078			9/12 SHRED WTC	45.00	

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DATE: 10/01/22 THRU 10/31/22

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80572	10/03/22	1,687.50 001307		SANTA CRUZ STAFFING, LLC		117087	TEMP W/E 9/18	1,687.50	
80573	10/03/22	2,572.45 003292		SLINGSHOT CONNECTIONS LLC		117018	TEMP W/E 9/18	673.20	
						117025	TEMP W/E 6/5	205.80	
						117029	TEMP W/E 9/18	291.06	
						117030	TEMP W/E 9/4	52.92	
						117031	TEMP W/E 8/28	119.07	
						117032	TEMP W/E 8/21	277.83	
						117044	TEMP W/E 7/24	284.45	
						117045	TEMP W/E 7/31	72.77	
						117046	TEMP W/E 9/11	66.15	
						117051	TEMP W/E 7/10	277.83	
						117052	TEMP W/E 7/17	251.37	
						117107	INVENTORY ORDER	1,040.84	
80574	10/03/22	1,040.84 647		SPX CORPORATION		117059	INVENTORY ORDER	1,121.94	
80575	10/03/22	1,150.76 003595		STAPLES INC		117110	OFFICE SUPPLIES	28.82	
						117016	INVENTORY ORDER	1,034.44	
80576	10/03/22	5,237.51 003285		THE AFTERMARKET PARTS CO LLC		117017	INVENTORY ORDER	122.58	
						117019	VEH# 2316 PARTS	19.27	
						117020	VEH# 2322 PARTS	498.68	
						117033	INVENTORY ORDER	2,923.75	
						117034	INVENTORY ORDER	206.89	
						117035	INVENTORY ORDER	170.88	
						117036	INVENTORY ORDER	413.76	
						117037	CREDIT 82755881	-1,568.58	
						117038	INVENTORY ORDER	1,415.84	
80577	10/03/22	233.72 166		THE HOSE SHOP, INC		117071	CUSTODIAL HOSES MMF	185.84	
						117072	HOSE PARTS FLD	47.88	
80578	10/03/22	236.63 007		UNITED PARCEL SERVICE		117089	FREIGHT	236.63	
80579	10/10/22	380.00 003523		ACCO-WILSON, INC		117183	AN BACKFLOW TEST SVT	125.00	
						117184	BACKFLOW RPR MMF	255.00	
80580	10/10/22	92.83 003596		AMAZON CAPITAL SERVICES, INC.		117137	TICKET HOLDERS	22.93	
						117178	TV MOUNTS CONF ROOMS	69.90	
80581	10/10/22	1,015.49 001D		AT&T		117160	8/19-9/18 OCEAN IG	848.41	
						117161	8/19-9/18 DAVENPORT	167.08	
80582	10/10/22	4,218.91 001348		ATHENS INSURANCE SERVICE, INC.		117132	OCT 22 MONTHLY FEE	4,218.91	
80583	10/10/22	65.52 003199		B & H FOTO & ELECTRONICS CORP		117157	IT SUPPLIES	65.52	
80584	10/10/22	117.45 E1083		BAUER, DONNA		117194	REIMB EMPL INCENTIVE	117.45	
80585	10/10/22	6.38 107A		BFS GROUP LLC		117175	MUD MIXER MMF	6.38	
80586	10/10/22	5,698.77 001159		CAPTO'S GRAPHICS, INC.		117153	SIGNS/INSTALL	4,859.64	
						117172	ZIP CORDS/LANYARD	839.13	
80587	10/10/22	19,931.00 001124		CLEAN ENERGY		117179	SEPT 22 MAINT	19,931.00	
80588	10/10/22	2,890.00 003034		COASTAL LANDSCAPING INC.		117173	OCT 22 LANDSCAPING	2,890.00	
80589	10/10/22	856.92 003116		CUMMINS, INC		117138	INVENTORY ORDER	1,071.83	
						117139	CREDIT INV Y9-49732	-141.17	
						117140	CORE CR Y9-23801	-73.74	
80590	10/10/22	231.06 E986		DELFIN, MONIK		117180	EMP REFERRAL CARDS	231.06	

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DATE: 10/01/22 THRU 10/31/22

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80591	10/10/22	192.00 002567	DEPARTMENT OF JUSTICE	117159	AUG 22 FINGERPRINTS			192.00	
80592	10/10/22	2,410.82 003485	EMPLOYNET, INC	117174	TEMP W/E 9/25			1,192.82	
80593	10/10/22	2,912.00 432	EXPRESS SERVICES INC.	117185	TEMP W/E 9/25			1,218.00	
80594	10/10/22	123.90 001297	FASTENAL COMPANY INC	117187	TEMP W/E 9/11			832.00	
80595	10/10/22	58.12 003418	FRONTIER COMMUNICATIONS - 6145	117188	TEMP W/E 9/18			1,040.00	
80596	10/10/22	10,389.42 001302	GARDA CL WEST, INC.	117189	TEMP W/E 9/25			1,040.00	
80597	10/10/22	57.58 117	GILLIG LLC	117150	NON INVENTORY ORDER			123.90	
80598	10/10/22	118.21 546	GRANITROCK COMPANY	117190	9/13-10/12 SKYLINE			58.12	
80599	10/10/22	150.00 E648	HERRERA, LEONEL	117192	OCT 22 SERVICES			497.94	
80600	10/10/22	80.00 E024	HERSEY, LYNN	117193	OCT 22 VAULT SVC			9,891.48	
80601	10/10/22	158.41 914	J.J.R ENTERPRISES, INC.	117149	VEH# 4201 PARTS			57.58	
80602	10/10/22	148.96 1117	KELLEY'S SERVICE INC.	117162	SUPPL FILL POTHOLES			118.21	
80603	10/10/22	100.00 003450	LANGUAGE LINE SERVICES INC	117163	DOT/DWV PHYS EXAM			150.00	
80604	10/10/22	1,800.00 003645	LMS ENVIRONMENTAL, INC.	117166	REIMB MEC RENEWAL			80.00	
80605	10/10/22	593.00 T358	MANGELSEN,EMMA	117156	TONER CARTRIDGE			158.41	
80606	10/10/22	21,983.14 003017	MANSFIELD OIL CO OF GAINSVILLE	117148	INVENTORY ORDER			148.96	
80607	10/10/22	3,456.61 003391	MARK THOMAS & COMPANY INC	117195	SEPT22 TRANSLATE SVC			100.00	
80608	10/10/22	2,029.50 003368	MDC SYSTEMS CORP	117181	WASTE HANDLER TRNG			593.00	
80609	10/10/22	1,058.57 E1020	MENGISTU, WONDIMU	117170	SECURITY DEPOSIT REF			21,983.14	
80610	10/10/22	1,006.25 003361	MILLER MAXFIELD INC	117186	9/26 DIESEL FUEL			3,456.61	
80611	10/10/22	36.52 041	MISSION UNIFORM	117182	CNG SENSOR CALIBR			2,029.50	
80612	10/10/22	34.96 003326	NIDAL HALABI & NADA ALGHARIB	117171	9/19-9/21 ZEB CONF			1,058.57	
80613	10/10/22	246.80 004	NORTH BAY FORD LINC-MERCURY	117196	PUBLIC OUTREACH SVC			1,006.25	
80614	10/10/22	9,540.61 009	PACIFIC GAS & ELECTRIC	117191	TOWELS/MATS PARACRUZ			10.50	
80615	10/10/22	289.30 003020	QUEST DIAGNOSTIC INC.	117199	LAUNDRY/CUSTODIAL			26.02	
80616	10/10/22	1,049.30 E1082	ROSS, MARGO	117167	CEO NAME PLATE			34.96	
80617	10/10/22	2,851.86 001307	SANTA CRUZ STAFFING, LLC	117142	VEH# PC1716 PARTS			44.22	
80618	10/10/22	40,919.70 003625	SELF INSURED SERVICES COMPANY	117143	VEH PC1711 PARTS			104.97	
80619	10/10/22	375.05 003285	THE AFTERMARKET PARTS CO LLC	117144	INVENTORY ORDER			97.61	
80620	10/10/22	602.89 166	THE HOSE SHOP, INC	117176	8/29-9/27 SMC			4,883.80	
80621	10/10/22	1,286.10 001800	THERMO KING OF SALINAS, INC	117177	8/29-9/27 OPS			4,656.81	
80622	10/10/22	507.41 043	TROWBRIDGE ENTERPRISES	117158	9/27 DOT DRUG TESTS			289.30	
				117165	9/19-9/21 ZEB CONF			1,049.30	
				117154	TEMP W/E 9/25			1,620.00	
				117155	TEMP W/E 9/25			1,231.86	
				117197	OCT 22 VSP			7,605.00	
				117198	OCT 22 DENTAL			33,314.70	
				117145	INVENTORY ORDER			86.18	
				117146	INVENTORY ORDER			86.18	
				117151	INVENTORY ORDER			202.69	
				117141	INVENTORY ORDER			602.89	
				117152	INVENTORY ORDER			1,286.10	
				117133	OFFICE SUPPLIES			259.83	
				117134	OFFICE SUPPLIES			47.72	
				117135	OFFICE SUPPLIES			85.77	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80623	10/10/22	002947	2,085.00	PEDX COURIER AND CARGO	7		OFFICE SUPPLIES	13.39	
80624	10/17/22	003596	297.47	AMAZON CAPITAL SERVICES, INC.			OFFICE SUPPLIES	16.02	
							OFFICE SUPPLIES	84.68	
							REPL CK80140 AUG SVC	2,085.00	
							PAINT PEN	113.88	
							BELT TENSION TESTER	104.85	
							OFFICE SUPPLIES	78.74	
80625	10/17/22	002861	33.40	AMERICAN MESSAGING SVCS, LLC			OCT 22 PAGER	33.40	
80626	10/17/22	003405	265.00	ANIMAL DAMAGE MANAGEMENT INC			SKUNK TRAPPING	265.00	
80627	10/17/22	001D	2,515.78	AT&T			8/24-9/23 BUS WIFI	997.02	VOIDED
							SEPT 22 PT 2 PT	589.20	
							9/10-10/9/22 DIST IN	929.56	
80627	10/17/22	001D	-2,515.78	AT&T			8/24-9/23 BUS WIFI	-997.02	**VOID
							SEPT 22 PT 2 PT	-589.20	
							9/10-10/9/22 DIST IN	-929.56	
							OFFICE SUPPLIES	78.66	
80628	10/17/22	003199	78.66	B & H FOTO & ELECTRONICS CORP			BATTERIES	38.04	
80629	10/17/22	002363	38.04	BATTERIES PLUS #314			INVENTORY ORDER	3,461.44	
80630	10/17/22	002802	3,461.44	BATTERY SYSTEMS INC.			TRAVEL REIMBURSEMENT	1,026.21	
80631	10/17/22	E1002	1,026.21	BERRELLEZA, PABLO			ADAPTER SET	12.57	
80632	10/17/22	107A	151.68	BFS GROUP LLC			RPR KITCHEN SINK OPS	9.80	
							REP BENCH BONNY DOON	129.31	
80633	10/17/22	616	2,500.00	BROWN ARMSTRONG ACCOUNTANCY			2022 AUDIT	2,500.00	
80634	10/17/22	080A	288.00	CALIFORNIA DEPARTMENT OF TAX			JUL-SEPT 22 DIESEL	288.00	
80635	10/17/22	002129	69.57	CALIFORNIA JANITORIAL SUPPLY			NEW PRODUCT TEST	69.57	
80636	10/17/22	001324	5,250.00	CAPITALEDDGE ADVOCACY, INC.			OCT 22 LEGISLATE SVC	5,250.00	
80637	10/17/22	001089	7,696.66	CASEY PRINTING, INC			FALL 22 HEADWAYS	7,696.66	
80638	10/17/22	003320	5,495.45	CENTER FOR TRANSPORTATION AND			PJ19-0037 ELEC BUS	2,495.45	
							10/1-9/30/23 ZEBRA	3,000.00	
80639	10/17/22	001346	187.69	CITY OF SANTA CRUZ-FINANCE			SEPT 22 LANDFILL	187.69	
80640	10/17/22	667	228.24	CITY OF SCOTTS VALLEY			7/16-9/15/22 SVTC	228.24	
80641	10/17/22	001124	66,336.54	CLEAN ENERGY			LNG 9/27/22	16,674.94	
							LNG 9/16/22	16,373.85	
							LNG 9/20/22	16,834.25	
							LNG 9/30/22	16,453.50	
80642	10/17/22	003601	4,014.50	COMCAST HOLDINGS CORPORATION			8/29-9/25 TV ADS	4,014.50	
80643	10/17/22	002814	2,270.53	CREATIVE BUS SALES, INC.			INVENTORY ORDER	2,270.53	
80644	10/17/22	E1022	87.75	CRUMMIE, DAWN			REIMBURSEMENT	87.75	
80645	10/17/22	003116	10,103.70	CUMMINS, INC			INVENTORY ORDER	364.31	
							INVENTORY ORDER	3,237.81	
							INVENTORY ORDER	5,828.88	
							TEST KIT	233.09	
							INVENTORY ORDER	134.49	
							INVENTORY ORDER	129.76	
							RPR VEH #1903	175.36	
							INVENTORY ORDER	6,193.19	

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80646	10/17/22	6,538.00 001219	D&B POWER ASSOCIATES, INC	117224			CREDIT FOR Y9-64923	-6,193.19	
80647	10/17/22	4,213.86 003520	DONNA NORTH	117301			UPS PREV MAINT	6,538.00	
80648	10/17/22	6,316.97 003341	DYNAMIC SECURITY TECH INC	117245			RPR WINDOW EL HUARAC	198.71	
80649	10/17/22	4,016.33 003274	EAST BAY TIRE CO.	117300			MIRRORS OPS GYM	4,015.15	
80650	10/17/22	8,304.48 003485	EMPLOYNET, INC	117302			PJ#23-0004C ACS GYM	5,356.97	
80651	10/17/22	1,536.89 E980	EUSSE-GIL, ANDREA	117303			PJ#23-0004C ACS GYM	960.00	
80652	10/17/22	4,395.42 001297	FASTENAL COMPANY INC	117225			TIRES REVENUE VEH	1,232.64	
80653	10/17/22	117.97 039	FEDEX OFFICE	117226			TIRES REVENUE VEH	1,878.46	
80654	10/17/22	23,044.04 002952	FLYERS ENERGY, LLC	117227			TIRES REVENUE VEH PC	905.23	
80655	10/17/22	620.92 117	GILLIG LLC	117204			TEMP W/E 9/25/22	1,057.00	
80656	10/17/22	285.00 003316	GLOBAL WATER TECHNOLOGY INC	117205			TEMP W/E 9/25/22	808.50	
80657	10/17/22	65.33 546	GRANITEROCK COMPANY	117228			TEMP W/E 9/25/22	2,579.06	
80658	10/17/22	876.17 001097	GREENWASTE RECOVERY, INC.	117286			TEMP W/E 10/2/22	917.00	
80659	10/17/22	1,306.23 E984	HILL, CAYLA	117287			TEMP W/E 10/2/22	765.60	
80660	10/17/22	1,319.21 003230	JOBBERS EQUIPMENT WAREHOUSE	117297			TEMP W/E 10/2/22	718.08	
80661	10/17/22	23,627.38 003366	KEY GOVERNMENT FINANCE INC	117298			TEMP W/E 10/2/22	1,459.24	
80662	10/17/22	2,236.73 003293	MAKAI SOLUTIONS	117291			TRAVEL REIMBURSEMENT	1,536.89	
80663	10/17/22	800.00 E1007	MARTINEZ, FREDDIE	117229			INVENTORY ORDER	99.71	
80664	10/17/22	1,470.36 001052	MID VALLEY SUPPLY INC.	117261			COVID SUPPLIES	4,295.71	
80665	10/17/22	5,827.88 003361	MILLER MAXFIELD INC	117308			POSTERS	117.97	
80666	10/17/22	91.38 041	MISSION UNIFORM	117309			9/16-9/30 NON REV FU	4,404.46	
80667	10/17/22	2,012.00 469	MONTEREY BAY AIR RESOURCES	117230			9/16-9/30 REV FUEL	18,639.58	
80668	10/17/22	197.09 003464	MPRESS DIGITAL, INC	117241			RPR VEH #621	620.92	
80669	10/17/22	3,512.84 009	PACIFIC GAS & ELECTRIC	117242			SEPT 22 WATER TREATM	285.00	
80670	10/17/22	112.50 003647	PACIFIC POWER GROUP, LLC	117299			BUS STOP IMPROVEMENT	65.33	
80671	10/17/22	1,820.00 002947	PEDX COURIER AND CARGO	117252			SEPT 22 PARA CRUZ	478.59	
80672	10/17/22	144.50 481	PIED PIPER EXTERMINATORS, INC.	117253			SEPT 22 SVTC	397.58	
				117290			TRAVEL REIMBURSEMENT	1,306.23	
				117237			INVENTORY ORDER	1,319.21	
				117314			OCT 22 LEASE	23,627.38	
				117247			RPR BAY 8 LIFT	2,236.73	
				117235			TRAVEL ADVANCE	800.00	
				117246			INVENTORY ORDER	1,470.36	
				117207			SEPT 22 PUB OUTREACH	4,752.88	
				117208			SEPT 22 PUB OUTREACH	1,075.00	
				117248			TOWELS MOPS MATS	41.75	
				117249			EMBLEMS	13.11	
				117259			LAUNDRY SERVICES	26.02	
				117280			CUSTODIAL SUPPLIES	10.50	
				117255			ANNUAL RENEWAL	2,012.00	
				117206			LG PRINT HEADWAYS	3,197.09	
				117257			9/2-10/3 PNR WTC SVT	3,512.84	
				117231			RPR VEH #1901	112.50	
				117233			SEPT 22 COURIER SVC	1,820.00	
				117250			OCT 22 PEST WTC	65.00	
				117251			OCT 22 PEST WTC MKT	79.50	

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80673	10/17/22	583.36 003061	QUADIANT FINANCE USA INC	117264	***-***-****-1598			583.36	
80674	10/17/22	212.55 003059	QUADIANT LEASING USA, INC.	117278	11/3-2/2/23 LEASE PC			212.55	
80675	10/17/22	80.00 E989	SANCHEZ, VICKIE	117262	REIMBURSEMENT			80.00	
80676	10/17/22	641.00 002700	SANTA CRUZ COUNTY ENVIRONMENTAL	117271	ANNUAL PERMIT VERNON			641.00	
80677	10/17/22	17,794.93 002917	SANTA CRUZ METRO TRANSIT W/C	117294	W/C REPLENISHMENT			17,794.93	
80678	10/17/22	470.81 079	SANTA CRUZ MUNICIPAL UTILITIES	117268	SEPT 22 VERNON			264.66	
				117269	SEPT 22 1200 RIV IRR			206.15	
80679	10/17/22	305.00 001292	SANTA CRUZ RECORDS MNGMT INC	117274	SEPT 22 SHREDDING			260.00	
				117277	SEPT 22 SHREDDING PC			45.00	
80680	10/17/22	6,070.00 001307	SANTA CRUZ STAFFING, LLC	117240	TEMP W/E 10/2/22			1,550.00	
				117260	TEMP W/E 10/2/22			1,350.00	
				117284	TEMP W/E 10/9/22			1,550.00	
				117316	TEMP W/E 10/9/22			1,620.00	
80681	10/17/22	725.69 003545	SCHINDLER ELEVATOR CORPORATION	117270	OCT 22 ELEVATOR INSP			725.69	
80682	10/17/22	2,500.00 002267	SHAW YODER ANTIWIH	117282	SEPT 22 LEGISLATE SV			2,500.00	
80683	10/17/22	800.00 E988	SOLORIO-GOMEZ, RINA	117236	TRAVEL ADVANCE			800.00	
80684	10/17/22	20,000.00 003425	SYNCHROMATICS CORPORATION	117238	SEPT 22 SERVICES			10,000.00	
				117239	OCT 22 SERVICES			10,000.00	
80685	10/17/22	156.04 001040	TERRYBERRY CO., LLC	117258	EMPLOYEE INCENTIVE			156.04	
80686	10/17/22	3,193.19 043	TROWBRIDGE ENTERPRISES	117209	OFFICE SUPPLIES			42.72	
				117263	COVID PPE			2,057.48	
				117266	2023 CALENDARS			159.30	
				117272	OFFICE SUPPLIES			313.13	
				117285	OFFICE SUPPLIES			426.35	
				117317	OFFICE SUPPLIES			123.90	
				117318	OFFICE SUPPLIES			70.31	
80687	10/17/22	455.00 003200	UPS STORE #1128	117304	FINGERPRINTING			455.00	
80688	10/17/22	39.02 434	VERIZON WIRELESS	117305	9/2-10/1 TABLET			39.02	
80689	10/17/22	68.00 003290	WORKFORCEQA LLC	117295	DOT DRUG SCREEN			68.00	
80690	10/17/22	32.61 E329	ZARAGOZA, DANIEL	117281	REIMBURSEMENT			32.61	
80691	10/17/22	5,224.71 003544	ZOOM VIDEO COMMUNICATIONS, INC	117283	8/31-8/30/23 SUBSCRI			5,224.71	
80692	10/17/22	1,518.76 001D	AT&T	117319	SEPT22 PT2PT			589.20	
				117320	9/10-10/9 DIST INT			929.56	
80693	10/17/22	997.02 003105	AT&T MOBILITY	117321	8/24-9/23 BUS WIFI			997.02	
80694	10/24/22	393.77 003151	ABC BUS INC	117343	INVENTORY ORDER			393.77	
80695	10/24/22	85.15 003596	AMAZON CAPITAL SERVICES, INC.	117336	CHAIR MAT			67.65	
				117357	VEH# 708 PARTS			17.50	
80696	10/24/22	1,865.52 001D	AT&T	117335	9/13-10/12PT TO PT 1			1,865.52	
80697	10/24/22	703.85 107A	BFS GROUP LLC	117322	ADHESIVE SMC			188.73	
				117323	SUPPL SOLAR MARKERS			140.35	
				117324	SOLAR MARKER INSTALL			71.60	
				117325	SOLAR MARKER INSTALL			125.52	
				117326	LUMBER MMF			78.19	
				117327	SCREWS MMF			28.50	
				117328	LUMBER MMF			70.96	
80698	10/24/22	90.00 003393	BRASS KEY LOCKSMITH INC	117356	VEH# PC 1704 KEYS			90.00	

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80699	10/24/22	743.00 080	CALIFORNIA DEPARTMENT OF TAX	117404			JUL-SEPT22 SALES TAX	743.00	
80700	10/24/22	242.95 367	COMMUNITY TELEVISION OF	117368			8/26 BOD MEETING	242.95	
80701	10/24/22	2,591.81 002814	CREATIVE BUS SALES, INC.	117351			VEH# PC 2404 PARTS	1,173.49	
				117352			REBILL XA128003051	1,418.32	
				117366			INVENTORY ORDER	1,546.53	
80702	10/24/22	4,476.00 588	CTSJPA (CALTIP)	117367			CREDITINXAL28003051	-1,546.53	
80703	10/24/22	2,924.96 003116	CUMMINS, INC	117396			SEPT 22 CODE=5100	4,476.00	
				117341			INVENTORY ORDER	2,458.93	
				117342			INVENTORY ORDER	96.81	
				117354			INVENTORY ORDER	203.86	
				117355			VEH# 1903 PARTS	165.36	
80704	10/24/22	96.00 002567	DEPARTMENT OF JUSTICE	117401			SEPT 22 FINGERPRINTS	96.00	
80705	10/24/22	993.00 916	DOCTORS ON DUTY MEDICAL	117407			PRE EMP/PHYSICALS HR	993.00	
80706	10/24/22	1,210.10 003274	EAST BAY TIRE CO.	117340			REVENUE TIRES	757.48	
				117365			REVENUE TIRES	452.62	
80707	10/24/22	1,218.00 003485	EMPLOYNET, INC	117338			TEMP W/E 10/2	1,218.00	
80708	10/24/22	750.36 001297	FASTENAL COMPANY INC	117329			INVENTORY ORDER	90.89	
				117330			INVENTORY ORDER MMF	659.47	
80709	10/24/22	49,792.54 002295	FIRST ALARM SECURITY & PATROL	117369			SEPT 22 SECURITY	49,792.54	
80710	10/24/22	558.04 002962	FIS	117419			SEPT22 MERCHANT FEES	558.04	
80711	10/24/22	150.00 E1108	GARCIA, ANTONIO Z.	117403			DOT/DMV PHYSICAL	150.00	
80712	10/24/22	2,827.01 117	GILLIG LLC	117349			INVENTORY ORDER	2,813.22	
				117350			INVENTORY ORDER	13.79	
80713	10/24/22	186.05 E1073	GLAGOLA, DANIELLE	117405			COUNTY FAIR PRIZES	186.05	
80714	10/24/22	262.34 282	GRAINGER	117334			CAUTION TAPE MMF	7.38	
				117353			NON INVENTORY ORDER	254.96	
80715	10/24/22	49,447.15 003109	HANSON BRIDGETT LLP	117378			M# 032117.004002	3,780.10	
				117379			M# 032117.004003	11,051.40	
				117380			M# 032117.006001	669.00	
				117381			M# 032117.006037	746.15	
				117382			M# 032117.006040	6,037.50	
80716	10/24/22	14,071.45 001745	HARTFORD LIFE AND ACCIDENT INS	117383			SEPT 22 RETAINER	27,163.00	
				117384			OCT 22 LIFE AD&D	3,546.95	
				117385			OCT 22 LTD	10,524.50	
80717	10/24/22	3,409.02 1117	KELLEY'S SERVICE INC.	117387			VEH# PCL712 PARTS	845.77	
				117388			INVENTORY ORDER	241.31	
				117389			NON INVENTORY ORDER	2,339.42	
80718	10/24/22	1,120.00 003362	LUMINATOR TECHNOLOGY GROUP INC	117393			CORE CREDIT K1877452	-17.48	
				117398			ELECTRONIC EQUIP RPR	480.00	
				117408			DVR REPAIR	640.00	
80719	10/24/22	2,340.38 003273	MGP XI REIT,LLC	117391			NOV 22 RENT CAPITOLA	2,340.38	
80720	10/24/22	664.94 041	MISSION UNIFORM	117332			TOWELS/MOPS/MATS MMF	41.75	
				117333			TOWELS/MOPS/MATS MMF	41.75	
				117337			LAUNDRY/CUSTODIAL	26.02	
				117344			TOWELS/MATS PARACRUZ	10.50	
				117362			UNIFORM REPAIR	27.00	

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80721	10/24/22	426.08 003464		MPRESS DIGITAL, INC		117363	INIFORM REPAIR	27.00	
80722	10/24/22	403.91 004		NORTH BAY FORD LINC-MERCURY		117364	FUEL ST TOWELS	156.00	
80723	10/24/22	14,673.75 003584		P&M HOLDING GROUP, LLP		117402	VMO/VSW UNIFORM SUPP	334.92	
80724	10/24/22	4,866.64 009		PACIFIC GAS & ELECTRIC		117399	HWX17 POSTERS	426.08	
80725	10/24/22	2,311.38 003024		RICOH USA, INC CA		117394	VEH# PC 1704 PARTS	102.41	
						117395	INVENTORY ORDER	301.50	
						117420	PROF SVC SEPT 22	14,673.75	
						117360	8/29-9/27 RIV CHG ST	3,754.49	
						117400	9/14-10/12 PARACRUZ	1,112.15	
						117414	7/14-8/13 PARACRUZ	66.76	
						117415	7/12-8/11 OPS	101.59	
						117416	FREIGHT OPS	41.00	
						117417	10/1-10/31 LEASE OPS	110.17	
						117418	7/1-9/30 ADMIN	1,991.86	
80726	10/24/22	40.25 536		RIVERSIDE LIGHTING, INC.		117331	LIGHTS OPS	40.25	
80727	10/24/22	1,400.00 307		SANTA CRUZ COUNTY CHAMBER OF		117413	1/23-12/23MEMBERSHIP	1,400.00	
80728	10/24/22	618.87 002459		SCOTT'S VALLEY WATER DISTRICT		117410	9/1-9/30 SVT	343.41	
						117411	9/1-9/30 SVT	275.46	
80729	10/24/22	764.57 003054		SERVICE STATION SYSTEMS		117409	REPLACE HOSE SBF	764.57	
80730	10/24/22	9,890.74 001075		SOQUEL III ASSOCIATES	7	117392	NOV 22 RENT RESEARCH	9,890.74	
80731	10/24/22	240.00 003314		SOUTHWEST COMMERCIAL PRODUCTS		117412	INVENTORY ORDER	240.00	
80732	10/24/22	17,984.15 003285		THE AFTERMARKET PARTS CO LLC		117370	INVENTORY ORDER	1,650.41	
						117371	VEH# 1610 PARTS	994.68	
						117372	INVENTORY ORDER	11.59	
						117373	VEH# 2316 PARTS	9,417.14	
						117374	INVENTORY ORDER	1,537.58	
						117375	INVENTORY ORDER	4,173.48	
						117376	VEH# 2316 PARTS	45.69	
						117377	INVENTORY ORDER	153.58	
80733	10/24/22	877.29 166		THE HOSE SHOP, INC		117358	INVENTORY ORDER	857.49	
80734	10/24/22	829.84 043		TROWBRIDGE ENTERPRISES		117339	OFFICE SUPPLIES	28.43	
						117345	COPY PAPER	419.19	
80735	10/24/22	23,816.53 057		U.S. BANK		117346	COPY PAPER	382.22	
80736	10/24/22	85.32 007		UNITED PARCEL SERVICE		117390	****-****-****-5971	23,816.53	
80737	10/24/22	1,138.52 434		VERIZON WIRELESS		117397	FREIGHT	85.32	
						117347	9/2-10/1 PARACRUZ	308.88	
						117348	9/2-10/1 PARACRUZ	714.39	
						117361	9/2-10/1 FAC CELL PH	64.45	
						117406	9/2-10/01 CUST SVC	50.80	
80738	10/24/22	124.79 E1109		DIAZ-GARZA, MICHAEL		117421	LIVESCAN FINGERPRINT	38.00	
						117422	COMM B LEARNERS PERM	86.79	
80739	10/24/22	83.21 M148		ABACHERLI, ARLETTE		9006795	MEDICAL SUPPLEMENTAL	83.21	
80740	10/24/22	19.10 M149		ADAMS, ELLEN		9006796	MEDICAL SUPPLEMENTAL	19.10	
80741	10/24/22	15.13 M381		AGUIRRE, CIRO		9007000	MEDICAL SUPPLEMENTAL	15.13	
80742	10/24/22	145.08 M382		AITKEN, ANGELA		9007001	MEDICAL SUPPLEMENTAL	145.08	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80743	10/24/22	14.73 M150	ALLEN, ROBERT	9006797	MEDICAL SUPPLEMENTAL	14.73			
80744	10/24/22	19.10 M333	ANDERSON, WILLIAM	9006958	MEDICAL SUPPLEMENTAL	19.10			
80745	10/24/22	36.02 M151	ANDRADE, GERALD	9006798	MEDICAL SUPPLEMENTAL	36.02			
80746	10/24/22	19.10 M334	ANDRADE, OSCAR	9006959	MEDICAL SUPPLEMENTAL	19.10			
80747	10/24/22	18.01 M152	ANN, DORICE	9006799	MEDICAL SUPPLEMENTAL	18.01			
80748	10/24/22	14.73 M153	ARCHIBEQUE, ELEANOR	9006800	MEDICAL SUPPLEMENTAL	14.73			
80749	10/24/22	38.19 M154	ARCHIBEQUE, JUANITA	9006801	MEDICAL SUPPLEMENTAL	38.19			
80750	10/24/22	38.19 M155	ASPESI, JOHN	9006802	MEDICAL SUPPLEMENTAL	38.19			
80751	10/24/22	19.10 M383	AVILES, PATRICIA	9007002	MEDICAL SUPPLEMENTAL	19.10			
80752	10/24/22	38.19 M156	BAILEY, EDWIN	9006803	MEDICAL SUPPLEMENTAL	38.19			
80753	10/24/22	36.02 M158	BAN, MARK	9006804	MEDICAL SUPPLEMENTAL	36.02			
80754	10/24/22	137.41 M159	BARNES, SCOTT	9006805	MEDICAL SUPPLEMENTAL	137.41			
80755	10/24/22	14.73 M335	BARRY, BARTOLOMEW	9006960	MEDICAL SUPPLEMENTAL	14.73			
80756	10/24/22	19.10 M336	BARTZ, GLENN	9006961	MEDICAL SUPPLEMENTAL	19.10			
80757	10/24/22	19.10 M160	BASS, BETTY	9006806	MEDICAL SUPPLEMENTAL	19.10			
80758	10/24/22	44.11 M161	BAUER, FRANK	9006807	MEDICAL SUPPLEMENTAL	44.11			
80759	10/24/22	14.73 M162	BLAIR, GARY	9006808	MEDICAL SUPPLEMENTAL	14.73			
80760	10/24/22	19.10 M164	BLAKE, GENEVA	9006809	MEDICAL SUPPLEMENTAL	19.10			
80761	10/24/22	19.10 M165	BLIGHT, KAREN	9006810	MEDICAL SUPPLEMENTAL	19.10			
80762	10/24/22	52.85 M166	BOOTON, EMMA	9006811	MEDICAL SUPPLEMENTAL	52.85			
80763	10/24/22	38.19 M167	BOYD, MICHAEL	9006812	MEDICAL SUPPLEMENTAL	38.19			
80764	10/24/22	14.73 M169	BREGANTE, BATTISTA	9006813	MEDICAL SUPPLEMENTAL	14.73			
80765	10/24/22	19.10 M337	BRONDSATTER, CHERYL	9006962	MEDICAL SUPPLEMENTAL	19.10			
80766	10/24/22	38.19 M384	BRONDSATTER, WALLACE	9007003	MEDICAL SUPPLEMENTAL	38.19			
80767	10/24/22	38.19 M170	BROWN, ERNEST	9006814	MEDICAL SUPPLEMENTAL	38.19			
80768	10/24/22	38.19 M171	BROWN, KENNETH	9006815	MEDICAL SUPPLEMENTAL	38.19			
80769	10/24/22	19.10 M338	BRYANT, KATHLEEN	9006963	MEDICAL SUPPLEMENTAL	19.10			
80770	10/24/22	19.10 M172	BURKET, JANET	9006816	MEDICAL SUPPLEMENTAL	19.10			
80771	10/24/22	14.73 M173	BYTHEWAY, MARY	9006817	MEDICAL SUPPLEMENTAL	14.73			
80772	10/24/22	30.25 M339	CANALES, DONNA	9006964	MEDICAL SUPPLEMENTAL	30.25			
80773	10/24/22	83.21 M174	CAPELLA, KATHLEEN	9006818	MEDICAL SUPPLEMENTAL	83.21			
80774	10/24/22	14.73 M175	CARLSON, MERRYL	9006819	MEDICAL SUPPLEMENTAL	14.73			
80775	10/24/22	19.10 M176	CARR, DALE	9006820	MEDICAL SUPPLEMENTAL	19.10			
80776	10/24/22	14.73 M177	CASANECA, RICHARD	9006821	MEDICAL SUPPLEMENTAL	14.73			
80777	10/24/22	34.72 M178	CAVATAIO, PASQUALE	9006822	MEDICAL SUPPLEMENTAL	34.72			
80778	10/24/22	14.73 M340	CENTER, DOUGLAS	9006965	MEDICAL SUPPLEMENTAL	14.73			
80779	10/24/22	14.73 M179	CERVANTES, GLORIA	9006823	MEDICAL SUPPLEMENTAL	14.73			
80780	10/24/22	14.73 M386	CHANDLEY, PAUL	9007004	MEDICAL SUPPLEMENTAL	14.73			
80781	10/24/22	14.73 M341	CHAVARRIA, JOHNNY	9006966	MEDICAL SUPPLEMENTAL	14.73			
80782	10/24/22	21.61 M420	CHAVEZ, JESSE	9007035	MEDICAL SUPPLEMENTAL	21.61			
80783	10/24/22	38.19 M342	CILIBERTO, ANTHONY	9006967	MEDICAL SUPPLEMENTAL	38.19			
80784	10/24/22	19.10 M343	CLARKE, PATRICIA	9006968	MEDICAL SUPPLEMENTAL	19.10			
80785	10/24/22	14.73 M180	CLAYTON, MICHAEL	9006824	MEDICAL SUPPLEMENTAL	14.73			
80786	10/24/22	25.19 M344	CODD, FREDERICK	9006969	MEDICAL SUPPLEMENTAL	25.19			
80787	10/24/22	84.77 M181	COLWELL, ARLAN	9006825	MEDICAL SUPPLEMENTAL	84.77			
80788	10/24/22	19.10 M345	CONKLIN, CAROLYN	9006970	MEDICAL SUPPLEMENTAL	19.10			

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80789	10/24/22	M182	19.10	CONTRERAS-NAVARRO, FRANCISCO		9006826	MEDICAL SUPPLEMENTAL	19.10	
80790	10/24/22	M183	42.39	COON, RICHARD		9006827	MEDICAL SUPPLEMENTAL	42.39	
80791	10/24/22	M387	38.19	COTTER, ROBERT		9007005	MEDICAL SUPPLEMENTAL	38.19	
80792	10/24/22	M346	19.10	COUSINS, DOROTHY		9006971	MEDICAL SUPPLEMENTAL	19.10	
80793	10/24/22	M185	45.01	COWELL, RICHARD		9006828	MEDICAL SUPPLEMENTAL	45.01	
80794	10/24/22	M186	19.10	CRANDELL, LAWRENCE		9006829	MEDICAL SUPPLEMENTAL	19.10	
80795	10/24/22	M376	42.39	CRANDELL, DANA		9006997	MEDICAL SUPPLEMENTAL	42.39	
80796	10/24/22	M187	19.10	CRAWFORD, FLOYD		9006830	MEDICAL SUPPLEMENTAL	19.10	
80797	10/24/22	M348	19.10	CRAWFORD, TERRI		9006972	MEDICAL SUPPLEMENTAL	19.10	
80798	10/24/22	M188	19.10	CRUISE, RICHARD		9006831	MEDICAL SUPPLEMENTAL	19.10	
80799	10/24/22	M190	38.19	CRUTCH, SHELTON		9006832	MEDICAL SUPPLEMENTAL	38.19	
80800	10/24/22	M349	14.73	CUMMINGS, CYNTHIA		9006973	MEDICAL SUPPLEMENTAL	14.73	
80801	10/24/22	M191	36.02	CUMMINGS, PATRICIA		9006833	MEDICAL SUPPLEMENTAL	36.02	
80802	10/24/22	M192	38.19	CUMMINS, MAJOR		9006834	MEDICAL SUPPLEMENTAL	38.19	
80803	10/24/22	M193	52.85	DAKIWAG, FRED		9006835	MEDICAL SUPPLEMENTAL	52.85	
80804	10/24/22	M194	52.85	DANIEL, REBECCA		9006836	MEDICAL SUPPLEMENTAL	52.85	
80805	10/24/22	M195	36.02	DAVIDOSKI, PATTI		9006837	MEDICAL SUPPLEMENTAL	36.02	
80806	10/24/22	M196	14.73	DAVILLA, ANA		9006838	MEDICAL SUPPLEMENTAL	14.73	
80807	10/24/22	M351	19.10	DEAN, RONALD		9006974	MEDICAL SUPPLEMENTAL	19.10	
80808	10/24/22	M373	14.73	DEL PO, CAROLYN		9006994	RETIREE SUPPLEMENTAL	14.73	
80809	10/24/22	M197	45.01	DEVIVO, WILLIAM		9006839	MEDICAL SUPPLEMENTAL	45.01	
80810	10/24/22	M427	14.73	DOBBS, LILLIAN		9007042	MEDICAL SUPPLEMENTAL	14.73	
80811	10/24/22	M389	19.10	DORFMAN, IRIS		9007006	MEDICAL SUPPLEMENTAL	19.10	
80812	10/24/22	M421	87.05	DOVE, WILLIAM		9007036	MEDICAL SUPPLEMENTAL	87.05	
80813	10/24/22	M199	14.73	DRAKE, JUDITH		9006840	MEDICAL SUPPLEMENTAL	14.73	
80814	10/24/22	M200	14.73	ELIA, LARRY		9006841	MEDICAL SUPPLEMENTAL	14.73	
80815	10/24/22	M390	38.19	EMERSON, WILLIAM		9007007	MEDICAL SUPPLEMENTAL	38.19	
80816	10/24/22	M201	38.19	ESCARCEGA, MIGUEL		9006842	MEDICAL SUPPLEMENTAL	38.19	
80817	10/24/22	M202	42.85	FALLAU, NICHOLAS		9006843	MEDICAL SUPPLEMENTAL	42.85	
80818	10/24/22	M391	19.10	FENN, MARILYN		9007008	MEDICAL SUPPLEMENTAL	19.10	
80819	10/24/22	M203	15.13	FLAGG, PAULA		9006844	MEDICAL SUPPLEMENTAL	15.13	
80820	10/24/22	M393	73.46	FLORES, JUAN		9007009	MEDICAL SUPPLEMENTAL	73.46	
80821	10/24/22	M352	14.73	FLOREZ, ROSIE		9006975	MEDICAL SUPPLEMENTAL	14.73	
80822	10/24/22	M394	30.25	FRANCIS, RUFUS		9007010	MEDICAL SUPPLEMENTAL	30.25	
80823	10/24/22	M204	19.10	FREEMAN, MARY		9006845	MEDICAL SUPPLEMENTAL	19.10	
80824	10/24/22	M205	52.85	GABRIEL, RICHARD		9006846	MEDICAL SUPPLEMENTAL	52.85	
80825	10/24/22	M354	14.78	GABRIELE, BERNARD		9006976	MEDICAL SUPPLEMENTAL	14.78	
80826	10/24/22	M355	14.78	GABRIELE, CATHLEEN		9006977	MEDICAL SUPPLEMENTAL	14.78	
80827	10/24/22	M395	38.19	GALE, TERRY		9007011	MEDICAL SUPPLEMENTAL	38.19	
80828	10/24/22	M396	14.73	GALLOWAY, SCOTT		9007012	MEDICAL SUPPLEMENTAL	14.73	
80829	10/24/22	M206	14.73	GARBEZ, LINDA		9006847	MEDICAL SUPPLEMENTAL	14.73	
80830	10/24/22	M207	14.73	GARBEZ, MANNY		9006848	MEDICAL SUPPLEMENTAL	14.73	
80831	10/24/22	M208	42.39	GARCIA, DANIEL		9006849	MEDICAL SUPPLEMENTAL	42.39	
80832	10/24/22	M209	14.73	GARCIA, HELEN		9006850	MEDICAL SUPPLEMENTAL	14.73	
80833	10/24/22	M210	88.22	GARCIA, SAMUEL		9006851	MEDICAL SUPPLEMENTAL	88.22	
80834	10/24/22	M211	14.73	GOSE, JOHN		9006852	MEDICAL SUPPLEMENTAL	14.73	

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80835	10/24/22	55.80	M041	0	9006793	MEDICAL SUPPLEMENTAL	55.80	
80836	10/24/22	83.21	M213		9006853	MEDICAL SUPPLEMENTAL	83.21	
80837	10/24/22	14.73	M214		9006854	MEDICAL SUPPLEMENTAL	14.73	
80838	10/24/22	29.46	M215		9006855	MEDICAL SUPPLEMENTAL	29.46	
80839	10/24/22	14.73	M216		9006856	MEDICAL SUPPLEMENTAL	14.73	
80840	10/24/22	14.73	M217		9006857	MEDICAL SUPPLEMENTAL	14.73	
80841	10/24/22	19.10	M218		9006858	MEDICAL SUPPLEMENTAL	19.10	
80842	10/24/22	33.48	M422		9007037	MEDICAL SUPPLEMENTAL	33.48	
80843	10/24/22	36.02	M219		9006859	MEDICAL SUPPLEMENTAL	36.02	
80844	10/24/22	14.73	M220		9006860	MEDICAL SUPPLEMENTAL	14.73	
80845	10/24/22	45.01	M221		9006861	MEDICAL SUPPLEMENTAL	45.01	
80846	10/24/22	19.10	M397		9007013	MEDICAL SUPPLEMENTAL	19.10	
80847	10/24/22	19.10	M398		9007014	MEDICAL SUPPLEMENTAL	19.10	
80848	10/24/22	19.10	M222		9006862	MEDICAL SUPPLEMENTAL	19.10	
80849	10/24/22	103.66	M380		9006999	MEDICAL SUPPLEMENTAL	103.66	
80850	10/24/22	14.73	M223		9006863	MEDICAL SUPPLEMENTAL	14.73	
80851	10/24/22	38.19	M224		9006864	MEDICAL SUPPLEMENTAL	38.19	
80852	10/24/22	61.48	M225		9006865	MEDICAL SUPPLEMENTAL	61.48	
80853	10/24/22	86.91	M226		9006866	MEDICAL SUPPLEMENTAL	86.91	
80854	10/24/22	19.10	M356		9006978	MEDICAL SUPPLEMENTAL	19.10	
80855	10/24/22	19.10	M228		9006867	MEDICAL SUPPLEMENTAL	19.10	
80856	10/24/22	38.19	M229		9006868	MEDICAL SUPPLEMENTAL	38.19	
80857	10/24/22	36.02	M230		9006869	MEDICAL SUPPLEMENTAL	36.02	
80858	10/24/22	19.10	M231		9006870	MEDICAL SUPPLEMENTAL	19.10	
80859	10/24/22	29.46	M232		9006871	MEDICAL SUPPLEMENTAL	29.46	
80860	10/24/22	14.73	M357		9006979	MEDICAL SUPPLEMENTAL	14.73	
80861	10/24/22	38.19	M233		9006872	MEDICAL SUPPLEMENTAL	38.19	
80862	10/24/22	14.73	M235		9006873	MEDICAL SUPPLEMENTAL	14.73	
80863	10/24/22	50.43	M399		9007015	MEDICAL SUPPLEMENTAL	50.43	
80864	10/24/22	38.19	M236		9006874	MEDICAL SUPPLEMENTAL	38.19	
80865	10/24/22	8.84	M423		9007038	MEDICAL SUPPLEMENTAL	8.84	
80866	10/24/22	19.10	M238		9006875	MEDICAL SUPPLEMENTAL	19.10	
80867	10/24/22	19.10	M239		9006876	MEDICAL SUPPLEMENTAL	19.10	
80868	10/24/22	71.95	M240		9006877	MEDICAL SUPPLEMENTAL	71.95	
80869	10/24/22	11.46	M428		9007043	MEDICAL SUPPLEMENTAL	11.46	
80870	10/24/22	19.10	M241		9006878	MEDICAL SUPPLEMENTAL	19.10	
80871	10/24/22	85.71	M242		9006879	MEDICAL SUPPLEMENTAL	85.71	
80872	10/24/22	19.10	M243		9006880	MEDICAL SUPPLEMENTAL	19.10	
80873	10/24/22	38.19	M244		9006881	MEDICAL SUPPLEMENTAL	38.19	
80874	10/24/22	71.95	M379		9006998	MEDICAL SUPPLEMENTAL	71.95	
80875	10/24/22	14.73	M245		9006882	MEDICAL SUPPLEMENTAL	14.73	
80876	10/24/22	38.19	M246		9006883	MEDICAL SUPPLEMENTAL	38.19	
80877	10/24/22	14.73	M400		9007016	MEDICAL SUPPLEMENTAL	14.73	
80878	10/24/22	18.01	M248		9006884	MEDICAL SUPPLEMENTAL	18.01	
80879	10/24/22	42.39	M249		9006885	MEDICAL SUPPLEMENTAL	42.39	
80880	10/24/22	38.19	M250		9006886	MEDICAL SUPPLEMENTAL	38.19	

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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80881	10/24/22	122.33	MARTINEZ, MANUEL		9006887	MEDICAL SUPPLEMENTAL	122.33	
80882	10/24/22	36.02	MARTINEZ, MARK		9006888	MEDICAL SUPPLEMENTAL	36.02	
80883	10/24/22	35.06	MCDONALD, JANIE		9006889	MEDICAL SUPPLEMENTAL	35.06	
80884	10/24/22	14.73	MCDONALD, KEVIN		9006890	MEDICAL SUPPLEMENTAL	14.73	
80885	10/24/22	19.10	MCFADDEN, IAN		9006980	MEDICAL SUPPLEMENTAL	19.10	
80886	10/24/22	29.46	MCGINNIS, POLLY		9006981	MEDICAL SUPPLEMENTAL	29.46	
80887	10/24/22	38.19	MCHALE, BRIAN		9006995	MEDICAL SUPPLEMENTAL	38.19	
80888	10/24/22	19.10	MEJIA, INDELLISA		9006982	MEDICAL SUPPLEMENTAL	19.10	
80889	10/24/22	14.73	MELLOK, JOHN		9006983	MEDICAL SUPPLEMENTAL	14.73	
80890	10/24/22	14.73	MESECK, MARGARITA		9006891	MEDICAL SUPPLEMENTAL	14.73	
80891	10/24/22	14.73	MILLER, FOREST		9006984	MEDICAL SUPPLEMENTAL	14.73	
80892	10/24/22	50.79	MILLER, MARY		9006892	MEDICAL SUPPLEMENTAL	50.79	
80893	10/24/22	83.21	MOREAU, DAVID		9007017	MEDICAL SUPPLEMENTAL	83.21	
80894	10/24/22	19.10	MORGAN, JEANETTE		9006893	MEDICAL SUPPLEMENTAL	19.10	
80895	10/24/22	36.02	MORR, BONNIE		9006894	MEDICAL SUPPLEMENTAL	36.02	
80896	10/24/22	103.66	MULLIS, MICHAEL		9006895	MEDICAL SUPPLEMENTAL	103.66	
80897	10/24/22	19.10	MUNGIOLI, LARRY		9006896	MEDICAL SUPPLEMENTAL	19.10	
80898	10/24/22	29.46	MUNGUIA, GUSTAVO		9006897	MEDICAL SUPPLEMENTAL	29.46	
80899	10/24/22	19.10	NABOR, GLEN		9007018	MEDICAL SUPPLEMENTAL	19.10	
80900	10/24/22	8.84	NANCE, RAMONA		9007039	MEDICAL SUPPLEMENTAL	8.84	
80901	10/24/22	19.10	NAUKKARINEN, JUUKA		9006898	MEDICAL SUPPLEMENTAL	19.10	
80902	10/24/22	14.73	NELSON, EDWARD		9006899	MEDICAL SUPPLEMENTAL	14.73	
80903	10/24/22	38.19	NELSON, RICHARD		9006900	MEDICAL SUPPLEMENTAL	38.19	
80904	10/24/22	29.46	NIEFO, MANUEL		9006901	MEDICAL SUPPLEMENTAL	29.46	
80905	10/24/22	105.70	NJAA, N		9006902	MEDICAL SUPPLEMENTAL	105.70	
80906	10/24/22	83.21	NORTH, JEFFREY		9006903	MEDICAL SUPPLEMENTAL	83.21	
80907	10/24/22	56.95	NORTHON, M		9006904	MEDICAL SUPPLEMENTAL	56.95	
80908	10/24/22	38.19	O'DONNELL, SHAWN		9006905	MEDICAL SUPPLEMENTAL	38.19	
80909	10/24/22	19.10	O'HAGIN, JUSTINA		9006906	MEDICAL SUPPLEMENTAL	19.10	
80910	10/24/22	19.10	O'MARA, KATHLEEN		9006908	MEDICAL SUPPLEMENTAL	19.10	
80911	10/24/22	38.19	OJEDA, ROBERTO		9006907	MEDICAL SUPPLEMENTAL	38.19	
80912	10/24/22	19.10	ORTEGA, MANUELA		9006909	MEDICAL SUPPLEMENTAL	19.10	
80913	10/24/22	83.21	OWENS, ROLAND		9006910	MEDICAL SUPPLEMENTAL	83.21	
80914	10/24/22	19.10	PARHAM, WALLACE		9006911	MEDICAL SUPPLEMENTAL	19.10	
80915	10/24/22	61.48	PAULSON, STEVEN		9007019	MEDICAL SUPPLEMENTAL	61.48	
80916	10/24/22	38.19	PENDRAGON, LINDA		9006912	MEDICAL SUPPLEMENTAL	38.19	
80917	10/24/22	29.46	PEREZ, ANTONIO		9006913	MEDICAL SUPPLEMENTAL	29.46	
80918	10/24/22	55.80	PEREZ, CHERYL		9006994	MEDICAL SUPPLEMENTAL	55.80	
80919	10/24/22	19.10	PETERS, TERRIE		9006914	MEDICAL SUPPLEMENTAL	19.10	
80920	10/24/22	14.73	PHILLIPS, THOMAS		9006915	MEDICAL SUPPLEMENTAL	14.73	
80921	10/24/22	14.73	PHILLIPS, TYRONE		9007020	MEDICAL SUPPLEMENTAL	14.73	
80922	10/24/22	14.73	PICARELLA, FRANCIS		9006916	MEDICAL SUPPLEMENTAL	14.73	
80923	10/24/22	57.98	POLANCO, JOSE		9006917	MEDICAL SUPPLEMENTAL	57.98	
80924	10/24/22	42.39	PONS, JUAN		9006918	MEDICAL SUPPLEMENTAL	42.39	
80925	10/24/22	14.73	PRECIADO, MARY LOU		9006985	MEDICAL SUPPLEMENTAL	14.73	
80926	10/24/22	38.19	PRICE, HARRY		9006919	MEDICAL SUPPLEMENTAL	38.19	

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DATE: 10/01/22 THRU 10/31/22

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80927	10/24/22	19.10	M291		9006920	MEDICAL SUPPLEMENTAL	19.10	
80928	10/24/22	83.21	M292	PRINCE, DEBRA	9006921	MEDICAL SUPPLEMENTAL	83.21	
80929	10/24/22	38.19	M293	PRINCE, PETER	9006922	MEDICAL SUPPLEMENTAL	38.19	
80930	10/24/22	38.19	M418	PRUDDEN, RICHARD	9007034	MEDICAL SUPPLEMENTAL	38.19	
80931	10/24/22	19.10	M294	PYE, GINA	9006923	MEDICAL SUPPLEMENTAL	19.10	
80932	10/24/22	15.13	M295	RACKLEY, BOBBIE	9006924	MEDICAL SUPPLEMENTAL	15.13	
80933	10/24/22	110.20	M296	RAMIREZ, MANUEL	9006925	MEDICAL SUPPLEMENTAL	110.20	
80934	10/24/22	14.73	M364	RAMOS, ROSALIO	9006926	MEDICAL SUPPLEMENTAL	14.73	
80935	10/24/22	153.38	M297	READ, TIMON	9006927	MEDICAL SUPPLEMENTAL	153.38	
80936	10/24/22	18.01	M299	REGAN, MICHAEL	9006928	MEDICAL SUPPLEMENTAL	18.01	
80937	10/24/22	19.10	M300	ROCHA, SHERI	9006929	MEDICAL SUPPLEMENTAL	19.10	
80938	10/24/22	19.10	M365	RODGERS, MARILYN	9007021	MEDICAL SUPPLEMENTAL	19.10	
80939	10/24/22	19.10	M405	ROGERS, SYLVIA	9007022	MEDICAL SUPPLEMENTAL	19.10	
80940	10/24/22	19.10	M406	ROSS, ELISABETH	9006929	MEDICAL SUPPLEMENTAL	19.10	
80941	10/24/22	36.02	M301	ROSS, EMERY	9006930	MEDICAL SUPPLEMENTAL	36.02	
80942	10/24/22	52.85	M302	ROSSI, DENISE	9006931	MEDICAL SUPPLEMENTAL	52.85	
80943	10/24/22	19.10	M303	ROWE, RUBY	9006932	MEDICAL SUPPLEMENTAL	19.10	
80944	10/24/22	83.21	M304	ROY, ARLEN	9006933	MEDICAL SUPPLEMENTAL	83.21	
80945	10/24/22	34.72	M305	RUIZ, ESTEVAN	9006934	MEDICAL SUPPLEMENTAL	34.72	
80946	10/24/22	36.02	M306	RYLANDER, REED	9006935	MEDICAL SUPPLEMENTAL	36.02	
80947	10/24/22	71.95	M407	SALGUEIRO, MICHAEL	9007023	MEDICAL SUPPLEMENTAL	71.95	
80948	10/24/22	19.10	M366	SANCHEZ, ASCENCION	9006988	MEDICAL SUPPLEMENTAL	19.10	
80949	10/24/22	68.80	M307	SANDOVAL, ANGEL	9007024	MEDICAL SUPPLEMENTAL	68.80	
80950	10/24/22	29.46	M408	SCARGILL, RAYMOND	9006936	MEDICAL SUPPLEMENTAL	29.46	
80951	10/24/22	19.10	M308	SCHRAEDER, PAUL	9006937	MEDICAL SUPPLEMENTAL	19.10	
80952	10/24/22	83.21	M309	SERRATO, JUAN	9006989	MEDICAL SUPPLEMENTAL	83.21	
80953	10/24/22	14.73	M367	SILVA, EDUARDO	9007025	MEDICAL SUPPLEMENTAL	14.73	
80954	10/24/22	99.27	M409	SLATER, ROBYN	9006938	MEDICAL SUPPLEMENTAL	99.27	
80955	10/24/22	14.73	M310	SLOAN, SUZANNE	9006939	MEDICAL SUPPLEMENTAL	14.73	
80956	10/24/22	44.11	M311	SMITH, DONNA	9007026	MEDICAL SUPPLEMENTAL	44.11	
80957	10/24/22	18.01	M410	STARKEY, THOMAS	9007027	MEDICAL SUPPLEMENTAL	18.01	
80958	10/24/22	29.46	M411	STICKEL, THOMAS	9006990	MEDICAL SUPPLEMENTAL	29.46	
80959	10/24/22	38.19	M368	STRICKLAND, JAMES	9007040	MEDICAL SUPPLEMENTAL	38.19	
80960	10/24/22	8.84	M425	SWAIN, LAWRENCE	9006991	MEDICAL SUPPLEMENTAL	8.84	
80961	10/24/22	29.46	M369	SWART, RANDY	9007028	MEDICAL SUPPLEMENTAL	29.46	
80962	10/24/22	68.01	M412	SYREN, LESLYN	9006992	MEDICAL SUPPLEMENTAL	68.01	
80963	10/24/22	14.73	M370	TAYLOR, THOMAS	9006940	MEDICAL SUPPLEMENTAL	14.73	
80964	10/24/22	38.19	M313	THOMAS, RUSSELL	9006941	MEDICAL SUPPLEMENTAL	38.19	
80965	10/24/22	75.14	M314	TICHENOR, KENNETH	9006942	MEDICAL SUPPLEMENTAL	75.14	
80966	10/24/22	14.73	M315	TOLINE, DONALD	9006943	MEDICAL SUPPLEMENTAL	14.73	
80967	10/24/22	19.10	M316	TOVAR, SERENA	9006944	MEDICAL SUPPLEMENTAL	19.10	
80968	10/24/22	18.01	M317	TRENT, VICKI	9006945	MEDICAL SUPPLEMENTAL	18.01	
80969	10/24/22	8.84	M426	TRINIDAD, AURORA	9006946	MEDICAL SUPPLEMENTAL	8.84	
80970	10/24/22	71.95	M318	TUTTLE CALLIS, CHERI	9006947	MEDICAL SUPPLEMENTAL	71.95	
80971	10/24/22	36.02	M319	VALDEZ, JOSE			36.02	
80972	10/24/22	103.66	M320	VAN DE VEER, JOHN			103.66	

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DATE: 10/01/22 THRU 10/31/22

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
80973	10/24/22	M321	42.39	VAN DYKE, CURTIS		9006948	MEDICAL SUPPLEMENTAL	42.39	
80974	10/24/22	M413	38.19	VANDERZANDE, ED		9007029	MEDICAL SUPPLEMENTAL	38.19	
80975	10/24/22	M375	19.10	VEST, SHELLY		9006996	MEDICAL SUPPLEMENTAL	19.10	
80976	10/24/22	M323	19.10	VONWAL, YVETTE		9006949	MEDICAL SUPPLEMENTAL	19.10	
80977	10/24/22	M324	17.36	WADSWORTH, RITA		9006950	MEDICAL SUPPLEMENTAL	17.36	
80978	10/24/22	M325	29.46	WALTER, KEVIN		9006951	MEDICAL SUPPLEMENTAL	29.46	
80979	10/24/22	M414	55.80	WARNOCK, APRIL		9007030	MEDICAL SUPPLEMENTAL	55.80	
80980	10/24/22	M415	19.10	WHITE, LESLIE		9007031	MEDICAL SUPPLEMENTAL	19.10	
80981	10/24/22	M326	38.19	WHITNEY, LUCERE		9006952	MEDICAL SUPPLEMENTAL	38.19	
80982	10/24/22	M416	145.08	WILLIS, GREGORY		9007032	MEDICAL SUPPLEMENTAL	145.08	
80983	10/24/22	M372	38.19	WILSON, BONNIE		9006993	MEDICAL SUPPLEMENTAL	38.19	
80984	10/24/22	M328	83.21	WOODBRIIDGE, ELIZABETH		9006953	MEDICAL SUPPLEMENTAL	83.21	
80985	10/24/22	M329	50.79	WU, PETER		9006954	MEDICAL SUPPLEMENTAL	50.79	
80986	10/24/22	M417	19.10	WYANT, JUDI		9007033	MEDICAL SUPPLEMENTAL	19.10	
80987	10/24/22	M330	14.73	YAGI, RANDY		9006955	MEDICAL SUPPLEMENTAL	14.73	
80988	10/24/22	M331	19.10	YANCY, TERRY		9006956	MEDICAL SUPPLEMENTAL	19.10	
80989	10/24/22	M332	42.85	ZENKER, JEFFREY		9006957	MEDICAL SUPPLEMENTAL	42.85	
80990	10/31/22	002941	119.17	AA SAFE & SECURITY CO		117495	KEYS WTC	51.68	
						117496	KEYS WTC	67.49	
80991	10/31/22	003151	286.93	ABC BUS INC		117530	INVENTORY ORDER	286.93	
80992	10/31/22	003523	170.00	ACCO-WILSON, INC		117497	BACKFLOW RPR MMF	170.00	
80993	10/31/22	382	2,876.00	AIRTEC SERVICE INC.		117498	REPLACE COMPRESSOR	2,876.00	
80994	10/31/22	003596	1,127.89	AMAZON CAPITAL SERVICES, INC.		117489	OFFICE SUPPLIES	42.40	
						117513	TRUNK OR TREAT SUPPL	1,841.42	
						117514	CREDIT DAMAGED SAFE	-837.93	
80995	10/31/22	003405	150.00	ANIMAL DAMAGE MANAGEMENT INC		117518	OFFICE SUPPLIES	82.00	
80996	10/31/22	003655	45,000.00	AVAAP USA LLC		117533	SKUNK ABATEMENT	150.00	
80997	10/31/22	107A	27.24	BFS GROUP LLC		117547	1904 MOBILIZATIONFEE	45,000.00	
						117428	CABLING SMC	5.98	
						117502	PARTS MMF	14.69	
80998	10/31/22	003634	112.75	CALIFORNIA NEWSPAPER P'SHIP		117503	PLUMBING SUPPL WTC	6.57	
80999	10/31/22	149	4,530.00	CALIFORNIA NEWSPAPERS P'SHIP	0	117475	13 WEEKS-7DAY ACCESS	112.75	
81000	10/31/22	003633	5,355.83	CINTAS CORPORATION NO.2		117534	ADS RECRUIT/SPLASH	4,530.00	
						117538	FIRST AID KIT PRC	594.92	
						117539	FIRST AID KIT SVT	434.61	
						117540	FIRST AID KIT WTC	865.26	
						117541	FIRST AID KITS SMC	1,297.89	
						117542	FIRST AID KIT SBF	432.63	
						117543	FIRST AID KITS OPS	865.26	
						117544	FIRST AID KITS VER	865.26	
81001	10/31/22	002109	1,100.00	CITY OF SANTA CRUZ/PARKING		117528	NOV 22 PARK PERMITS	1,100.00	
81002	10/31/22	733	663.16	CLAREMONT EAP		117478	NOV 22 EAP PREMIUM	663.16	
81003	10/31/22	001124	39,241.71	CLEAN ENERGY		117456	9/6 LNG CHARGES	13,018.80	
						117457	10/4 LNG CHARGES	13,038.43	
						117458	10/7 LNG CHARGES	13,184.48	
81004	10/31/22	075	2,629.10	COAST PAPER & SUPPLY INC.		117448	INVENTORY ORDER	2,629.10	

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81005	10/31/22	260.23 163	COMMUNITY PRINTERS, INC.	117493			RECRUITMENT FLYER	260.23	
81006	10/31/22	473.36 003116	CUMMINS, INC	117479			INVENTORY ORDER	355.02	
81007	10/31/22	1,164.65 002949	DRANE INDUSTRIAL MACHINING	117480			INVENTORY ORDER	118.34	
81008	10/31/22	54.63 E986	DELFIN, MONIK	117522			INVENTORY ORDER	1,164.65	
81009	10/31/22	750.00 916	DOCTORS ON DUTY MEDICAL	117527			HIRING BUSINESS CARD	54.63	
81010	10/31/22	10,181.04 003274	EAST BAY TIRE CO.	117473			10/14STATEMENT OPS	750.00	
				117441			REVENUE TIRES	705.44	
				117442			REVENUE TIRES	2,515.84	
				117483			NON REVENUE TIRES	272.10	
				117484			REVENUE TIRES	590.66	
				117485			REVENUE TIRES	474.28	
				117486			REVENUE TIRES	1,848.96	
				117505			REVENUE TIRES	3,773.76	
81011	10/31/22	9,978.76 003485	EMPLOYNET, INC	117424			TEMP W/E 10/9	847.00	
				117425			TEMP W/E 10/9	706.20	
				117426			TEMP W/E 10/9	1,234.80	
				117429			TEMP W/E 10/9	1,824.38	
				117430			TEMP W/E 10/2	1,811.25	
				117433			TEMP W/E 10/9	897.60	
				117434			TEMP W/E 10/9	977.13	
				117461			TEMP W/E 10/16	686.40	
				117462			TEMP W/E 10/16	994.00	
				117435			TEMP W/E 10/2	1,040.00	
				117436			TEMP W/E 10/09	1,040.00	
				117437			TEMP W/E 10/16	1,040.00	
81012	10/31/22	3,120.00 432	EXPRESS SERVICES INC.	117474			TRANSPORT SURVEY	45,000.00	
				117464			NON INVENTORY ORDER	954.03	
				117465			INV/NON INV ORDER	252.03	
				117506			NON INVENTORY ORDER	311.06	
				117466			10/1-10/15 REV FUEL	15,632.51	
				117467			10/1-10/15NONREVFUEL	3,587.94	
				117509			10/16-11/15SKYLINEOP	58.12	
				117443			VEH# 4206 RPRS	95.16	
				117444			INVENTORY ORDER	218.52	
				117445			INVENTORY ORDER	13.79	
				117487			INVENTORY ORDER	596.94	
				117488			INVENTORY ORDER	110.30	
				117459			INVENTORY ORDER	14,384.32	
				117546			1918 AWNING PROJECT	3,580.00	
				117532			11/22-1/23 OPS	796.39	
				117516			INVENTORY ORDER	64.33	
				117517			10/4 VEH 9818 TOW	588.00	
				117523			VEH# 2212 TOW	504.00	
				117531			VEH# PCL706	378.00	
				117468			CAMERA RPR	320.00	
81023	10/31/22	320.00 003362	LUMINATOR TECHNOLOGY GROUP INC	117472			SVC CALL BAY 3 MMF	1,765.96	
81024	10/31/22	1,765.96 003293	MAKAI SOLUTIONS						

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81025	10/31/22	29,231.76 003017		MANSFIELD OIL CO OF GAINSVILLE		117507	10/12 DIESEL FUEL	29,231.76	
81026	10/31/22	153.00 003249		MAXIMUM OIL SERVICE LLC		117499	USED OIL PICKUP	153.00	
81027	10/31/22	1,189.94 041		MISSION UNIFORM		117446	UNIFORM REPAIR	28.09	
						117490	FUEL ST TOWELS	156.00	
						117494	VMU/VSW UNIFORM SUPP	447.16	
						117501	TOWELS/MOPS/MATS MMF	41.75	
						117510	VMU/VSW UNIFORM SUPP	334.92	
						117511	FUEL ST TOWELS	156.00	
						117529	LAUNDRY/CUSTODIAL	26.02	
						117524	10/9-10/12 APTA CONF	1,405.15	
						117447	JOB ADV MECHANIC	400.00	
						117520	NAME PLATES	39.33	
						117508	INVENTORY ORDER	1,633.43	
						117500	ANNUAL MAINT MULTI	5,237.59	
						117469	9/23-10/23 SBF ELECT	3,087.45	
						117432	INVENTORY ORDER	3,367.99	
						117438	OCT 22 PEST MMF	217.50	
						117439	OCT 22 PEST OPS PARK	212.50	
						117440	OCT22 PEST OPS CREEK	255.00	
						117482	BUSINESS CARDS HR	75.38	
						117535	BUSINESS CARDS	162.78	
						117549	1906 MMF PARKING	11,377.50	
						117550	1906 DEMO ENGINEERIN	2,873.25	
						117449	DMV/DOT PHYSICAL	150.00	
						117471	TV MOUNTINGPARTS MMF	9.30	
						117476	VEH# 700PM SVC	192.42	
						117477	VEH# 704 PM SVC	185.00	
						117515	VEH# 701 PM SVC	185.00	
						117526	TRAINING LUNCH	100.12	
						117525	10/9-10/12 APTA CONF	1,393.07	
						117551	9/8-10/5 SBF	3,002.40	
						117552	9/8-10/5 VERNON	376.93	
						117553	9/8-10/5 SMC ISLAND	116.32	
						117554	MMF IRRIGATION	34.80	
						117555	9/8-10/5 SMC	2,497.34	
						117556	9/8-10/5 OPS	431.61	
						117557	9/8-10/5 BETTYS	57.13	
						117558	9/8-10/5 MMF	1,531.44	
						117559	9/8-10/5MULTIBUSSTOP	1,050.60	
						117423	TEMP W/E 10/16	1,282.50	
						117545	PETTY CASH REPLENISH	428.55	
						117536	NOV 22 VSP	7,650.00	
						117537	NOV 22 DENTAL	33,524.10	
						117431	TEMP W/E 9/25	673.20	
						117463	1901 PRC FAC PROJECT	9,405.00	
						117450	INVENTORY ORDER	432.58	

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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
81050	10/31/22	3,780.05 003242		THE JANEK CORPORATION		117451	INVENTORY ORDER	57.90	
81051	10/31/22	841.25 043		TROWBRIDGE ENTERPRISES		117452	INVENTORY ORDER	64.12	
						117453	INVENTORY ORDER	263.27	
						117454	INVENTORY ORDER	69.49	
						117455	INVENTORY ORDER	143.08	
						117460	ELECTRONIC REPAIR	3,780.05	
						117470	OFFICE SUPPLIES	10.93	
						117481	2023 CALENDAR	26.54	
						117491	WIRELESS KEYBOARD	30.93	
						117492	OFFICE SUPPLIES HR	19.02	
						117504	OFFICE SUPPLIES FAC	77.86	
						117519	ENVELOPES HR	14.57	
						117521	2023 CALENDARS	661.40	
81052	10/31/22	174.12 007		UNITED PARCEL SERVICE		117512	FREIGHT	174.12	
81053	10/31/22	3,724.98 434		VERIZON WIRELESS	0	117427	9/13-10/12 BUS WIFI	3,724.98	
81054	10/31/22	273,815.00 003656		WORKDAY, INC.		117548	1904 SUBSCRIPT FEE	273,815.00	
TOTAL		1,399,236.95		ACCOUNTS PAYABLE		TOTAL CHECKS	523	1,399,236.95	



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS MEETING MINUTES*
OCTOBER 28, 2022 – 9:00 AM
MEETING HELD VIA TELECONFERENCE**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) convened on Friday, October 28, 2022, via teleconference.

The Board Meeting Agenda Packet can be found online at www.SCMTD.com. *Minutes are “summary” minutes, not verbatim minutes. Audio recordings Board meeting open sessions are available to the public upon request.

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- 1 **CALLED TO ORDER** at 9:01 AM by Board Chair Pageler.
- 2 **ROLL CALL:** The following Directors were **present** via teleconference, representing a quorum:

Director Kristen Brown	City of Capitola
Director Rebecca Downing	County of Santa Cruz
Direct Jimmy Dutra	City of Watsonville
Director Shebreh Kalantari-Johnson	City of Santa Cruz
Director Manu Koenig	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Bruce McPherson	County of Santa Cruz
Director Donna Meyers AR 9:06	City of Santa Cruz
Director Larry Pageler	County of Santa Cruz
Director Ari Parker	City of Watsonville
Director Mike Rotkin	County of Santa Cruz
Ex-Officio Director Dan Henderson	UC Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College
Michael Tree	CEO/General Manager
Julie Sherman	General Counsel

- 3 **ANNOUNCEMENTS**
Today’s meeting is being broadcast by Community Television of Santa Cruz County.
- 4 **BOARD OF DIRECTORS COMMENTS**
Hearing none, Chair Pageler moved to the next agenda item.
- 5 **ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS**
Hearing none, Chair Pageler moved to the next agenda item.

6 LABOR ORGANIZATION COMMUNICATIONS

Brandon Freeman, Vice Chair of SMART Local 0023, spoke to changing the Highway 17 route schedule in the upcoming winter bid. In reevaluating the route, METRO's coverage past the San Jose Diridon Station (Diridon) replicates routes in place by Santa Clara Valley Transportation Authority (VTA). SMART is in support of eliminating this redundancy past Diridon, which will allow METRO the ability to add frequency to the Highway 17 trips. METRO has programs in place with VTA to accept METRO's passes to transfer to the VTA system.

John Urgo, METRO's Planning and Development Director, followed up with a proposed change of combining routes 69A, 69W and 91X, which currently travel once an hour between Watsonville and Santa Cruz. The new route would serve Main Street, Watsonville Hospital and Cabrillo College and then continue on to the normal 69 routing to downtown Santa Cruz. Again, this will provide an increase in frequency. He added that METRO is bringing this to the Board now to get ahead of any concerns the public may have when they hear the 91X is being suspended.

Several Directors commented that it is great to see management and employees collaborating to find solutions to these issues.

Ex-Officio Director Northcutt thanked Mr. Urgo for notifying Cabrillo College.

Director Dutra furthered the discussion on the current ridership on these three routes and asked how long would the 91X be placed on hold. Mr. Urgo replied that it is dependent on Bus Operator hiring, recruiting and training. Any change that lasts longer than 12 months will trigger a Title VI analysis and include a public process. If it is less than that, METRO may add it back when it has the additional Bus Operators.

Director Parker was pleased that Mr. Urgo made sure that there would be regular frequency coverage from Crestview to Watsonville High School. Discussion followed on the success rate of hiring the recruitments.

Hearing nothing further, Chair Pageler moved to the next agenda item.

7 METRO ADVISORY COMMITTEE (MAC) WRITTEN COMMUNICATION

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

8 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Chair Pageler mentioned a revised resolution to Item 9.5 on the Consent Agenda was provided on October 27, 2022 for the Board of Directors' review; and if approved, will be included in the agenda packet.

CONSENT AGENDA

- 9.1 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF SEPTEMBER 2022
Chuck Farmer, CFO

- 9.2 ACCEPT AND FILE MINUTES OF:
A. SEPTEMBER 23, 2022 BOARD OF DIRECTORS MEETING
B. SEPTEMBER 30, 2022 BOARD OF DIRECTORS SPECIAL MEETING
C. OCTOBER 14, 2022 BOARD OF DIRECTORS SPECIAL MEETING
Michael Tree, CEO/General Manager
- 9.3 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF SEPTEMBER 30, 2022
Chuck Farmer, CFO
- 9.4 APPROVE: CONSIDERATION OF A RESOLUTION MAKING CERTAIN FINDINGS AND DIRECTING THAT THE BOARD AND ITS COMMITTEE MEETINGS WILL CONTINUE TO BE HELD VIA TELECONFERENCE
Michael Tree, CEO/General Manager
- 9.5 APPROVE: CONSIDERATION OF ADOPTING A RESOLUTION TO AUTHORIZE THE CEO/GENERAL TO SUBMIT A GRANT APPLICATION AND EXECUTE AN AGREEMENT TO RECEIVE FUNDS FROM THE CALIFORNIA TRANSPORTATION COMMISSION (CTC) SENATE BILL 1 (SB1) SOLUTIONS FOR CONGESTED CORRIDORS PROGRAM (SCCP) FOR IMPLEMENTING RAPID BUS ENHANCEMENTS ALONG THE SOQUEL DRIVE/MAIN STREET CORRIDOR
Wondimu Mengistu, Capital Planning & Grants Program Manager
- 9.6 APPROVE: CONSIDERATION OF INCREASING THE TORT LIABILITY SETTLEMENT AUTHORITY OF THE CEO/GENERAL MANAGER OR HIS DESIGNEE AND GENERAL COUNSEL TO \$100,000
Curtis Moses, Safety, Security & Risk Management Director
- 9.7 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO/GENERAL MANAGER OR THEIR DESIGNEE, AND GENERAL COUNSEL TO ALLOW, COMPROMISE, AND/OR SETTLE ANY WORKERS' COMPENSATION CLAIM OR CASE FILED AGAINST SANTA CRUZ METRO
Dawn Crummié, Human Resources Director
- 9.8 APPROVE: CONSIDERATION OF AWARD OF CONTRACT TO CLEVER DEVICES LTD. FOR AN AUTOMATED PASSENGER COUNTER (APC) SYSTEM NOT TO EXCEED \$687,503
Isaac Holly, IT and ITS Director
- 9.9 ACCEPT AND FILE: THE METRO PLANNING AND DEVELOPMENT ANNUAL STATUS REPORT
John Urgo, Planning and Development Director
- 9.10 APPROVE: CONSIDER A RESOLUTION DESIGNATING THE CEO/GENERAL MANAGER AS THE AUTHORIZED AGENT TO APPLY FOR AND SIGN CERTAIN ASSURANCES WITH RESPECT TO APPLICATIONS FOR LOCAL, STATE AND FEDERAL PROGRAMS, PROJECTS OR GRANTS
Wondimu Mengistu, Capital Planning & Grants Program Manager

Director Koenig expressed support for Item 9.5 to submit a grant for significant improvements along the Soquel Drive Corridor for Bus Rapid Transit. He feels it is the best place for efficient transit in the community and is supportive of adding housing along that corridor to support more ridership.

Director Lind added that she had attended a government affairs meeting and pitched the Santa Cruz County Regional Transportation Commission (RTC) project that is ready to move forward in that area.

There were no public comments.

ACTION: MOTION TO APPROVE THE CONSENT AGENDA AS PRESENTED

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR KOENIG

MOTION PASSED WITH 11 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Meyers, Pageler, Parker and Rotkin).

REGULAR AGENDA

10 EMPLOYEE LONGEVITY AWARDS PRESENTATION: HOLLY ALCORN

Chair Pageler acknowledged and thanked Ms. Alcorn for her 10 years of service at METRO.

There were no public comments.

11 RETIREE RESOLUTIONS OF APPRECIATION FOR: BONITA CRAMER

Chair Pageler acknowledged and thanked Ms. Cramer for her years of service at METRO and congratulated her on her retirement.

There were no public comments.

ACTION: MOTION TO APPROVE THE RETIREE RESOLUTION AS PRESENTED

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR MCPHERSON

MOTION PASSED WITH 11 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Meyers, Pageler, Parker and Rotkin).

12 APPROVE: REQUEST FOR AUTHORIZATION AND FUNDING OF A SAFETY AND TRAINING COORDINATOR

Margo Ross, COO, spoke to this item requesting funding for a Safety and Training Coordinator to help with METRO's Bus Operator classes in the upcoming year. This position will also provide verification of transit training (VTT) and assist with the increased training needs on the new Proterra and Gillig vehicles.

ACTION: MOTION TO APPROVE THE FUNDING OF A SAFETY AND TRAINING COORDINATOR

MOTION: DIRECTOR MCPHERSON

SECOND: DIRECTOR ROTKIN

MOTION PASSED WITH 11 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Meyers, Pageler, Parker and Rotkin).

13 ACCEPT AND FILE: STATE LEGISLATIVE UPDATE FROM MICHAEL PIMENTEL OF SHAW, YODER, ANTWIH, SCHMELZER & LANG

Wondimu Mengistu, Capital Planning & Grants Program Manager, introduced Michael Pimentel of Shaw, Yoder, Antwih, Schmelzer & Lang as METRO's state legislative advocate. Mr. Pimentel spoke to his presentation and gave a recap of the 2021-2022 regular legislative session and the most significant bills (SB 922, SB 942, AB 1919, AB 2011, AB 2097, and AB 2622) impacting public transportation and that align with the priorities of METRO. He also mentioned changes to the 2023-24 legislative session and changes to our local districts. He reviewed the transportation funding package that was approved for the 2022-23 budget year.

Director Rotkin noted that only \$100 million of the \$3.53 billion allocated in the FY2022-23 budget to fund ZEVs and charging/refueling infrastructure is going to public transit. Mr. Pimentel clarified that it is \$100 million over the next three fiscal years for a total of \$300 million. There is an additional \$500 million that will be sub-allocated by the California Air Resource Board and some of that will flow to public transit.

Director Koenig thanked Mr. Pimentel for the update and pointed out that while we are losing Assemblymember Stone, his district has been split into two districts, increasing the advocates for METRO. Mr. Pimentel assured him that his agency will engage with the new delegates so they are familiar with METRO's priorities.

Director McPherson informed the assembly that the Central Coast Community Energy (3C Energy) has matching grant opportunities for zero emission vehicles and public transportation.

Director Rotkin thanked Mr. Pimentel for his important service to the district and community of Santa Cruz County.

Hearing nothing further, Chair Pageler moved to the next agenda item.

14 ACCEPT AND FILE: FEDERAL LEGISLATIVE UPDATE FROM CHRIS GIGLIO OF CAPITAL EDGE

Mr. Mengistu introduced Chris Giglio of Capital Edge, METRO's legislative advocate at the federal level. Mr. Giglio spoke to his presentation and discussed the Inflation Reduction Act (IRA) passed by Congress with highlights on transportation, FY 2023 Department of Transportation Budget, and the upcoming elections.

Director McPherson thanked Mr. Giglio for attending the recent event in Pajaro Valley regarding the Pajaro River Flood Risk Management Project. He added that even though Congresswoman Anna Eshoo will not be representing us any more, she will still be an advocate for Santa Cruz County. Mr. Giglio agreed that she has been a great advocate for METRO.

Director Rotkin and Director Kalantari-Johnson thanked Mr. Giglio for his work and providing this valuable service to METRO.

Director Parker pointed out that Congresswoman Zoe Lofgren has been a friend to Watsonville and hopes that carries over to METRO. Mr. Giglio added that Congresswoman Lofgren has a great reputation, is a hard worker, and a compassionate member of Congress.

There was no public comment.

15 ADOPT A SOCIAL EQUITY AND COMMUNITY FUNDING POLICY

Michael Tree, CEO/General Manager, recapped the One Ride At A Time program introduced at the October 14, 2022 Workshop. This program will allow METRO riders to be in a customer rewards program and make financial contributions to a nonprofit organization of their choice. He introduced Julie Sherman, METRO's General Counsel, to further the conversation on how to engage contractors/consultants in METRO's mission of preserving and improving the environment and promoting METRO's services to the community.

General Counsel Sherman explained that this is primarily a procurement policy with two components—community funding and social equity, each of which may be incorporated into best value procurements under METRO's enabling legislation (using criteria such as price, experience, qualifications, references, key personnel, etc.). In an effort to encourage contractors to be partners with METRO and good corporate citizens in the community, the agency can now award points in the best value procurements for participating in the community funding program. This is an optional program; METRO is not mandating that vendors participate.

The second piece is the corporate social equity policy and that encourages companies to show METRO what kind of social equity practices they have (e.g., Are you hiring in our community? Do you have fair pay practices? Are you using sustainable products and sustainable supply chains?, etc.).

Director Pageler asked if there were other jurisdictions or public agencies that have this type of policy in place. General Counsel Sherman shared her experience with her other clients and said METRO is on the cutting edge as far as transit agencies go. Legally, METRO is fine to proceed and it is just a matter of seeing how it works in practice.

Brandon Freeman responded that SMART is in support of the program. He expressed that it is an opportunity for METRO to be more involved with the community and show that METRO is stepping up and doing more than just getting a bus on the road.

Director Kalantari-Johnson agreed with Mr. Freeman's statement and reiterated that METRO should be part of a larger network in being climate responsible.

CEO Tree added that as METRO applies this policy, staff will provide the Board an update.

ACTION: MOTION TO ADOPT A SOCIAL EQUITY AND COMMUNITY FUNDING POLICY AS PRESENTED

MOTION: DIRECTOR KALANTARI-JOHNSON SECOND: DIRECTOR ROTKIN

MOTION PASSED WITH 11 AYES (Directors Brown, Downing, Dutra, Kalantari-Johnson, Koenig, Lind, McPherson, Meyers, Pageler, Parker and Rotkin).

16 CEO ORAL REPORT / COVID-19 UPDATE

Michael Tree, CEO/General Manager, covered the following topics:

Ridership - Staff has the goal of getting ridership up 100% over the next five years. The free fare program METRO provided in September helped to boost ridership. Total ridership was 91% of pre-COVID in September and 71% of pre-COVID levels over the last three months.

Bus Operators – we have nine new Bus Operators in the current class that went to the DMV this week to get their licenses. We have 15 recruitments in the incoming class. He thanked COO Ross and Dawn Crummié, HR Director, for their continued efforts to increase the throughput of people in the process.

COVID – METRO had three positives over the last month but no departments are in a minor breakout status.

Zero-Emission Buses – We outlined at the Board Workshop twelve different funding sources that we had assembled for zero-emission buses and near future purchases. This week we are working hard to assemble the funding for infrastructure because that is the missing ingredient for ordering the buses and taking delivery of them. 3C Energy and Guy Preston, Executive Director at RTC, are playing a key role in helping us with those efforts.

Housing - Staff has a goal of 175 new housing units in the next decade on METRO property. We are continuing to move those concepts forward but in the interim, we're looking at ways to redevelop the Watsonville Transit Center where we have two new tenants.

Supply Chain Issues – Our Maintenance Department is still struggling with supply chain issues (e.g., chip-related parts for transmissions). COO Ross and Eddie Benson, Maintenance Manager, have done amazing work to keep vehicles moving while we work through these challenges.

Procurements - There are a couple of procurements we will be bringing to you before the end of the year—consultant for our long-range planning and marketing proposals to revise and renovate the METRO website and other prominent rider interface tools.

Automated Passenger Counting (APC) – This system is a fantastic tool for riders and the agency. METRO has started installations on the buses this week and thanked Isaac Holly, IT and ITS Director, and Mr. Freeman for their work on this project. The goal is to have this project completed by February 2023.

Hearing nothing further, Chair Pageler moved to the next agenda item.

17 ANNOUNCEMENT OF NEXT MEETING

Chair Pageler announced the next regular board meeting is on November 18, 2022 at 9:00 AM via teleconference

18 ADJOURNMENT

Chair Pageler adjourned the meeting at 10:27 AM.

Respectfully submitted,

Donna Bauer
Executive Assistant

DRAFT



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
FINANCE, BUDGET, AND AUDIT STANDING COMMITTEE MEETING MINUTES*
NOVEMBER 11, 2022 – 8:00 AM**

MEETING HELD VIA TELECONFERENCE

A regular meeting of the Finance, Budget, and Audit Standing Committee of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, November 11, 2022, via teleconference.

The Committee Meeting Agenda Packet can be found online at www.SCMTD.com. *Minutes are “summary” minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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1 CALLED TO ORDER by Director Lind at 8:04 AM.

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

Director Shebreh Kalantari-Johnson	City of Santa Cruz
Director Manu Koenig	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Mike Rotkin AR 8:20	County of Santa Cruz
Michael Tree	METRO CEO/General Manager
Julie Sherman	METRO General Counsel

3 ORAL AND WRITTEN COMMUNICATIONS TO THE FINANCE, BUDGET, AND AUDIT STANDING COMMITTEE

Hearing none, Director Lind moved to the next agenda item.

4 ADDITIONS OR DELETIONS FROM AGENDA/ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Having none, Director Lind moved to the next agenda item.

5 YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF OCTOBER 31, 2022

Chuck Farmer, CFO, spoke to the presentation and reviewed the key metrics of service, financials, capital and personnel for October 2022.

Discussion continued on the progress of the enterprise resource planning (ERP) system and the procurement of the Automatic Passenger Counters (APC) and Automatic Vehicle Location (AVL) systems.

6 KEY PERFORMANCE INDICATORS (KPI) REPORT FOR 1ST QUARTER THROUGH SEPTEMBER 30, 2022

Kristina Mihaylova, Finance Deputy Director, spoke to the presentation and an overview of the financial performance (farebox recovery), productivity (ridership), risk management and safety (accidents/incidents), reliability (chargeable road calls), and dependability (cancelled trips/pass-ups) was provided.

Discussions centered around:

- Contributing factors to the mileage increase between chargeable road calls
- Commuter cost per revenue service hours
- Upcoming highway 17 and Watsonville temporary route changes
- Receiving public input and providing outreach on these route changes
- UCSC pass-ups and buses stacking up at campus bus stops

METRO staff addressed all concerns.

Director Lind thanked staff for their in-depth reporting.

Hearing nothing further, Director Lind went to the next agenda item.

7 ADJOURNMENT

Director Lind adjourned the meeting at 8:51 AM.

Respectfully submitted,

Donna Bauer
Executive Assistant

DRAFT



DATE: November 18, 2022
TO: Board of Directors
FROM: Chuck Farmer, Chief Financial Officer
SUBJECT: ACCEPT AND FILE THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF OCTOBER 31, 2022

I. RECOMMENDED ACTION

That the Board of Directors accept and file the Year to Date Monthly Financial Report as of October 31, 2022

II. SUMMARY OF ISSUES

An analysis of Santa Cruz Metropolitan Transit District's (METRO) financial status is prepared monthly in order to inform the Board of Directors (Board) regarding METRO's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year.

This staff report is the web-accessible companion document to the attached PowerPoint presentation titled "Year to Date Monthly Financial Report as of October 31, 2022."

Staff recommends that the Board accept and file the attached report.

III. DISCUSSION/BACKGROUND

Below are the written explanations of the various charts and graphs in the attached Year to Date Monthly Financial Report as of October 31, 2022. The fiscal year has elapsed 33%.

Slide 1

(Cover) Year to Date Monthly Financial Report as of October 31, 2022

Slide 2

October 2022 Key Financial Highlights

- Service
 - Fixed Route (inc Hwy 17) Cost per Revenue Service Hour is \$253 vs Budget of \$367
 - 22 canceled trips – all due to no Bus Operators
 - ParaCruz Cost per Trip is \$53 vs Budget of \$79
 - Non-Student/Hwy 17 Passengers is 137,584 vs Budget of 114,463

- Financials
 - Total Operating Surplus/(Deficit) is favorable \$0.2M driven by lower wages of \$0.2M and fringe of \$0.2M; partially offset by higher OT of \$0.2M
 - Non-Operating Revenues of \$2.7M are \$0.2M unfavorable vs budget of \$2.9M driven primarily by 9.7% reduction in sales tax collected
- Capital
 - Capital spending of \$625K is over budget of \$363K primarily due timing of payment on the ERP System and Automatic Passenger Counter projects; partially offset by delays on the Building Demo project
- Personnel
 - 281 Active Personnel vs 329 Funded Personnel (adopted, funded personnel as of June 2022)
 - 48 Vacancies at end of October, 30 related to Paratransit and Bus Operators
 - Class of 5 operators are currently in training and expected to graduate in late November, with another class of 13 starting the last week of November
 - Recruitment also completed for Accountant III and HR Analyst I

Slide 3

(Cover) October 2022, YTD Pre-Close Financials

Slide 4

October YTD FY23 Operating Surplus/(Deficit) Actual vs. Budget

- Actuals are \$1.2M favorable to budget – excludes UAL/Bond Payment and COVID related costs
 - Passenger Fares – favorable by \$88K, Ridership is still below pre-pandemic levels, but is slowly recovering
 - Labor, Regular – favorable by \$697K, due to funded/vacant positions
 - Labor, OT – unfavorable by \$616K, increased overtime for Bus Operators
 - Fringe Benefits – favorable by \$911K due to retirement and medical insurance savings from funded/vacant positions
 - Non-Personnel – favorable by \$70K, primarily due to timing of spending

Slide 5

October 31, 2022 YTD Operating Revenue and Expenses

- Operating Revenue, net favorable by \$88K
 - Passenger Fares - favorable by \$152K
 - Special Transit Fares – unfavorable by \$64K
- Operating Expense, net favorable by \$1,062K– Favorable wages and fringe driven by shortage of bus drivers and other vacant positions; partially offset by increased OT
 - Labor Regular – favorable by \$697K
 - Labor OT – unfavorable by \$616K
 - Fringe Benefits – favorable by \$911K, excludes UAL related costs
 - Non-Personnel – favorable by \$70K, excludes all COVID and Bond payment related costs
- Operating Surplus of \$1,150K
 - Farebox Recovery – 17.7% vs 16.1% budget
- Non-Operating Revenue/(Expense), net favorable by \$260K - Sales tax of \$11.1M is 2.4% higher than budget
 - Sales Tax/including Measure D – favorable by \$265K
 - Federal/State Grants – favorable by \$362K
 - COVID Relief Grants – unfavorable by \$597K
 - COVID Related costs – favorable by \$65K
 - Pension UAL/Bond Payment costs – no variance
 - All Other Revenues – favorable by \$166K
- Operating Surplus before Transfers of \$1,411K
- Bus Replacement Fund – higher by \$67K due to increased Measure D sales tax revenues
 - Bus Replacement Fund – Minimum \$3M annual commitment from Measure D sales tax and STA-SGR; FY23 budgeted transfer is \$3.1M
- Operating Surplus after Transfers – favorable by \$1,344K

Slide 6

(Cover) Capital Spending

Slide 7

October 31, 2022 Capital Budget Spend

Total Capital Projects spending month to date is \$625K against budget of \$363K

- Construction Related Projects – no spending, no budget
- IT Projects – spending of \$319K against budget of \$100K
- Facilities Repair & Improvements – spending of \$11K against budget of \$145K
- Revenue Vehicle Replacement – spending of \$257K against budget of \$84K
- Revenue Vehicle Electrification Projects – no spending against budget of \$2K
- Non-Revenue Vehicle Replacement – no spending, no budget
- Fleet & Maintenance Equipment – no spending, no budget
- Miscellaneous – spending of \$38K against budget of \$32K

Total Capital Projects spending year to date is \$893K against budget of \$1,734K, which is 3.5% of \$25,501K approved annual budget from June 2022

- Construction Related Projects – no spending, no budget, with annual budget of \$2,050K
- IT Projects – spending of \$319K, against budget of \$700K, which is 19.3% of \$1,650K annual budget
- Facilities Repair & Improvements – spending of \$18K against budget of \$340K, which is 1.2% of \$1,525K annual budget
- Revenue Vehicle Replacement – spending of \$410K against budget of \$621K, which is 3.1% of \$13,127K annual budget
- Revenue Vehicle Electrification Projects – spending of \$7K, against budget of \$34K, which is 0.1% of \$6,159K annual budget
- Non-Revenue Vehicle Replacement – spending of \$63K against budget of \$0K, which is 12.4% of \$510K annual budget
- Fleet & Maintenance Equipment – no spending, no budget, with annual budget of \$180K
- Miscellaneous – spending of \$76K against budget of \$39K, which is 25.3% of \$300K annual budget

YTD spending of \$893K is behind budget of \$1,734K primarily due to delay of the following projects:

- ERP System – contract signed and kick-off meetings were held in early October
- Building Demo – work began the last week of September

- Automatic Passenger Counters – A formal procurement process was required in order to meet the Buy America requirement; contract was signed with Clever Devices at the end of September

Slide 8

(Cover) Questions?

Slide 9

(Cover) Appendix

Slide 10

October 31, 2022 Monthly Operating Revenue and Expenses

- Operating Revenue, net unfavorable by \$16K
 - Passenger Fares - favorable by \$29K
 - Special Transit Fares – unfavorable by \$45K
- Operating Expense, net favorable by \$219K – Favorable Labor and Fringe driven by shortage of bus drivers and other vacant positions
 - Labor Regular – favorable by \$190K
 - Labor OT – unfavorable by \$169K
 - Fringe Benefits – favorable by \$166K, excludes UAL related costs
 - Non-Personnel – favorable by \$32K, excludes all COVID and Bond payment related costs
- Operating Surplus of \$203K
 - Farebox Recovery – 20.7% vs 20.1% budget
- Non-Operating Revenue/(Expense), net unfavorable by \$242K – Sales Tax lower by 9.7%
 - Sales Tax/including Measure D – unfavorable by \$300K
 - COVID Related costs – favorable by \$27K
 - Pension UAL/Bond Payment costs – no variance
 - All Other Revenues – favorable by \$30K
- Operating Deficit before Transfers of \$39K
- Bus Replacement Fund – lower by \$12K due to decreased Measure D sales tax revenues
- Bus Replacement Fund – Minimum \$3M annual commitment from Measure D sales tax and STA-SGR; FY23 budgeted transfer is \$3.1M
- Operating Deficit of \$27K

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to METRO’s Financial Stability, Stewardship & Accountability.

V. FINANCIAL CONSIDERATIONS/IMPACT

Favorable budget variances in Operating Revenues and Expenses contribute to favorable budget variance in Operating Balance, Year to Date as of October 31, 2022.

VI. CHANGES FROM COMMITTEE

Update of Service and Personnel metrics on slide 2

VII. ALTERNATIVES CONSIDERED

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

VIII. ATTACHMENTS

Attachment A: Year to Date Monthly Financial Report as of October 31, 2022 Presentation

Prepared by: Cathy Downes, Sr. Financial Analyst

IX. APPROVALS

Chuck Farmer, Chief Financial Officer *Christina Likygora for Chuck Farmer*

Michael S. Tree, CEO/General Manager *Michael S. Tree*

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Year to Date Monthly Financial Report as of October 31, 2022

Board of Directors

November 18, 2022

Chuck Farmer, Chief Financial Officer

October 2022 Key Financial Highlights

<p>Service</p>	<ul style="list-style-type: none">• Fixed Route (including Hwy 17) Cost per Revenue Service Hour is \$253 vs Budget of \$367<ul style="list-style-type: none">• 22 canceled trips – all due to no Bus Operators• ParaCruz Cost per Trip is \$55 vs Budget of \$79• Non-Student/Hwy 17 Passengers is 137,584 vs Budget of 114,463
<p>Financials</p>	<ul style="list-style-type: none">• Total Operating Surplus/(Deficit) is favorable \$0.2M driven by lower wages of \$0.2M and fringe of \$0.2M; partially offset by higher OT of \$0.2M• Non-Operating Revenues of \$2.7M are \$0.2M unfavorable vs budget of \$2.9M driven primarily by 9.7% reduction in sales tax collected
<p>Capital</p>	<ul style="list-style-type: none">• Capital spending of \$625K is over budget of \$363K primarily due timing of payment on the ERP System and Automatic Passenger Counter projects; partially offset by delays on the Building Demo project
<p>Personnel</p>	<ul style="list-style-type: none">• 281 Active Personnel vs 329* Funded Personnel• 48 Vacancies at end of October, 30 related to Paratransit and Bus Operators• Class of 5 operators are currently in training and expected to graduate in late November, with another class of 13 starting the last week of November• Recruitment also completed for Accountant III and HR Analyst I

9.3A.2

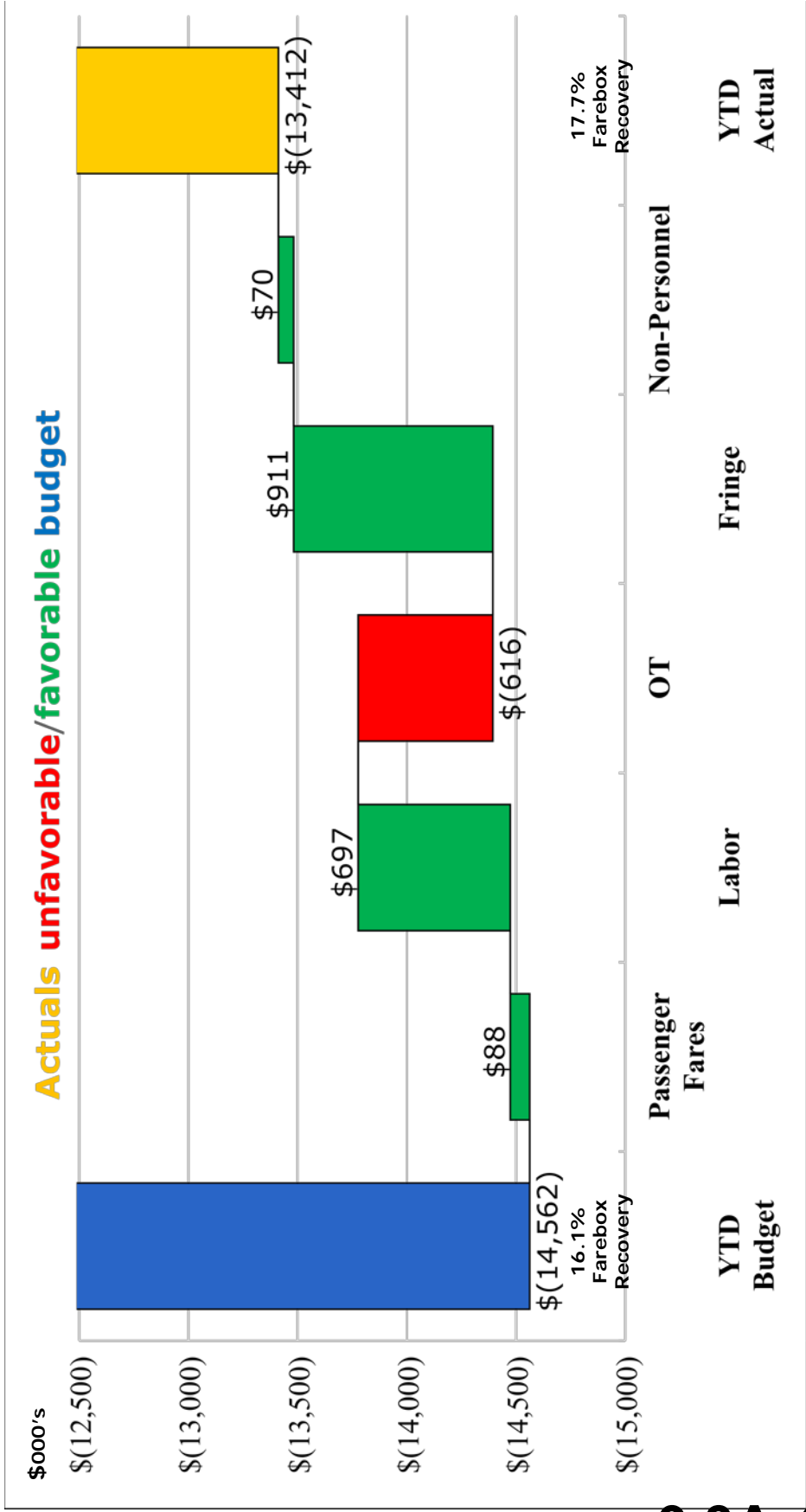
* Reflects adopted, funded personnel as of June 2022

October 2022, YTD Pre-Close Financials

October YTD FY23 Operating Surplus/(Deficit)

Actual* vs. Budget

Overall \$1.2M favorable



9.3A.4

* Pre-close financials, subject to adjustments post close; may not foot due to rounding

October 31, 2022

YTD Operating Revenue and Expenses

\$ 000's	Actual*	Budget	Fav / (Unfav)
Operating Revenue			
Passenger Fares	\$ 972	\$ 820	\$ 152
Special Transit Fares	1,917	1,981	(64)
Total Operating Revenue	\$ 2,889	\$ 2,801	\$ 88
Operating Expense			
Labor - Regular	\$ 5,619	\$ 6,316	\$ 697
Labor - OT	1,164	547	(616)
Fringe	5,907	6,819	911
Non-Personnel <i>(excludes COVID costs)</i>	3,610	3,680	70
Total OpEx	\$ 16,301	\$ 17,363	\$ 1,062
Operating Surplus/(Deficit)	(\$ 13,412)	(\$ 14,562)	\$ 1,150
<i>Farebox Recovery</i>	<i>17.7%</i>	<i>16.1%</i>	<i>1.6%</i>
Non-Operating Revenue/(Expense)			
Sales Tax/including Measure D	\$ 11,124	\$ 10,859	\$ 265
Federal/State Grants	3,785	3,424	362
COVID Relief Grants	3,272	3,869	(597)
COVID Related Costs	(40)	(105)	65
Pension UAL/Bond Interest Payment	(873)	(873)	0
All Other	397	231	166
Total Non-Operating Revenue/(Expense)	\$ 17,665	\$ 17,405	\$ 260
Operating Surplus/(Deficit) before Transfers	\$ 4,254	\$ 2,843	\$ 1,411
Transfers and Other			
Transfers to Bus Replacement Fund	(\$ 897)	(\$ 830)	(\$ 67)
Operating Surplus/(Deficit) after Transfers	\$ 3,356	\$ 2,013	\$ 1,344

- \$1.2M Operating Surplus driven by shortage of bus drivers; partially offset by increased OT
- Sales tax of \$11.1M is 2.4% higher than budget
- Bus Replacement Fund higher than budget by \$0.1M

9.3A.5

* Pre-close financials, subject to adjustments post close

Capital Spending

9.3A.6

October 31, 2022 Capital Budget Spend

Project Category:	Month to Date		Year to Date		Full Year	
	Actuals*	Budget	Actuals*	Budget	Budget**	% Spend
Construction Related Projects	\$ -	\$ -	\$ -	\$ -	\$ 2,050	0.0%
IT Projects	319	100	319	700	1,650	19.3%
Facilities Repair & Improvements	11	145	18	340	1,525	1.2%
Revenue Vehicle Replacement	257	84	410	621	13,127	3.1%
Revenue Vehicle Electrification Projects	-	2	7	34	6,159	0.1%
Non-Revenue Vehicle Replacement	-	-	63	-	510	12.4%
Fleet & Maintenance Equipment	-	-	-	-	180	0.0%
Misc.	38	32	76	39	300	25.3%
Total	\$ 625	\$ 363	\$ 893	\$ 1,734	\$ 25,501	3.5%

- ✓ YTD spending of \$893K is behind budget of \$1,734K primarily due to delay of the following projects:
 - ✓ ERP System – contract signed and kick-off meetings were held early October
 - ✓ Building Demo – work began the last week of September
 - ✓ Automatic Passenger Counters – A formal procurement process was required in order to meet the Buy America requirement; contract was signed with Clever Devices at the end of September

9.3A.7

* Pre-close financials, subject to adjustments post close

Questions?

Appendix

October 31, 2022

Monthly Operating Revenue and Expenses

\$ 000's	Actual*	Budget	Fav / (Unfav)
Operating Revenue			
Passenger Fares	\$ 243	\$ 214	\$ 29
Special Transit Fares	597	642	(45)
Total Operating Revenue	\$ 840	\$ 856	(\$ 16)
Operating Expense			
Labor - Regular	\$ 1,334	\$ 1,524	\$ 190
Labor - OT	291	122	(169)
Fringe	1,460	1,627	166
Non-Personnel (<i>excludes COVID costs</i>)	966	998	32
Total OpEx	\$ 4,051	\$ 4,270	\$ 219
Operating Surplus/(Deficit)	(\$ 3,211)	(\$ 3,414)	\$ 203
<i>Farebox Recovery</i>	<i>20.7%</i>	<i>20.1%</i>	<i>0.7%</i>
Non-Operating Revenue/(Expense)			
Sales Tax/including Measure D	\$ 2,799	\$ 3,099	(\$ 300)
COVID Related Costs	(6)	(33)	27
Pension UAL/Bond Interest Payment	(217)	(217)	-
All Other	98	68	30
Total Non-Operating Revenue/(Expense)	\$ 2,674	\$ 2,917	(\$ 242)
Operating Surplus/(Deficit) before Transfers	(\$ 536)	(\$ 497)	(\$ 39)
Transfers and Other			
Transfers to Bus Replacement Fund	(\$ 225)	(\$ 237)	\$ 12
Operating Surplus/(Deficit) after Transfers	(\$ 761)	(\$ 734)	(\$ 27)

9.3A.10

* Pre-close financials, subject to adjustments post close



DATE: November 18, 2022
TO: Board of Directors
FROM: Michael Tree, CEO/General Manager
SUBJECT: CONSIDERATION OF A RESOLUTION MAKING CERTAIN FINDINGS AND DIRECTING THAT THE BOARD AND ITS COMMITTEE MEETINGS WILL CONTINUE TO BE HELD VIA TELECONFERENCE

I. RECOMMENDED ACTION

That the Board of Directors approve a resolution making certain findings and directing that the Board and its committee meetings will continue to be held via teleconference

II. SUMMARY

Due to the ongoing COVID-19 pandemic, the CEO/General Manager and General Counsel recommend the Board adopt a resolution making certain findings and directing that Board meetings and Board committee meetings will continue to be held via teleconference because the proclaimed COVID-19 pandemic State of Emergency continues to impact the ability of the Santa Cruz Metropolitan Transit District (METRO) Board of Directors (Board) and its committees to meet safely in person.

III. DISCUSSION/BACKGROUND

On September 16, 2021, Governor Newsom signed into law Assembly Bill (AB) 361 amending Government Code Section 54953 to allow local agencies to use teleconferencing for public meetings without requiring teleconference locations to be included on published agendas or accessible to the public, and without requiring a quorum of the members of the legislative body of the agency to participate from locations within the boundaries of the agency's jurisdiction, during proclaimed states of emergencies.

Local agency determinations to meet using the modified teleconferencing rules under AB 361 must be reviewed every 30 days following the first teleconferenced meeting held pursuant to this law, which as an urgency statute, came into effect on October 1, 2021. The legislative body must reconsider the circumstances of the state of emergency and find that they directly impact the ability to meet safely in person. These findings can be relied upon for up to 30 days, so the Board will need to consider the circumstances of the state of emergency at each subsequent Board meeting in order to continue meeting remotely under the modified teleconference rules.

The Governor's State of Emergency related to the COVID-19 pandemic remains active and the Santa Cruz County Health Officer, the California Department of Public Health, and the Department of Industrial Relations have imposed or recommended measures to promote social distancing. Compliance with these measures directly impacts the ability of the public to meet safely in person, and METRO cannot ensure social distancing recommendations are met in circumstances of in-person public meetings.

Furthermore, there is a continuing threat of COVID-19 to the community, and Board and committee meetings have characteristics that give rise to risks to health and safety of meeting participants. Consequently, it is recommended that METRO continue to use remote teleconferencing for public meetings as permitted under AB 361 and to reconsider its determination (and make the necessary findings) every 30 days.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to METRO's Safety First Culture priority.

V. FINANCIAL CONSIDERATIONS/IMPACT

There is no financial impact.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

The Board could decide to no longer meet via teleconference. Due to the ongoing COVID-19 pandemic, this is not recommended.


VIII. ATTACHMENTS

Attachment A: Authorizing Resolution

Prepared by: Donna Bauer, Executive Assistant

IX. APPROVALS

Michael Tree, CEO/General Manager



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Attachment A



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

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FINDING THAT THE PROCLAIMED
STATE OF EMERGENCY FOR THE COVID-19 PANDEMIC
CONTINUES TO IMPACT THE ABILITY FOR THE BOARD OF DIRECTORS AND ITS
COMMITTEES TO MEET SAFELY IN PERSON, AND DIRECTING THAT
VIRTUAL BOARD AND COMMITTEE MEETINGS CONTINUE**

WHEREAS, on March 4, 2020, Governor Newsom declared a State of Emergency to exist in California as a result of the threat of the COVID-19 pandemic, which declaration remains in effect; and

WHEREAS, the Santa Cruz County Board of Supervisors subsequently declared a local emergency related to COVID-19, which declaration also remains in effect; and

WHEREAS, on March 17 and June 11, 2020, the Governor issued Executive Orders N-29-20 and N-08-21, respectively, suspending certain provisions of the Ralph M. Brown Act related to teleconferencing through September 30, 2021 to facilitate legislative bodies conducting public meetings remotely to help protect against the spread of COVID-19 and to protect the health and safety of the public; and

WHEREAS, on September 16, 2021, the Governor signed Assembly Bill (AB) 361 into law, amending Government Code Section 54953, effective immediately, to allow legislative bodies to continue to meet remotely under less restrictive requirements during a proclaimed State of Emergency provided that (1) state or local officials have imposed or recommended measures to promote social distancing, or (2) the legislative bodies determine that meeting in person would present imminent risks to the health or safety of attendees, and (3) the legislative bodies make such findings at least every thirty days during the term of the declared state of emergency; and

WHEREAS, on November 19, 2021, pursuant to Resolution 21-11-01, Board of Directors (Board) made the requisite findings to allow teleconferencing under AB 361 for 30 days; and

Attachment A

Resolution #

Page 2 of 3

WHEREAS, the Board has reviewed its previous findings and again concludes that there is a continuing threat of COVID-19 to the community, and that Board and committee meetings have characteristics that continue to give rise to risks to health and safety of meeting participants; and

WHEREAS, to help protect against the spread of COVID-19 and its variants, and to protect the health and safety of the public, the Board desires to take the actions necessary to continue to hold its Board and committee meetings remotely as authorized by AB 361.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) has reconsidered the circumstances of the COVID-19 State of Emergency, and finds and determines that the state of emergency continues to directly impact its ability to meet safely in person; and

BE IT FURTHER RESOLVED, that in light of these findings, the Board directs the CEO/General Manager and Board Secretary to continue to agendize public meetings of the Board, and all METRO committees that are subject to the Brown Act, only as online teleconference meetings; and

BE IT FURTHER RESOLVED, that METRO will comply with the requirements of Government Code Section 54953(e)(2) when holding Board and committee meetings pursuant to this Resolution; and

BE IT FURTHER RESOLVED, that this Resolution will be in effect for the maximum period of time permitted under AB 361 (30 days), and the Board will consider the findings in this Resolution each month and may, by motion, reaffirm these findings.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District this 18th Day of November 2022 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED:

LARRY PAGELER, Board Chair

9.4A.2

Attachment A

Resolution #
Page 3 of 3

ATTEST:

MICHAEL TREE,
CEO/General Manager

APPROVED AS TO FORM:

JULIE SHERMAN
General Counsel

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DATE: November 18, 2022
TO: Board of Directors
FROM: Wondimu Mengistu, Capital Planning and Grants Program Manager
SUBJECT: ACCEPT AND FILE QUARTERLY STATUS REPORT OF GRANT APPLICATIONS, ACTIVE AND PENDING GRANTS FOR THE FIRST QUARTER OF FY23

I. RECOMMENDED ACTION

That the Board of Directors receive and file the quarterly report on grant applications and active and pending grants. This is for information only. No action is required.

II. SUMMARY

- During the first quarter (Q1) of FY23 (July 1-September 30, 2022), the Santa Cruz Metropolitan Transit District (METRO) received approval for two formula grants, which will be used for both operating and capital assistance.
- Staff also submitted one formula grant application capital improvements during the quarter.
- Previously awarded grant-funded projects are underway to purchase replacement vehicles and upgrade facilities.
- A list of METRO's active grants (Attachment A) and pending applications (Attachment B) is provided quarterly to apprise the Board of Directors (Board) of grant funding status.
- No action is required; this report is for information only.

III. DISCUSSION/BACKGROUND

During Q1 of FY23, METRO received approval for two formula grants.

- METRO received approval for its FY23 Transportation Development Act (TDA) annual claim from the Santa Cruz County Regional Transportation Commission (RTC). The TDA funds will contribute \$13,694,068 for fixed-route public transit and ADA complementary paratransit operations in Santa Cruz County for FY23.
- The California Transportation Commission (CTC) approved METRO's combined 2020, 2022 and 2023 Local Partnership Program (LPP) Project Programming Request (PPR) to implement Revenue Vehicle Replacement Project. METRO has a balance of

\$903,000 in cycle 2020-21, 2021-22, and 2022-23 formulaic unprogrammed shares based on voter-approved sales taxes. The LPP guidelines require a one-to-one match of private, local, state or federal funds for each dollar of LPP expenditures. METRO's highest priority is to replace and rebuild buses, and LPP funds will assist with purchasing three (3) fixed-route, 40-foot buses to replace three (3) equivalent 2003 CNG transit buses that have driven over 852,000 miles each well over the FTA's useful life thresholds.

During the quarter, staff submitted and received approval for one formula grant application for capital improvements.

- METRO staff submitted and received approval for \$782,148 funds from the California State of Good Repair Program (SGR). METRO has already committed its FY23 SGR funds for bus replacement projects and/or for the required local match for competitive grant opportunities. METRO's highest capital improvement priority is to replace buses that have exceeded their useful lifespan.

Closed-out Grants

During the quarter, staff closed-out Project # 19-0024: Replace Six (6) Compressed Natural Gas (CNG) Buses.

- Project #19-0024: This project purchased six CNG buses to replace six (6) equivalent CNG buses using \$4,036,017 in Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) and \$100,000 in Measure D funds. All applicable State funds expended and Caltrans approved the closeout report.

Active, Pending and Future Grants

Active operating and capital improvement grants total \$63,318,338 in formula and \$38,326,436 in competitive funds. Of this amount, \$8,396,512 is to replace and refurbish buses. The remaining awarded funds are for capital improvement projects.

Pending grant applications request \$15,854,192 of new formula funding and \$6,820,660 of new discretionary funding. Of the total of \$22,674,852 in funding requests, \$22,150,497 is to replace buses. The remaining applications request funds for capital improvement projects.

METRO staff continuously seeks grant funds for operating assistance and capital improvements. During the next three months, staff will prepare grant applications for FY22 Solutions for Congested Corridors Program (SCCP) and the Transit and Intercity Rail Capital Program (TIRCP).

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

The actions taken in this report tie to METRO's Financial Stability, Stewardship and Accountability.

V. FINANCIAL CONSIDERATIONS/IMPACT

Current active grants (Attachment A) of \$101,644,774 for METRO's operations and capital improvements projects. The Operating and Capital Budgets will be amended as necessary when grants are awarded.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

This is for information only and there are no alternatives to consider.

VIII. ATTACHMENTS


Attachment A: Active Grants as of November 2022

Attachment B: Pending Grants as of November 2022

Prepared by: Wondimu Mengistu, Capital Planning and Grants Program
Manager

IX. APPROVALS

John Urgo, Planning
and Development Director



Approved as to fiscal impact:
Chuck Farmer, CFO



Michael Tree, CEO/General Manager



Santa Cruz METRO						
Active Grants as of 11/25/2022						
Formula Grant						
#	Project Description	Project Scope	Funding Source	\$ Budget Grant	\$ Budget Total Project	Project % Complete
Operating Projects						
1	Operate Watsonville Circulator	Operate new circulator route w/ ZEB in Wats DAC	FY22 LCTOP	\$ 1,074,571	\$ 1,074,571	0%
2	Operate Watsonville Circulator	Operate new circulator route w/ ZEB in Wats DAC	FY21 LCTOP	\$ 489,213	\$ 489,213	95%
3	FY23 Operating assistance	Operating assistance	FY23 SCCRTC Transportation Development Act-Local Transportation Fund (TDA-LTF)	\$ 9,218,043	\$ 18,436,086	5%
4	FY23 CRRSAA Rural Transit Operation	Operating assistance	FY23 FTA 5311 Rural Operating Assistance	\$ 524,932	\$ 524,932	0%
5	FY22 &23 Rural Transit Operations	Operating assistance	FY22 &23 FTA 5311 Rural Operating Assistance	\$ 521,408	\$ 1,042,816	5%

Santa Cruz METRO

Active Grants as of 11/25/2022

6	FY21 ARPA	Operating assistance	FTA FY21 Federal Section 5307 formula funds through the American Rescue Plan Act (ARPA)	\$ 26,020,080	\$ 26,020,080	25%
7	FY23 operating and capital assistance	Operating and capital assistance	FY23 SCCRTC Transportation Development Act-State Transit Assistance (TDA-STA)	\$4,476,025	\$ 8,952,050	5%
End of Operating Projects						
Capital Projects						
8	Purchase 2 CNG buses	Purchase of two CNG BRT Plus Low Floor buses	FY19 SGR (\$687,360) FY20 SGR (\$195,394) PTMISEA (\$433,338) Measure D (\$131,609)	\$ 1,447,701	\$ 1,447,701	95%
9	FY23 TDA-STA/SGR Claim	Capital assistance	FY23 SCCRTC TDA-SGR	\$ 770,861	\$ 770,861	0%
10	FY20 LCTOP Capital assistance	Purchase 1 ZEB	Caltrans FY20 Formula Capital assistance Award:7/28/2020	\$ 969,394	\$ 969,394	5%
11	Roof for Golf Club Facility	Renovating Golf Club Roof	FTA FY19 5339(a) Bus and Bus Facilities Formula Program Pre-Award: 12/10/19	\$ 450,000	\$ 450,000	80%

Santa Cruz METRO

Active Grants as of 11/25/2022

12	Bus Washer	Mid-life overhaul for bus washer	FTA FY19 5339(a) Bus and Bus Facilities Formula Program Pre-Award: 12/10/19	\$ 100,000	\$ 100,000	50%
13	4 Electric replacement buses for Highway 17 Express	Purchase 3 ZEBs, Depot and end-route charging	FTA FY16 5339(c) LoNo Award:8/21/17	\$ 3,810,348	\$ 4,936,512	20%
14	Pacific Station expansion and renovation architectural services	Design and engineering	FY08 FTA 5309 CA-04-0102 Award:9/12/08	\$ 490,000	\$ 612,500	90%
15	Pacific Station expansion and renovation architectural services	Design and engineering	FY06 FTA 5309 CA-04-0021 Award:2/14/07	\$ 396,000	\$ 495,000	90%
16	Bus replacement projects	Bus replacement projects	FY22 SCCRTC TDA-SGR	\$ 760,226	\$ 760,226	0%
17	Golf Club Parts Washers	Replace the JRI units purchased 2010	FY20 FTA 5339a Buses and Bus Facilities	\$ 80,000	\$ 80,000	75%

Santa Cruz METRO

Active Grants as of 11/25/2022

18	Non-revenue Electric Vehicles	Replace up to 3 old non-rev vehicles with electric non-rev vehicles	FY20 FTA 5339a Buses and Bus Facilities	\$ 100,000	\$ 100,000	95%
19	Service Truck	Road call fitted with service equipment	FY20 FTA 5339a Buses and Bus Facilities	\$ 150,000	\$ 150,000	75%
20	Fueling and Wash Facility - Awning Install	Construction phase -Awning at front of fueling island	FY20 FTA 5339a Buses and Bus Facilities	\$ 238,908	\$ 238,908	75%
21	ParaCruz Van Replacement	Purchase 6 replacement ParaCruz vans	FY19 LPP	\$ 302,000	\$ 604,000	25%
22	Replace two 1998 diesel-fueled buses with two CNG buses	FY20 State of California FTA Section 5339	CalTrans FY20 5339 Discretionary Funds	\$ 1,088,000	\$ 1,360,000	95%
23	Pacific Station Transit Center (Pacific Station)	Redevelop the existing Pacific Station bus terminal	Affordable Housing and Sustainable Communities (AHSC) Round 6	\$ 4,000,000	\$ 29,600,000	0%
24	FTA FY22 5339(a) the State Rural Discretionary	Vehicle Replacement Program	FTA FY22 5339(a) the State Rural Discretionary	\$ 420,000	\$ 2,100,000	5%

Santa Cruz METRO						
Active Grants as of 11/25/2022						
25	FY21/22 Caltrans Sustainable Transportation Planning Grant funding	FY21/22 Transportation Planning Grant funding	FY21/22 Caltrans Sustainable Transportation Planning Grant funding	\$ 329,924	\$ 329,924	15%
			Total	\$ 58,227,634	\$ 101,644,774	
End of Active Grants						

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Santa Cruz METRO Pending Grants as of 11/25/2022						
Competitive Grant						
Formula Grant						
#	Project Description	Project Scope	Estimated Date of Award	Funding Source	\$ Budget Grant	\$ Budget Total Project
1	FTA FFY22 FTA Section 5307	FTA FY22 5307 Formula Operating and Capital Assistance	2/15/2023	FTA FY22 5307 Formula Operating and Capital Assistance	\$11,269,864	\$13,523,837
2	Local Partnership Program (LPP)	Bus Replacement	12/20/2022	CTC FY20 Local Partnership Program (LPP) FY 20-21, 21-22 and 22-23	\$903,000	\$1,806,000
3	FY22 Congressionally Directed Funding	ParaCruz Operation and Administrative Facility Construction Project	12/15/2022	FY22 Congressionally Directed Funding	\$5,517,594	\$6,130,660
4	FTA FY21 5339a	Install Automatic Passenger Counters (APCs)	12/15/2022	FTA FY21 5339a Bus and Bus Facilities Formula	\$524,355	\$524,355
5	Vouchers for 5 ZEBs	HVIP for 5 ZEBs	11/15/2022	CALSTART Heavy-duty zero-emission Vehicle Incentive Program (HVIP) for 5 ZEBs	\$138,000	\$690,000
Total					\$ 18,352,813	\$ 22,674,852
End of Pending Grants						

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DATE: November 18, 2022
TO: Board of Directors
FROM: Daniel L. Zaragoza, Operations Manager, Paratransit Division
SUBJECT: ACCEPT AND FILE THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR JULY, AUGUST AND SEPTEMBER 2022

I. RECOMMENDED ACTION

That the Board of Directors accept and file the quarterly METRO ParaCruz Operations Status Report for July, August and September 2022

II. SUMMARY

ParaCruz is the federally mandated ADA complementary paratransit program of the Santa Cruz Metropolitan Transit District (METRO), providing shared ride, door-to-door demand-response transportation to customers certified as having disabilities, which prevent them from independently using the fixed route bus.

ParaCruz during the months of July, August and September provided 18,720 rides. On Time Performance for this period was 99.69%.

ParaCruz is currently funded for 31 Paratransit Operators; two of these positions are vacant.

III. DISCUSSION/BACKGROUND

- Summary review of monthly operational statistics for ParaCruz.
Comparing the monthly statistics of FY22 to the monthly statistics of FY23:
 - In July, the number of ParaCruz rides increased by: 1,229
 - In August, the number of ParaCruz rides increased by: 1,137
 - In September, the number of ParaCruz rides increased by: 1,724
- Summary review of monthly operational information about ParaCruz for FY23:
 - July number of total ParaCruz rides: 5,731
 - August number of total ParaCruz rides: 6,315
 - September number of total ParaCruz rides: 6,674

- Comparing June 2022 statistics to July 2022, ParaCruz rides decreased by 15
- Comparing July 2022 statistics to August 2022, ParaCruz rides increased by 584
- Comparing August 2022 statistics to September 2022, ParaCruz rides increased by 359

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to METRO's Service Quality and Delivery.

V. FINANCIAL CONSIDERATIONS/IMPACT

There are no financial considerations for this report.

VI. CHANGES FROM COMMITTEE

N/A

VII. COORDINATION

This staff report has been coordinated with statistics provided by the Finance and Fleet Departments. The Eligibility Coordinator provided additional data.

VIII. ATTACHMENTS

Attachment A: ParaCruz On-time Performance Charts for July, August and September

Attachment B: Comparative Operating Statistics Tables for July, August and September

Attachment C: Number of Rides Comparison Chart

Attachment D: Total Ride vs. Shared Ride Chart

Attachment E: Annual Miles Comparison Chart

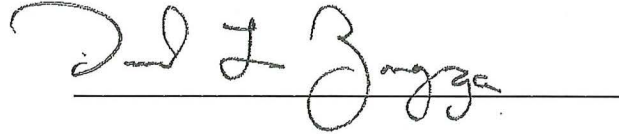
Attachment F: Monthly Assessments

Attachment G: Top Monthly Ride Destinations for July, August and September

Prepared by: Daniel L. Zaragoza, Operations Manager, Paratransit Division

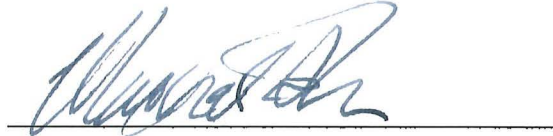
IX. APPROVALS

Daniel L. Zaragoza, Operations
Manager, Paratransit Division



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Michael Tree,
CEO/General Manager



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Attachment A

ParaCruz On-time Performance Report for July 2022

	July 2021	July 2022
Total pick ups	4,502	5731
Percent in “ready window” *	99.93%	99.65%
1 to 5 minutes late	.07%	.26%
6 to 10 minutes late	.00%	.03%
11 to 15 minutes late	.00%	.03%
16 to 20 minutes late	.00%	.03%
21 to 25 minutes late	.00%	.00%
26 to 30 minutes late	.00%	.00%
31 to 35 minutes late	.00%	.00%
36 to 40 minutes late	.00%	.00%
41 or more minutes late (excessively late/missed trips)	.00%	.00%
Total beyond “ready window”	0.07%	0.35%

*Target: 90%

On-time Performance

During July, ParaCruz' on time performance decreased by .16% from last month. Ridership increased from last month. ParaCruz has six Operator positions unfilled and one Operator out on medical leave. The total number of available working ParaCruz Operators is 20 per weekday, not including Operators on annual leave.

A Customer Service Report is either a compliment, comment, or a complaint.

During the month of July 2022, ParaCruz received nine Customer Service Reports, Four were compliments for ParaCruz Operators; Five were not valid, Two for being No-showed for their ride, one was a person upset that they could only ride at certain times of the day. A person upset that the Operator was picking up and dropping off more passenger while they were riding, and a person that complained that he had been picked up late, our record showed that he had been picked up on time for the last three months.

Attachment A

ParaCruz On-time Performance Report for August 2022

	August 2021	August 2022
Total pick ups	5,178	6,315
Percent in “ready window”	99.67%	98.05%
1 to 5 minutes late	.31%	.85%
6 to 10 minutes late	.02%	.43%
11 to 15 minutes late	.00%	.13%
16 to 20 minutes late	.00%	.13%
21 to 25 minutes late	.00%	.09%
26 to 30 minutes late	.00%	.13%
31 to 35 minutes late	.00%	.13%
36 to 40 minutes late	.00%	.03%
41 or more minutes late (excessively late/missed trips)	.00%	.03%
Total beyond “ready window”	0.33%	1.95%

*Target: 90%

On-time Performance

During August, ParaCruz' on time performance decreased by 1.60% from last month. August ridership increased from last month. ParaCruz has six Operator positions unfilled and one Operator out on Medical leave. The total number of available working ParaCruz Operators is 20 per weekday, not including Operators on annual leave.

A Customer Service Report is either a compliment, comment, or a complaint.

During the month of August 2022, ParaCruz received five Customer Service Reports. Two were valid, both for late rides. Three were not valid. One for a person that received a No-show, one for a person that allowed their certification to expire, and alleged that they didn't receive notice, our records showed that the notice was sent to them 90 days before expiration. A person upset that the Operator was picking up and dropping off more passenger while they were riding

Attachment A

ParaCruz On-time Performance Report for September 2022

	September 2021	September 2022
Total pick ups	4,950	6674
Percent in “ready window”	99.89%	92.48%
1 to 5 minutes late	.57%	2.16%
6 to 10 minutes late	.18%	1.54%
11 to 15 minutes late	.04%	1.18%
16 to 20 minutes late	.12%	.66%
21 to 25 minutes late	.12%	.52%
26 to 30 minutes late	.04%	.48%
31 to 35 minutes late	.08%	.48%
36 to 40 minutes late	.00%	.16%
41 or more minutes late (excessively late/missed trips)	.08%	.34%
Total beyond “ready window”	1.11%	7.52%

*Target: 90%

On-time Performance

During September, ParaCruz' on time performance decreased by 5.53 % from last month. September ridership increased from last month. ParaCruz has four Operator positions remain unfilled, and two Operators are out on medical leave. The total number of available working ParaCruz Operators is 20 per weekday, not including Operators on annual leave.

A Customer Service Report is either a compliment, comment, or a complaint.

During the month of September 2022, ParaCruz received seven Customer Service Reports. One was a complement for ParaCruz Operator. Four were valid, a ride that was canceled by mistake, a person that rode in the vehicle for a long time, a ride booked to the wrong address, and one was for an interaction with a rude Customer Service Representative. Two are not valid, Two for persons that complained that the Operator was picking up other passengers along the way.

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Attachment B

Comparative Operating Statistics through July 2022

	July 2021	July 2022	FY 22	FY 23	Performance Averages	Performance Goals
Requested	5,000	7,511	5,000	7,511	6,555	
Performed	4,502	5,731	4,502	5,731	5,270	
Cancel	36.45%	23.70%	42.18%	23.70%	18.29%	
No Shows	3.81%	2.62%	3.54%	2.62%	3.71%	Less than 3%
Total miles	25,165	36,903	25,165	36,903	35,473	
Av trip miles	7.05	6.34	7.05	6.34	6.53	
Within ready window	99.92%	99.65%	99.92%	99.65%	99.50%	90.00% or better
Call center volume	2,419	4,793	2,419	4,793	4,812	
Hold times less than 2 minutes	97.64%	95.24%	97.64%	95.24%	97.88%	Greater than 90%
Distinct riders	385	613	385	613	594	
Most frequent rider	81 rides	56 rides	81 rides	56 rides	68 rides	
Shared rides	22.18%	35.61%	22.18%	35.61%	39.72%	Greater than 60%
Passengers per rev hour	1.77	2.02	1.77	2.02	2.04	Greater than 1.6 passengers/hour
Rides by supplemental providers	N/A	N/A	N/A	N/A	N/A	No more than 25%
Vendor cost per ride	N/A	N/A	N/A	N/A	N/A	
Rides < 10 miles	59.41%	63.83%	59.41%	63.83%	64.15%	
Rides > 10 miles	43.59%	36.17%	43.59%	36.17%	38.85%	
Denied Rides	0	0	0	0	0	Zero
Missed Trips	0	2	0	2	2	
Excessively Long Trips	0	0	0	0	0	
# Trips at Base Fare	2,084	3,536	2,084	3,536	3,186	
# Trips > Base Fare	691	827	691	827	943	

Attachment B

Comparative Operating Statistics through August 2022

	August 2021	August 2022	FY 22	FY 23	Performance Averages	Performance Goals
Requested	6,398	8,001	11,398	15,512	6,688	
Performed	5,178	6,315	9,860	12,046	5,364	
Cancel	19.07%	21.07%	27.08%	22.39%	18.46%	
No Shows	3.59%	2.76	3.57%	2.69%	3.64%	Less than 3%
Total miles	31,261	41,848	61,795	78,751	36,355	
Av trip miles	6.51	6.53	6.38	6.44	6.53	
Within ready window	99.67%	98.05%	99.80%	98.85%	99.36%	90.00% or better
Call center volume	4,976	5,585	8,774	10,378	4,862	
Hold times less than 2 minutes	99.02%	97.53%	98.93%	96.39%	97.76%	Greater than 90%
Distinct riders	559	634	682	800	601	
Most frequent rider	70 rides	62 rides	108 rides	146 rides	68 rides	
Shared rides	43.74%	37.78%	36.51%	36.70%	39.22%	Greater than 60%
Passengers per rev hour	2.05	2.01	2.05	2.02	2.04	Greater than 1.6 passengers/hour
Rides by supplemental providers	N/A	N/A	N/A	N/A	N/A	No more than 25%
Vendor cost per ride	N/A	N/A	N/A	N/A	N/A	
Rides < 10 miles	60.80%	67.82%	60.78%	65.83%	67.73%	
Rides > 10 miles	39.20%	32.18%	39.22%	34.17%	35.27%	
Denied Rides	0	0	0	0	0	Zero
Missed Trips	5	3	5	5	2	
Excessively Long Trips	0	0	0	0	0	
# Trips Base Fare	3,163	3,962	5,836	7,498	3,252	
# Trips > Base Fare	865	1,003	1,608	1,830	954	

Attachment B

Comparative Operating Statistics through September 2022

	September 2021	September 2022	FY 22	FY 23	Performance Averages	Performance Goals
Requested	6,395	9,424	17,793	24,936	6,941	
Performed	4,950	6,674	38,726	18,720	5,508	
Cancels	22.60%	25.93%	25.58%	23.57%	18.74%	
No Shows	3.23%	3.24%	3.45	2.87%	3.64%	Less than 3%
Total miles	36,415	47,412	98,210	126,163	37,272	
Av trip miles	6.72	6.89	6.49	6.59	6.55	
Within ready window	99.89%	92.48%	99.50%	96.73%	98.83%	90.00% or better
Call center volume	5,041	6,906	13,815	17,284	5,018	information not available
Hold times less than 2 minutes	98.75%	96.09%	98.87%	96.29%	97.53%	Greater than 90%
Distinct riders	571	704	1,622	220	612	
Most frequent rider	72 rides	78 rides	192 rides	220 rides	68 rides	
Shared rides	38.26%	43.89%	37.09%	39.09%	39.69%	Greater than 60%
Passengers per rev hour	2.09	2.19	2.03	2.07	2.05	Greater than 1.6 passengers/hour
Rides by supplemental providers	N/A	N/A	N/A	N/A	N/A	No more than 25%
Vendor cost per ride	N/A	N/A	N/A	N/A	N/A	
Rides < 10 miles	63.29%	66.75%	60.61%	63.13%	65.02%	
Rides > 10	36.71%	33.25%	39.39%	33.87%	34.98%	
Denied Rides	0	0	0	0	0	Zero
Missed Trips	2	7	0	12	2	N/A
Excessively Long Trips	0	1	0	1	.25	
# Trips Base Fare	2,939	4,243	8,775	11,741	3,361	
# Trips > Base Fare	904	1,173	2,512	3,003	977	

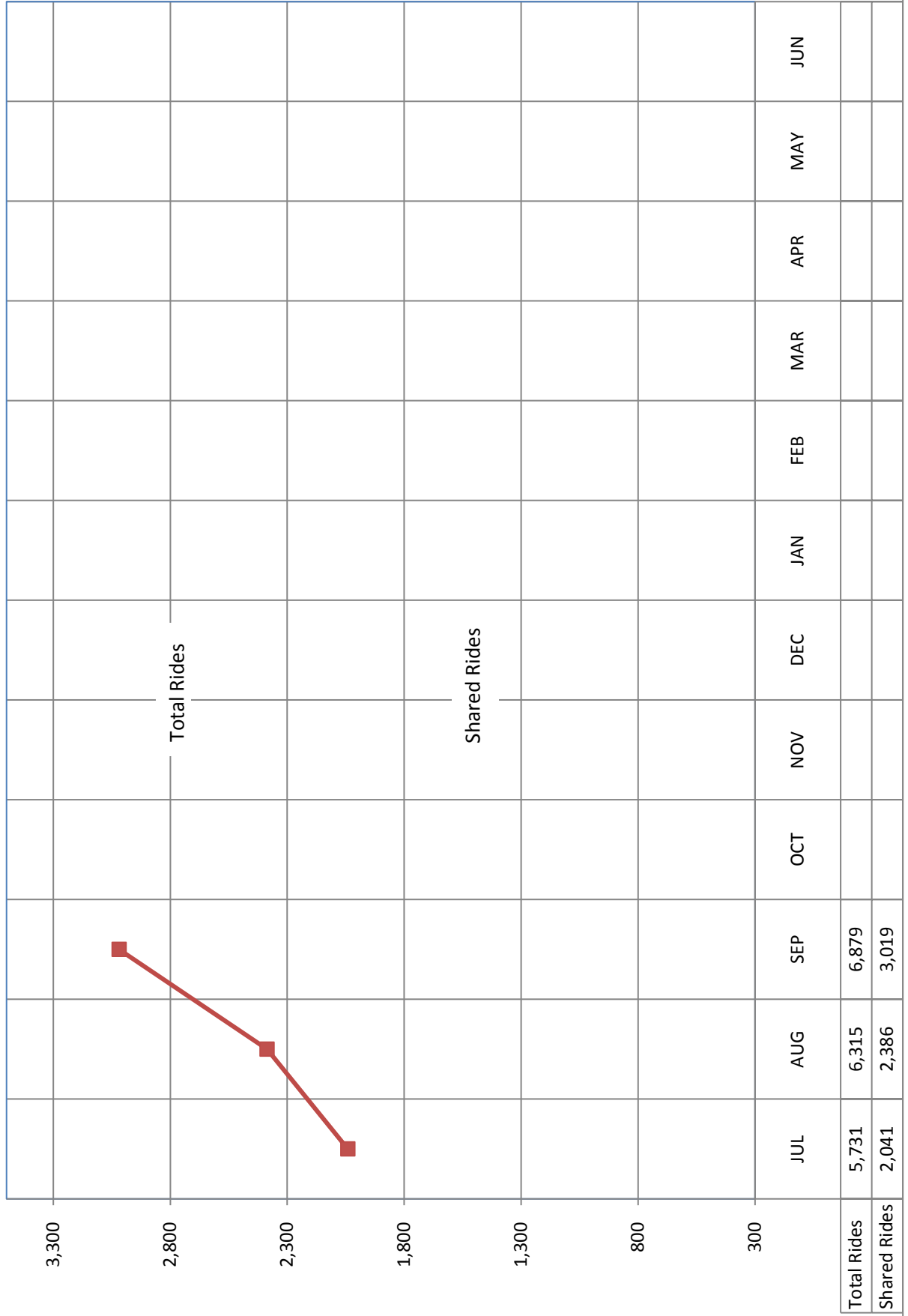
ParaCruz Operations Status Report

9.6B.3

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Attachment C

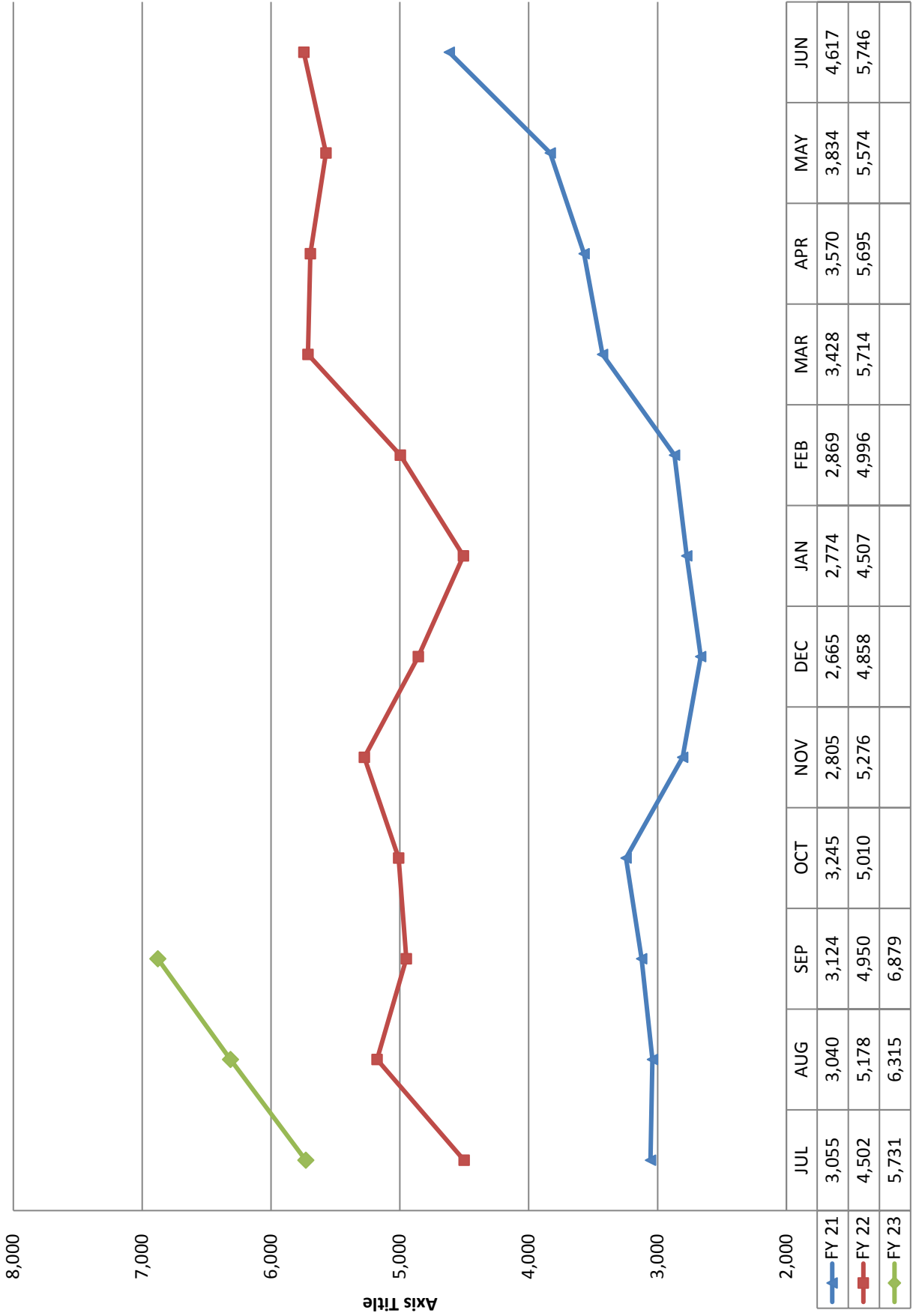
Total Ride vs. Shared Ride Count



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Attachment D

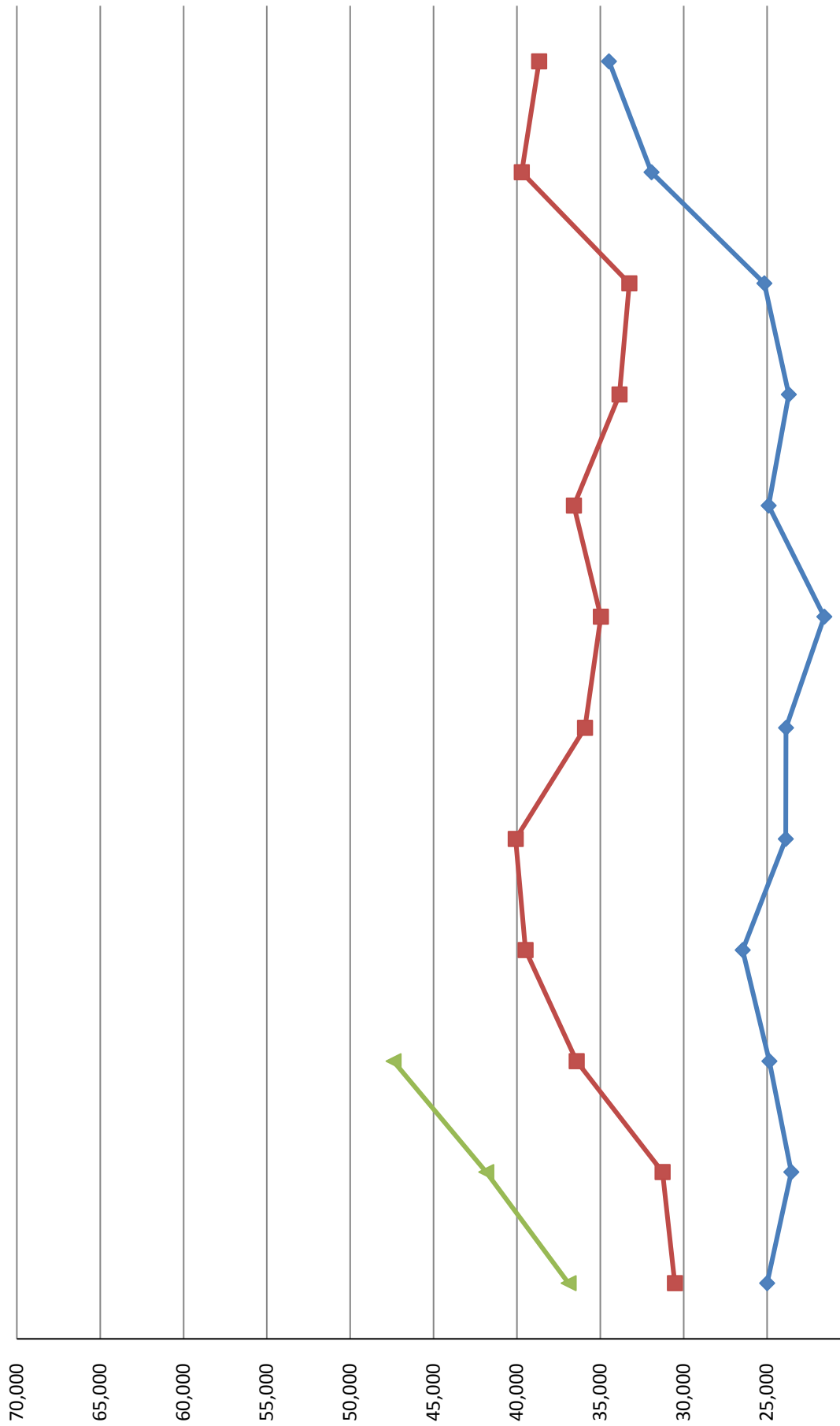
Number of Rides Comparison



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Attachment E

Annual Miles Comparison



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Attachment F

Monthly Assessments

MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED CONDITIONAL	RESTRICTED TRIP BY TRIP	TEMPORARY	DENIED	TOTAL
OCTOBER 2021	43	0	0	25	1	69
NOVEMBER 2021	49	0	0	47	0	96
DECEMBER 2021	28	0	0	19	0	47
JANUARY 2022	40	0	0	13	0	53
FEBRUARY 2022	52	0	0	43	0	95
MARCH 2022	48	0	0	30	0	78
APRIL 2022	49	0	0	22	0	71
MAY 2022	50	0	0	27	0	77
JUNE 2022	16	0	0	21	0	38
JULY 2022	45	0	0	26	0	54
AUGUST 2022	62	0	0	54	0	116
SEPTEMBER 2022	61	0	0	52	0	113

Number of Eligible Riders for the month of July 2022 = 3,040

Number of Eligible Riders for the month of August 2022 = 3155

Number of Eligible Riders for the month of September 2022 = 3,339

Unrestricted: If, because of a disability, a person can never use the fixed route bus service under any condition.

Restricted: If a person can use fixed route bus service for some trips, then they may be determined eligible but restricted from those trips that they could make using the fixed route bus system.

Immediate need: If, due to unforeseeable circumstances, a person may need transportation before completing the eligibility process, they may be provided with immediate need eligibility for up to 14 days.

Temporary: If a person has a limited term condition that prevents them from using the fixed route service system.

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Attachment G

Top Trip Destinations

LOCATION	July	August	September	Total	% of total rides
Satellite Dialysis - Capitola	774	812	849	2,435	13.01%
Cabrillo College 6500 Soquel Dr. Aptos	398	97	649	1,144	6.11%
Satellite Dialysis - Watsonville	266	290	314	870	4.65%
Santa Cruz Post-Acute 1115 Capitola Rd. SC	215	258	256	729	3.89%
Palo Alto Medical 2025 Soquel Ave. SC	145	206	187	538	2.87%
La Posada 609 Frederick St. SC	134	142	191	467	2.49%
Soquel High School 401 Soquel San Jose Rd.	38	161	220	419	2.24 %
Bay Avenue Senior Apartments 750 Bay Ave. Capitola	141	125	123	389	2.08%
Pacific Coast Manor 1935 Wharf Rd. Capitola	78	126	143	347	1.85%
Brookdale Assisted Living 100 Lockwood Lane Scotts Valley	77	97	57	231	1.23%
Hearts & Hands Skilled Nursing 2990 Soquel Dr. Santa Cruz	80	34	113	227	1.21%
The Galleria 740 Front St. SC	102	73	46	221	1.18%

Number of rides for the month of April 2022 = **5,731**

Number of rides for the month of May 2022 = **6,315**

Number of rides for the month of June 2022 = **6,674**

ParaCruz Operations Status Report

9.6G.1

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DATE: November 18, 2022
TO: Board of Directors
FROM: John Urgo, Planning & Development Director
SUBJECT: ACCEPT AND FILE THE METRO SYSTEM RIDERSHIP REPORTS FOR THE FIRST QUARTER OF FY23

I. RECOMMENDED ACTION

That the Board of Directors accept and file the METRO system ridership report for the first quarter of FY23

II. SUMMARY

- FY23 Q1 total ridership increased 33.5% (+158,081) compared to FY22 Q1. However, FY23 Q1 ridership is 27.6% (-240,697) below FY19 Q1 (pre-pandemic).
- Local non-student ridership increased 30.2% (+292,996) and is 18.7% (-87,770) below FY19 Q1.
- Highway 17 (Hwy 17) ridership increased 170.1% (+15,171) and is 49.5% (-44,347) below FY19 Q1.
- UCSC ridership increased 33.8% (+146,163) and is 26.2% (-87,770) below FY19 Q1.
- Cabrillo College ridership increased 108.1% (+9,861) and is 72.4% (-49,708) below FY19 Q1.

III. DISCUSSION/BACKGROUND

This report contains ridership summaries and ridership by route for Santa Cruz Metropolitan Transit District (METRO) fixed route bus service for the First quarter (Q1) of FY23, July 1 – September 30, 2022. Quarterly ridership reports keep the Board of Directors (Board) apprised of METRO's ridership statistics and ridership trends:

- Attachment A shows system-wide and college student ridership statistics for Q1 of FY23 and makes year-over-year comparisons with ridership statistics.
- Attachment B shows the average ridership and pass/fare usage per route and system-wide.
- Attachment C shows the weekly ridership comparison for Q1 of FY23-19 and FY23-22.

Total Fixed Route Ridership

METRO operates 23 local routes and one commuter route over the Highway 17 (Hwy 17). Compared to the previous fiscal year's first quarter FY23 Q1 total fixed-route ridership increased 33.5%. Hwy 17 ridership increased 42.7% and Local ridership increased 33.0%. The Student Pass ridership, comprised of UCSC and Cabrillo riders, increased 38.2%. UCSC and Cabrillo ridership grew 33.8% and 108.1%, respectively, while the remaining local non-student ridership rose 30.2%.

The first quarter of FY23 total-fixed route ridership is still 27.6% less compared to Q1 of FY19, the last full pre-pandemic fiscal year. The Hwy 17 ridership has still not rebounded as well as the local route ridership, compared to pre-COVID data. Hwy 17 ridership decreased 49.5% compared to the same quarter in FY19, while Local ridership only decreased 25.8%. Student pass ridership decreased 35.7% and Cabrillo ridership showed a greater percent change than UCSC ridership compared to Q1 of FY19. UCSC and Cabrillo ridership shrunk 26.2% and 72.4%, respectively, while the remaining local non-student ridership decreased 18.7%.

In Q1 of FY22, carrying capacity restrictions were still negatively affecting overall ridership for part of the quarter. UCSC and Cabrillo had reduced demand as both were still holding the majority of their classes remotely and telework continued to impact Highway 17 ridership. However, the level of service was not dissimilar from Q1 of FY23 as METRO operated an average of 3.2% less vehicle revenue hours (VRH) compared to the current service level.

In Q1 of FY23, there were no shelter-in-place directives or carrying capacity. UCSC and Cabrillo returned to largely in-person learning. Most local non-student riders and many Highway 17 riders transitioned from telework to working at least part-time in the office. While ridership demand continues to increase, operator shortages necessitated operating 8.5% less VRH compared to Q1 of FY19.

Regular and Discount Passes & Fares

Discount ridership was 13.2% of total fixed route ridership in Q1 of FY23. However, this ridership segment is still 50.1% down compared to the first quarter of FY19. Discount cash usage decreased 40.2%, whereas discount pass usage declined 56.1%.

Regular ridership was 52.8% of the total ridership in Q1 of FY23. However, compared to FY19, there was a 19.8% decrease in overall regular ridership. Pass usage appears to be more prominent among this ridership segment in FY23, with pass usage increased by 2.2% and cash usage decreased by 43.9%.

Weekly Ridership Growth

For the first nine weeks of the Q1 of FY23, weekly ridership was on average 31.4% greater than year-over-year weekly ridership in FY22. In mid-September, weekly ridership increased as UCSC students returned for instruction and a free fares

program was implemented to increase non-student ridership. With one additional instructional day compared to FY22, weekly ridership increased an average of 38.8%.

Compared to FY19, ridership for the first two months of Q1 FY23 was an average of 38.6% less. For the first two weeks of September ridership was only 29.8% down compared to FY19 September ridership over the same period. Due to five additional UCSC instructional days in FY23 weekly ridership over the last two weeks of September increased an average of 3.1%.

Trip Ridership by Route

FY23 Q1 average weekday ridership per trip on all routes was 16.9 riders and weekend ridership was 15.0 riders. Compared to Q1 of FY22, total ridership per trip increased 31.6%. Weekday riders per trip increased 33.5% and weekend riders per trip increased 19.3%. The weekday route with the highest average passenger load per revenue trip was the weekday-only route 15 UCSC via Laurel West with 57.5 riders per trip, in large part due to this route operating only during September when UCSC students are returning for instruction. The weekend route with the greatest trip loads is the route 18 UCSC via Main Gate-Mission with an average of 25.9 riders per trip.

Q1 average weekday ridership per trip in FY19 was 22.4 and average weekend riders per trip was 18.0. Total riders per trip was still down by 29.1% in Q1 of FY19 compared to FY19. Weekday riders per trip decreased 28.3% and 20.7%, respectively. The FY19 weekday route with the highest trip loads was also the weekday-only route 15. The weekend route with the greatest trip loads was both the route 16, replaced with the route 18 in FY23, and the route 20.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report aligns with METRO's Service Quality and Delivery strategic priority.

V. FINANCIAL CONSIDERATIONS/IMPACT

Revenue derived from passenger fares and passes is reflected in the FY23 operating budget. To encourage ridership growth, METRO implemented a temporary reduced fares program for the last two weeks of September in FY23, but revenues were still 64.9% greater than they were in FY22. This was largely due to a reduced fare program operating throughout the majority of Q1 in FY22 and ridership being 33.5% less. Compared to FY19, farebox revenue this quarter decreased 48.5%, though the free fares program likely contributed to this decrease. The COVID-19 pandemic fallout will adversely affect actual passenger pass and fare usage in the remainder of FY23. The magnitude of this negative impact for the fiscal year will be realized in the coming months.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

There are no alternatives to consider.

VIII. ATTACHMENTS

Attachment A: Quarterly System Ridership Summary for FY23 Q1 July 1, 2022-September 30, 2022

Attachment B: Quarterly Average Ridership by Route Report for FY23 Q1 July 1, 2022-September 30, 2022

Attachment C: Quarterly Ridership by Week for FY23 Q1 July 1, 2022-September 30, 2022

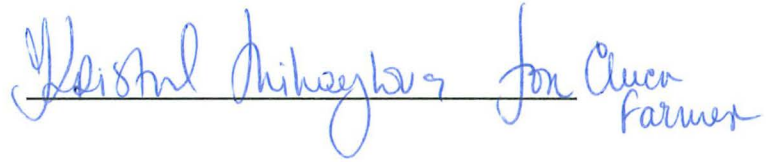
Prepared by: Cayla Hill, Planning Analyst

IX. APPROVALS

John Urgo
Planning and Development Director



Approved as to fiscal impact:
Chuck Farmer, CFO



Michael Tree, CEO/General Manager



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Quarterly System Ridership Summary

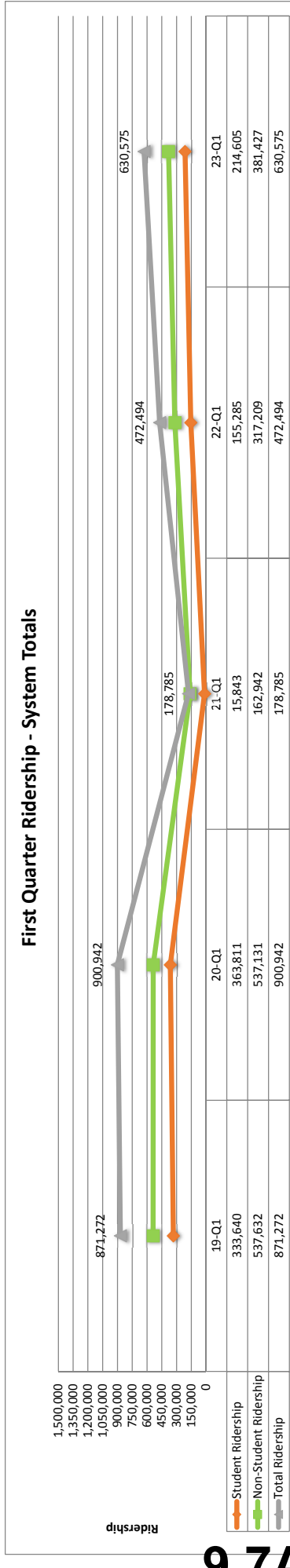
FY23 Q1 (July 1 - September 30, 2022)

Calendar Operating Days		Discounted Pass Usage (Senior/Disabled)			Regular Pass Usage				
This Year	Last Year	FY23 Q1	FY22 Q1	Difference	% Change	FY23 Q1	FY22 Q1	Difference	% Change
Weekdays	64	45,288	6,623	38,665	583.8%	196,804	97,658	99,146	101.5%
Weekends	26					24,982	9,393	15,589	166.0%
UCSC Days of Instruction*	7					221,786	107,051	114,735	267.5%

Cabrillo Days of Instruction**		Discounted Cash Usage (Senior/Disabled)			Regular Cash Usage				
This Year	Last Year	FY23 Q1	FY22 Q1	Difference	% Change	FY23 Q1	FY22 Q1	Difference	% Change
Weekdays	24	35,786	58,230	(22,444)	-38.5%	103,001	130,527	(27,526)	-21.1%
Weekends	26	2,180	3,265	(1,085)	-33.2%	7,930	11,513	(3,583)	-31.1%
UCSC Days of Instruction*	7	37,966	61,495	(23,529)	-38.3%	110,931	142,040	(31,109)	-21.9%

System Totals		Quarterly Totals (Q1)		
FY23 Q1	FY22 Q1	Difference	% Change	FY23 Q1
Local Fixed Route	596,032	448,281	147,751	33.0%
Highway 17 Express	34,543	24,213	10,330	42.7%
System Total	630,575	472,494	158,081	33.5%

Student Pass Totals		Quarterly Totals (Q1)		
FY23 Q1	FY22 Q1	Difference	% Change	FY23 Q1
UCSC	459,212	44,444	414,768	933.2%
Cabrillo	17,177	1,791	15,386	859.1%
Student Total	476,389	46,235	430,154	930.4%



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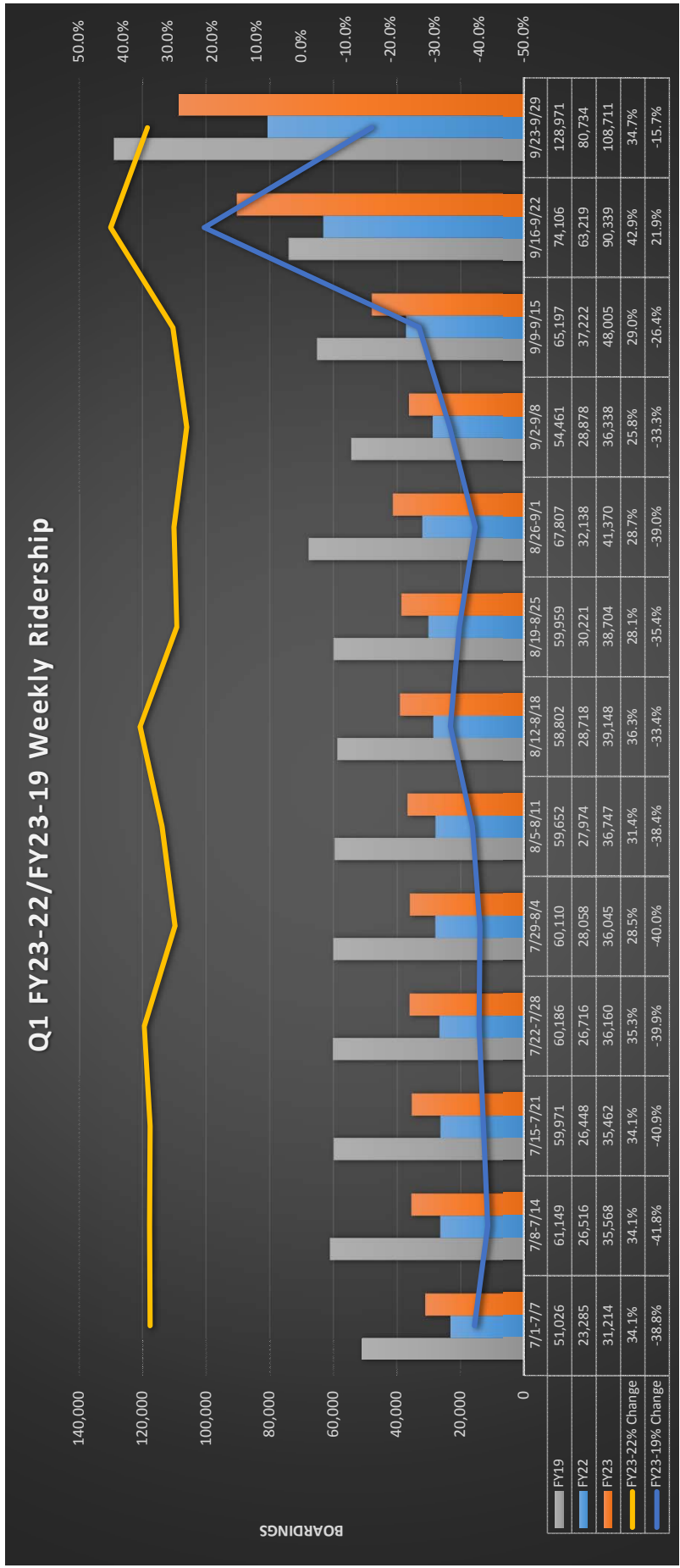
Quarterly Average Ridership by Route Report

July 1, 2022-September 30, 2022		Average Weekday Ridership per Trip					Average Weekend Ridership per Trip				
Route	Corridor	Total Riders	UCSC Riders %	Cabrillo Riders %	Discount Fares and Passes %	Regular Fares & Passes %	Total Riders	UCSC Riders %	Cabrillo Riders %	Discount Fares and Passes %	Regular Fares and Passes %
UCSC											
10	UCSC via High St.	23.4	85.7%	0.2%	3.0%	11.1%	22.2	70.7%	0.3%	2.6%	26.4%
15	UCSC via Laurel West	57.5	87.8%	0.2%	0.8%	11.3%					
18	UCSC via Main Gate-Mission	33.9	80.4%	0.6%	2.3%	16.7%	28.4	70.8%	0.5%	2.1%	26.6%
19	UCSC via Lower Bay	28.6	80.2%	0.4%	5.3%	14.1%	25.9	64.2%	0.3%	4.2%	31.3%
20	UCSC via West Side	25.4	77.5%	0.5%	6.5%	15.5%	25.2	67.8%	0.4%	4.0%	27.7%
Intercity											
35/35E	Santa CruB/Scotts Valley/SLV	11.9	2.7%	2.2%	19.6%	75.6%	13.8	2.4%	1.3%	20.7%	75.5%
69A	Capitola Road/Watsonville	19.6	4.8%	2.9%	22.4%	69.9%	17.3	7.9%	2.3%	19.0%	70.8%
69W	Cap. Road/CRrillo/Watsonville	19.8	5.1%	10.2%	19.2%	65.4%	18.3	7.1%	2.2%	20.4%	70.4%
71	Santa CruB to Watsonville	21.1	3.0%	6.7%	19.6%	70.6%	15.9	2.9%	2.0%	23.7%	71.4%
N orth County											
40	Davenport/North Coast	5.6	3.6%	2.1%	61.4%	32.8%					
41	Bonny Doon	8.1	7.5%	1.7%	30.8%	60.0%					
42	Davenport/Bonny Doon	10.2	11.1%	0.3%	46.5%	42.0%	7.0	11.3%	1.1%	12.8%	74.8%
Live Oak											
66	Live Oak via 17th	9.8	9.7%	1.7%	41.7%	46.9%	8.5	9.7%	1.4%	25.2%	63.6%
68	Like Oak via Broadway/Portola	7.4	12.3%	1.8%	26.3%	59.6%	7.3	14.6%	1.0%	19.7%	64.7%
Local Santa Cruz											
4	Harvey West/Emeline	6.4	4.7%	2.5%	72.6%	20.2%					
Mid County											
55	Rio Del Mar	7.7	1.6%	18.0%	56.9%	23.4%	6.3	3.9%	6.1%	37.7%	52.3%
Local Watsonville											
72	Watsonville Hospital/Pinto Lake	10.4	0.7%	4.4%	17.6%	77.2%	5.8	1.3%	2.2%	27.8%	68.7%
74S	PVHS/Watsonville Hospital	9.7	0.1%	0.8%	6.5%	92.6%					
75	Green Valley Road	10.7	0.3%	4.0%	24.8%	70.9%	11.0	1.0%	1.1%	31.9%	66.0%
79	Pajaro/East Lake	5.1	0.7%	4.7%	16.2%	78.5%	5.5	0.2%	0.4%	24.8%	74.6%
WC	Watsonville Circulator	8.3	-	-	-	100.0%	7.1	-	-	-	100.0%
Express											
91X	Santa CruB/Watsonville Express	10.7	2.7%	22.8%	18.5%	55.9%					
Hwy 17	Hwy 17 Express	12.8	-	-	5.1%	94.9%	10.6	-	-	6.7%	93.3%
	Avg. Ridership per Trip	16.9	32.3%	3.5%	14.9%	49.3%	15.0	25.5%	1.2%	14.3%	59.0%

24 Calendar School Days of Cabrillo
 7 Calendar School Days of UCSC
 21 Calendar School Days of SJSU

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Attachment C



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DATE: November 18, 2022

TO: Board of Directors

FROM: Chuck Farmer, CFO



SUBJECT: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION

I. RECOMMENDED ACTION

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

II. SUMMARY

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

III. DISCUSSION/BACKGROUND

In preparation for the implementation of a new ERP system at METRO, historical capital asset records are currently being reviewed and reconciled by staff in order to ensure that complete and accurate data will be exported to the new accounting system. Several capital items have been deemed as obsolete, identified in the Excess Vehicle & Equipment Listing (Exhibit A).

Most items recommended for disposal are fully depreciated, so there is no financial obligation to a granting agency with regard to the recommended disposal; the only item that is not fully depreciated was paid for with District funds. METRO no longer has a need for the assets listed in Exhibit A; therefore, it is recommended that they be disposed of at this time.

The disposition of these assets has been coordinated with management and staff in processing them for disposal, recycling or auction, if appropriate.

Staff recommends that the Board of Directors approve a resolution (Attachment A) and declare the items listed in Exhibit A as excess and direct staff to use appropriate action for disposal.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to Financial Stability, Stewardship, & Accountability.

V. FINANCIAL CONSIDERATIONS/IMPACT

The total estimated gross market value of the items included in the disposal list is approximately \$4,300. These items have reached the end of their useful life and are obsolete. There is minimal financial impact as a result of these disposals.

Any revenue generated from the sale of equipment or inventory is recorded in the District's general ledger, to account 407090-100 "Gain/Loss on Disposal of Assets."

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

- Keep the items in capital asset inventory. Staff does not recommend this alternative because the items have exceeded their useful life and/or are cost-prohibitive to repair and are no long in use.

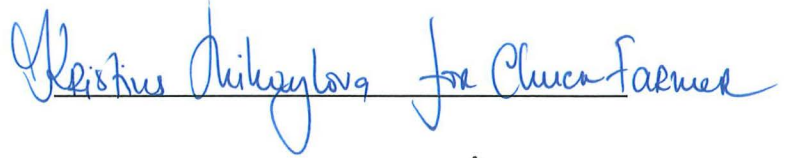
VIII. ATTACHMENTS

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

Exhibit A: Excess Vehicle & Equipment Listing—as of November 18, 2022

IX. APPROVALS:

Approved as to fiscal impact:
Chuck Farmer, CFO

A handwritten signature in blue ink, reading "Kristina Mikyzlova for Chuck Farmer", written over a horizontal line.

Michael Tree, CEO/General Manager

A handwritten signature in black ink, reading "Michael Tree", written over a horizontal line.

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Attachment A



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

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

RESOLUTION TO APPROVE THE DISPOSAL OR AUCTION OF EXCESS ASSETS

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

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

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

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

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

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

1. The following assets are declared excess property on the Excess Vehicle & Equipment Listing as of 11/18/2022, "Exhibit A" and may be disposed of or auctioned as such:
 - 04467.00B SOFTWARE - HASTUS UPGRADE
 - 04468.00B SOFTWARE - HASTUS UPGRADE
 - 04665.00A POWERVAULT 735N

Attachment A

Resolution No. _____
Page 2 of 4

- 04656.00A DATA SYSTEM & UPGRDE
- 04656.00H DATA SYSTEM & UPGRDE
- 04771.00A CITRIX XP - SOFTWARE
- 04774.00A PARATRANSIT SOFTWARE
- 04847.00B HASTUS ROSTER MODULE
- 04847.00F HASTUS ROSTER MODULE
- 05365.00A HASTUS 2006 SOFTWARE & LICENSING
- 005590.01F GFI UPGRADE FINAL WEBINAR
- 005620.01F VOIP-PHONE SYSTEM-CONSULTING
- 005620.02F VOIP-PHONE SYS-MAINT ONE YEAR
- 005620.00F VOIP-PHONE SYS-SJB INSTALL
- 005620.09F VOIP-PHONE SYS-PHONES
- 005621.00F MICROSOFT OFFICE 2007
- 005620.10F VOIP-PHONE SYS-SJB INSTALL AT ADMIN
- 005669.02F MAINTSTAR MAINT 4/12 TO 3/15
- 006175.00F APC SMART UPS
- 005793.00F IVANTAGE HR SYSTEM (SOFTWARE)
- 005793.01F IVANTAGE HR SYSTEM MAINT 7/12 TO 6/15
- 005793.02F IVANTAGE HR SYSTEM - PROGRAMMING
- 04168.00A SW - CRYSTAL REPORTS
- 04168.00H SW - CRYSTAL REPORTS
- 04547.00A MOBILE ROUTE MAP SYS
- 04547.00H MOBILE ROUTE MAP SYS
- 04966.00A DIGITAL RECORDER KIT
- 04966.00H DIGITAL RECORDER KIT
- 05125.00A COPIER (MOVED FROM PCZ TO VER)
- 05125.00H COPIER (MOVED FROM PCZ TO VER)
- 005620.00C VOIP-PHONE SYS-SJB INSTALL
- 006431.00F TOSHIBA DIGITAL COPIER
- 005669.00F MAINTSTAR ANNUAL SUPPORT
- A0044.00A LEASEHOLD IMPRV @ DUBOIS

Attachment A

Resolution No. _____

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- A0045.00A LEASEHOLD IMPRV @ DUBOIS
- A0075.00A IMPROVEMENTS WTC
- A5188.00F LEASEHOLD IMPRV: 115 DUBOIS
- S1299.00A CAPITOLA RD BUS SHELTER

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on November 18, 2022, by the following vote:

AYES: DIRECTORS –

NOES: DIRECTORS –

ABSENT: DIRECTORS –

ABSTAIN: DIRECTORS –

APPROVED:

Larry Pageler
Board Chair

ATTEST:

Michael Tree
CEO/General Manager

APPROVED AS TO FORM:

JULIE SHERMAN
General Counsel

Attachment A

Resolution No. _____
Page 4 of 4

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

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
EXCESS VEHICLE & EQUIPMENT LISTING AS OF 11/18/2022

(Attached)

Exhibit A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT EXCESS VEHICLE & EQUIPMENT LISTING AS OF 11/18/2022										
Vehicle or Asset Tag #	Description	Acquisition Date	Total Cost	Accumulated Depreciation	Net Book Value	Estimated Market Value	Reason for Disposal	Condition	VIN / SN	
04467.00B	SOFTWARE - HASTIUS UPGRADE	01/18/2000	\$ 29,364	\$ 29,364	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04468.00B	SOFTWARE - HASTIUS UPGRADE	08/29/2000	\$ 29,364	\$ 29,364	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04665.00A	POWERVAULT 735N	07/01/2001	\$ 12,287	\$ 12,287	\$ -	\$ -	No longer in use	POOR	3DDKN01	
04656.00A	DATA SYSTEM & UPRDE	07/01/2001	\$ 15,311	\$ 15,311	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04656.00H	DATA SYSTEM & UPRDE	07/01/2001	\$ 40,957	\$ 40,957	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04771.00A	CITRIX XP - SOFTWARE	07/02/2001	\$ 10,558	\$ 10,558	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04774.00A	PARATRANSIT SOFTWARE	05/16/2002	\$ 53,000	\$ 53,000	\$ -	\$ -	No longer in use	POOR	N/A	
04847.00B	HASTIUS ROSTER MODULE	04/15/2004	\$ 19,772	\$ 19,772	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04847.00F	HASTIUS ROSTER MODULE	04/15/2004	\$ 42,968	\$ 42,968	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
05365.00A	HASTIUS 2006 SOFTWARE & LICENSING	05/18/2006	\$ 141,233	\$ 141,233	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
005590.01F	GFI UPGRADE FINAL WEBINAR	07/01/2009	\$ 735	\$ 735	\$ -	\$ -	No longer in use	POOR	N/A	
005620.01F	VOIP-PHONE SYSTEM-CONSULTING	10/01/2009	\$ 15,741	\$ 15,741	\$ -	\$ -	No longer in use	POOR	N/A	
005620.02F	VOIP-PHONE SYS-MAINT ONE YEAR	10/01/2009	\$ 3,410	\$ 3,410	\$ -	\$ -	No longer in use	POOR	N/A	
005620.00F	VOIP-PHONE SYS-SUB INSTALL	10/01/2009	\$ 24,734	\$ 24,734	\$ -	\$ -	No longer in use	POOR	N/A	
005620.09F	VOIP-PHONE SYS-PHONES	10/01/2009	\$ 17,827	\$ 17,827	\$ -	\$ 2,000.00	No longer in use	FAIR	N/A	
005621.00F	MICROSOFT OFFICE 2007	04/01/2010	\$ 54,682	\$ 54,682	\$ -	\$ -	Superseded by a newer version	POOR	79P-02923	
005620.10F	VOIP-PHONE SYS-SUB INSTALL AT ADMIN	07/01/2010	\$ 14,825	\$ 14,825	\$ -	\$ -	No longer in use	POOR	N/A	
005669.02F	MAINTSTAR MAINT 4/12 TO 3/15	04/01/2012	\$ 66,799	\$ 66,799	\$ -	\$ -	No longer in use	POOR	N/A	
006175.00F	APC SMART UPS	07/01/2012	\$ 12,888	\$ 12,888	\$ -	\$ 500.00	No longer in use	FAIR	PS1203134294	
005793.00F	IVANTAGE HR SYSTEM (SOFTWARE)	06/01/2012	\$ 136,988	\$ 136,988	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
005793.01F	IVANTAGE HR SYSTEM MAINT 7/12 TO 6/15	06/01/2012	\$ 23,473	\$ 23,473	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
005793.02F	IVANTAGE HR SYSTEM - PROGRAMMING	06/01/2013	\$ 10,341	\$ 10,341	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04168.00A	SW - CRYSTAL REPORTS	03/30/2000	\$ 221	\$ 221	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04168.00H	SW - CRYSTAL REPORTS	03/30/2000	\$ 883	\$ 883	\$ -	\$ -	Superseded by a newer version	POOR	N/A	
04547.00A	MOBILE ROUTE MAP SYS	07/20/2002	\$ 4,400	\$ 4,400	\$ -	\$ -	No longer in use	POOR	N/A	
04547.00H	MOBILE ROUTE MAP SYS	07/20/2002	\$ 17,600	\$ 17,600	\$ -	\$ -	No longer in use	POOR	N/A	
04966.00A	DIGITAL RECORDER KIT	04/02/2004	\$ 1,404	\$ 1,404	\$ -	\$ -	No longer in use	POOR	906-1708-001	
04966.00H	DIGITAL RECORDER KIT	04/02/2004	\$ 5,616	\$ 5,616	\$ -	\$ -	No longer in use	POOR	906-1708-001	
05125.00A	COPIER (MOVED FROM PCZ TO VER)	10/20/2004	\$ 1,998	\$ 1,998	\$ -	\$ 300.00	No longer in use	FAIR	R2355K2845701549	
05125.00H	COPIER (MOVED FROM PCZ TO VER)	10/20/2004	\$ 7,992	\$ 7,992	\$ -	\$ 500.00	No longer in use	FAIR	R2355K2845701549	
005620.00C	VOIP-PHONE SYS-SUB INSTALL	10/01/2009	\$ 5,080	\$ 5,080	\$ -	\$ -	No longer in use	POOR	N/A	
006431.00F	TOSHIBA DIGITAL COPIER	08/01/2014	\$ 16,790	\$ 16,790	\$ -	\$ 1,000.00	No longer in use	FAIR	CAGD11984	
005669.00F	MAINTSTAR ANNUAL SUPPORT	07/01/2010	\$ 20,377	\$ 20,377	\$ -	\$ -	No longer in use	N/A	N/A	
A0044.00A	LEASEHOLD IMPRV @ DUBOIS	05/30/1995	\$ 49,074	\$ 49,074	\$ -	\$ -	Abandoned	N/A	N/A	
A0045.00A	LEASEHOLD IMPRV @ DUBOIS	2/21/1996	\$ 24,367	\$ 24,367	\$ -	\$ -	Abandoned	N/A	N/A	
A0075.00A	IMPROVEMENTS WTC	10/30/1996	\$ 23,900	\$ 21,153	\$ 2,747	\$ -	Abandoned	N/A	N/A	
A5188.00F	LEASEHOLD IMPRV: 115 DUBOIS	06/29/2005	\$ 32,880	\$ 32,880	\$ -	\$ -	Abandoned	N/A	N/A	
S1299.00A	CAPITOLA RD BUS SHELTER	07/01/1995	\$ 7,170	\$ 7,170	\$ -	\$ -	Destroyed by car	N/A	N/A	

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DATE: November 18, 2022
TO: Board of Directors
FROM: Kristina Mihaylova, Deputy Finance Director
SUBJECT: CONSIDERATION OF RESOLUTION APPROVING THE FY23 REVISED CAPITAL BUDGET/PORTFOLIO

I. RECOMMENDED ACTION

That the Board of Directors adopt a resolution approving the FY23 Revised Capital Budget/Portfolio, as presented in Attachment B

II. SUMMARY

- The Board of Directors (Board) adopted the FY23 Capital Budget/Portfolio on June 24, 2022.
- Periodic capital budget revisions may be required due to new grant awards, new projects, changes to the scope of existing projects, spending adjustments and removal of projects that are no longer active.
- Revisions to an adopted capital budget require Board approval and the adoption of a resolution.

III. DISCUSSION/BACKGROUND

The Board must adopt an Operating and Capital Budget by June 30th each year. The Board adopted the FY23 & FY24 Operating and FY23 Capital Budget/Portfolio on June 24, 2022.

Periodically, capital budget revisions are required to add new projects, revise project balances and funding sources, update project descriptions, etc. This will be the first revision to the FY23 Capital Budget/Portfolio since adoption.

Staff requests that the Board adopt a resolution (Attachment A) to approve the FY23 Revised Capital Budget/Portfolio (Attachment B).

A Reconciliation by Project as of November 18, 2022 (Attachment C) is provided; this reconciles the (current) FY23 Revised Capital Budget/Portfolio against the (original) Final FY23 Capital Budget/Portfolio adopted on June 24, 2022.

This revision impacts multiple projects.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This pertains to METRO's Financial Stability, Stewardship & Accountability.

V. FINANCIAL CONSIDERATIONS/IMPACT

The original FY23 Capital Budget/Portfolio adopted June 24, 2022 totals \$87,030,557.

- Revision 1 – November 18, 2022 – This revision added six new (6) projects, removed four (4) projects; revised the available budget balances for twenty (20) existing projects; added additional funding to five (5) existing project, and revised the description and scope for seven (7) projects. This revision resulted in a net decrease of \$27,937,251, for a Revised FY23 Capital Budget/Portfolio balance of \$59,093,306.

The Reconciliation by Project as of November 18, 2022 (Attachment C) lists the detail of all changes by project since adoption on June 24, 2022, and includes an explanation for the action. The year to date change is a net decrease of \$27,937,251.

VI. ALTERNATIVES CONSIDERED

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

VII. ATTACHMENTS

Attachment A: FY23 Capital Budget/Portfolio Resolution

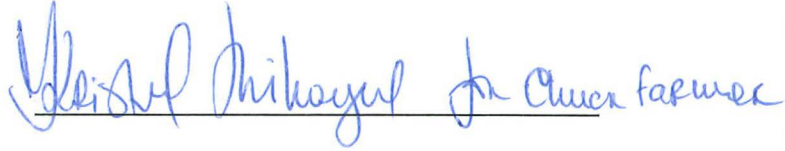
Attachment B: FY23 Revised Capital Budget/Portfolio as of November 18, 2022

Attachment C: FY23 Revised Capital Budget/Portfolio – Reconciliation by Project as of November 18, 2022

Prepared by: Kristina Mihaylova, Deputy Finance Director

VIII. APPROVALS

Approved as to fiscal impact:
Chuck Farmer, CFO



Michael Tree, CEO/General Manager



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Attachment A



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

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

A RESOLUTION OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AUTHORIZING A REVISION TO THE FY23 CAPITAL BUDGET/PORTFOLIO

WHEREAS, the Board of Directors approved the FY23 Capital Budget/Portfolio on June 24, 2022 with a total budget of \$87,030,557; and

WHEREAS, it is necessary to revise the adopted FY23 Capital Budget/Portfolio by \$27,937,251;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Santa Cruz Metropolitan Transit District hereby amends the FY23 Capital Budget/Portfolio per Attachment B to this resolution for a total FY23 Revised Capital Budget/Portfolio of \$59,093,306.

PASSED AND ADOPTED this 18th day of November 2022, by the following vote:

AYES: Directors -

NOES: Directors -

ABSENT: Directors -

ABSTAIN: Directors -

APPROVED:

LARRY PAGELER, Board Chair

ATTEST:

MICHAEL TREE, CEO/General Manager

APPROVED AS TO FORM:

JULIE A. SHERMAN, General Counsel

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 FY23 REVISED CAPITAL BUDGET/ANTICIPATED SPENDING
 AS OF NOVEMBER 18, 2022

PROJECT/ACTIVITY	FEDERAL FUNDS	RESTRICTED	CTC SB1 SCCC GRANT	STIP	LCTOP	LPP	VW GRANT	PG&E REBATES & MBARD	BUS REPLACEMENT FUND		OPERATING & CAPITAL RESERVE FUND	TOTAL
									\$3M PER YEAR (MEASURE D + SB1 STA&SGR)			
									RESTRICTED	RESTRICTED		
CAPITAL PROGRAM FUNDING												
Federal Sources of Funds:												
Federal Grants (FTA)	\$ 2,000,257											\$ 2,000,257
Surface Transportation Block Grant (STBG)	\$ -											\$ -
State /Other Sources of Funds:												
PTMISEA (1B)												\$ -
State Transportation Improvement Program (STIP)		\$ 402,655										\$ 402,655
Low Carbon Transit Operations Program (LCTOP)		\$ -										\$ -
Local Partnership Program (LPP)					\$ -							\$ -
State Transit Assistance (STA)-Prior Years												\$ -
Transfers from Operating Budget (STA-SB1)												\$ -
STA-SGR (SB1)							\$ 145,399					\$ 145,399
Transfers from Operating Budget (Measure D)									\$ 991,382			\$ 991,382
CTC SB1 SCCC		\$ 600,000										\$ 600,000
VW GRANT							\$ -					\$ -
PG&E REBATES & MBARD								\$ 28,797				\$ 28,797
Local Sources of Funds:												
Operating and Capital Reserve Fund												\$ -
TOTAL CAPITAL FUNDING BY FUNDING SOURCE												
	\$ 2,000,257	\$ 600,000	\$ 402,655	\$ -	\$ -	\$ -	\$ -	\$ 28,797	\$ 145,399	\$ 991,382	\$ 4,675,742	\$ 8,844,231
Restricted Funds	\$ 2,000,257	\$ 600,000	\$ 402,655	\$ -	\$ -	\$ -	\$ -	\$ 28,797	\$ 145,399	\$ 991,382	\$ -	\$ 4,168,489
Unrestricted Funds											\$ 4,675,742	\$ 4,675,742
TOTAL CAPITAL FUNDING												
	\$ 2,000,257	\$ 600,000	\$ 402,655	\$ -	\$ -	\$ -	\$ -	\$ 28,797	\$ 145,399	\$ 991,382	\$ 4,675,742	\$ 8,844,231
* NOTE: The amounts listed here represent the amounts committed against awarded grants and projects, and therefore will not equal the \$3M allocated to the Bus Replacement Fund in any given year.												

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY23 REVISED CAPITAL BUDGET/PORTFOLIO
AS OF NOVEMBER 18, 2022

	PROJECT/ACTIVITY	RESTRICTED	RESTRICTED	CTC SB1 SCOP GRANT	STIP	LCTOP	LPP	VW GRANT	PG&E REBATES & MBARD	BUS REPLACEMENT FUND		OPERATING & CAPITAL RESERVE FUND	TOTAL
										\$3M PER YEAR (MEASURE D + SB1 STA&SGR)			
										RESTRICTED	RESTRICTED		
Construction Related Projects													
1	19-0001 New METRO Owned Paracruz Facility-FY20 LPP (Grant Match for 5339(B))											\$ 2,059,924	\$ 2,059,924
2	19-0002 Pacific Station/Metro Center Redevelopment w/ City of SC										\$ 3,993,108	\$ 2,400,000	\$ 3,993,108
3	23-0010 Rapid Bus Enhancements - Soquel Drive & Main Street Corridor			\$ 9,600,000								\$ 12,000,000	\$ 12,000,000
	Subtotal			\$ 9,600,000								\$ 4,459,924	\$ 18,053,032
IT Projects													
4	19-0004 ERP Consultant & System												\$ 3,650,000
	Subtotal												\$ 3,650,000
Facilities Upgrades & Improvements													
5	19-0006 Maint Yard-Security Hardening/Expanded Parking												\$ 429,156
6	19-0006 Demolition of two structures & repair of sinkhole												\$ 436,059
7	19-0013 JKS Facility - Upper Security Gates (Reserves)												\$ 207,378
8	19-0020 Admin Bldg. Engineering & Renovations												\$ 20,000
9	19-0018a Awning @ Fueling Station - Construction Phase (FTA 5339a FY2)												\$ 238,908
10	22-0003 Fuel Management System for Paracruz												\$ 40,000
	Subtotal												\$ 1,132,593
Revenue Vehicle Purchases, Replacements & Campaigns													
11	19-0027 FY18 STIP - AVL/ITS (STIP, Measure D)												\$ 558,615
12	20-0001 7 Replacement Paracruz Vans (FY19 LPP, Measure D)						\$ 302,000						\$ 303,131
13	19-0032 3 New Flyer Repl. Capital Lease - Year 4 of 6 Prin Only - (Measure D) Interest funded in Operating Budget \$32K												\$ 392,593
14	20-0002 2 35' CNG Buses (FY19 Caltrans Discretionary FTA 5339; Bus Replacement Fund)												\$ 155,938
15	21-0008 2 35' CNG Buses (Bus Replacement Fund; FY19 & FY20 SGR, PTMISEA, Measure D)												\$ 145,399
16	22-0005 Automatic Passenger Counters (APCs)												\$ 131,609
17	23-0001 8 HFCBs: \$1.35M/Bus (FY22 FTA 5307 + VW Grant)						\$ 3,200,000						\$ 163,148
18	23-0001a 2 HFCBs: \$1.35M/Bus (FY22 FTA 5307 + HVIP used as a local match: \$480K)												\$ -
19	23-0002 5 CNGs: \$1M/Bus AR TICS (FY22 FTA 5307 + BRP; SGR - FY20 - FY23)												\$ 3,620,000
20	23-0007 2 HFCBs: \$1.35M/Bus (FY20,21,22 LPP+100% Match Measure D+ HVIP: \$480K)						\$ 903,000						\$ -
21	23-0008 3 HFCBs: \$1.35M/Bus (FTA FY22 5339a - State Rural Discretionary+ Measure D+ HVIP: \$720K+ MBARD: \$400K)								\$ 400,000				\$ 1,250,000
	Subtotal						\$ 1,205,000	\$ 3,200,000	\$ 400,000			\$ 960,493	\$ 2,773,286

9.9B.4

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY23 REVISED CAPITAL BUDGET/PORTFOLIO
AS OF NOVEMBER 18, 2022

PROJECT/ACTIVITY	RESTRICTED	CTC SB1 SSCP GRANT	STIP	LCTOP	LPP	RESTRICTED	RESTRICTED	RESTRICTED	VW GRANT	PG&E REBATES & MBARD	BUS REPLACEMENT FUND		OPERATING & CAPITAL RESERVE FUND	TOTAL
											\$3M PER YEAR (MEASURE D + SB1 STA&SGR)	RESTRICTED		
Revenue Vehicle Purchases, Replacements & Campaigns-Fleet Electrification Projects														
4 ZEBs & 4 Chargers - Highway 17 (FTA 5339c FY16, Measure D, HVIP: \$480K; PG&E Rebates: \$9K/Bus & \$25K/Charger)	\$ 3,507,967									\$ 136,000				\$ 4,722,776
22 19-0037 Completion of JKS Facility-ZEB Yard Charging														
23 19-0041 Infrastructure														
24 23-0003 1 ZEB & Charger (FY20 LCTOP+Interest+HVIP: \$138K+ PG&E Rebates: \$9K/Bus & \$25K/Charger)	\$ 1,067,296			\$ 1,067,296						\$ 34,000			\$ 250,512	\$ 250,512
Subtotal	\$ 3,507,967	\$ -	\$ -	\$ 1,067,296	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 170,000	\$ -	\$ -	\$ 250,512	\$ 6,074,584
Non-Revenue Vehicle Purchases & Replacements														
25 21-0005 Non-Revenue Electric Vehicles (FTA 5339a FY20)	\$ 68,160													\$ 68,160
26 21-0006 Service Truck (FTA 5339a FY20)	\$ 150,000													\$ 150,000
27 23-0009 Replace 6 gasoline Non-Rev Vehicles (FTA Congressional Direct Funding)	\$ 612,850													\$ 612,850
Subtotal	\$ 831,010	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 108,150	\$ 939,160
Fleet & Maint Equipment														
28 21-0004 Golf Club Part Washers (FTA 5339a FY20 + Reserves)	\$ 80,000													\$ 80,000
Subtotal	\$ 80,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 100,000	\$ 180,000
Office Equipment														
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Misc.														
29 23-0004 Misc Capital Contingency-\$800K - 11/15/19 BOD+\$100K 5/21/2021+\$1M 03/25/2022													\$ 914,053	\$ 914,053
30 23-0004a Scotts Valley & Watsonville Transit Centers Security													\$ 51,000	\$ 51,000
31 23-0004b Trash Enclosures													\$ 42,480	\$ 42,480
32 23-0004c Gym at OPS													\$ 36,600	\$ 36,600
33 23-0004d Refrigerators: 6 - Multiple Locations (PRC SCM,VER,WTC,SBF,OPS)													\$ 10,000	\$ 10,000
34 23-0004e Safety - Information Display System & Monitors: 14 at multiple locations													\$ 15,000	\$ 15,000
35 23-0004f Office Furniture - Admin													\$ 8,500	\$ 8,500
36 23-0004g POS Square Machines: 2 & Badge Printers: 2 - Customer Service (PAC & WTC)													\$ 14,500	\$ 14,500
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,092,133	\$ 1,092,133
TOTAL CAPITAL PROJECTS	\$ 18,092,464	\$ 9,600,000	\$ 658,539	\$ 1,067,296	\$ 1,205,000	\$ 3,200,000	\$ 570,000	\$ 3,765,399	\$ 9,180,903	\$ 11,753,804	\$ 59,093,306			

Attachment B

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY23 REVISED CAPITAL BUDGET/PORTFOLIO AS OF NOVEMBER 18, 2022													
PROJECT/ACTIVITY	RESTRICTED	FEDERAL FUNDS	CTC SB1 SCCC GRANT	STIP	LCTOP	LPP	VW GRANT	PG&E REBATES & MBARD	BUS REPLACEMENT FUND		MEASURE D (XFR FROM OPER BUDGET)	OPERATING & CAPITAL RESERVE FUND	TOTAL
									RESTRICTED	\$3M PER YEAR (MEASURE D + SB1 STA&SGR)			
CAPITAL PROGRAM FUNDING													
Federal Sources of Funds:													
Federal Grants (FTA)	\$ 18,092,464												\$ 18,092,464
Surface Transportation Block Grant (STBG)	\$ -												\$ -
State /Other Sources of Funds:													
PTMISEA (1B)													\$ -
State Transportation Improvement Program (STIP)			\$ 658,539										\$ 658,539
Low Carbon Transit Operations Program (LCTOP)					\$ 1,067,296								\$ 1,067,296
Local Partnership Program (LPP)					\$ 1,205,000								\$ 1,205,000
State Transit Assistance (STA)-Prior Years													\$ -
Transfers from Operating Budget (STA-SB1)													\$ -
STA-SGR (SB1)									\$ 3,765,399				\$ 3,765,399
Transfers from Operating Budget (Measure D)										\$ 9,180,803			\$ 9,180,803
CTC SB1 SCCC			\$ 9,600,000										\$ 9,600,000
VW GRANT							\$ 3,200,000						\$ 3,200,000
PG&E REBATES & MBARD								\$ 570,000					\$ 570,000
Local Sources of Funds:													
Operating and Capital Reserve Fund												\$ 11,753,804	\$ 11,753,804
TOTAL CAPITAL FUNDING BY FUNDING SOURCE													
Restricted Funds	\$ 18,092,464		\$ 9,600,000	\$ 658,539	\$ 1,067,296	\$ 1,205,000	\$ 3,200,000	\$ 570,000	\$ 3,765,399	\$ 9,180,803	\$ 11,753,804	\$ 59,093,306	\$ 59,093,306
Unrestricted Funds													\$ 47,339,501
TOTAL CAPITAL FUNDING	\$ 18,092,464		\$ 9,600,000	\$ 658,539	\$ 1,067,296	\$ 1,205,000	\$ 3,200,000	\$ 570,000	\$ 3,765,399	\$ 9,180,803	\$ 11,753,804	\$ 59,093,306	\$ 59,093,306
* NOTE: The amounts listed here represent the amounts committed against awarded grants and projects, and therefore will not equal the \$3M allocated to the Bus Replacement Fund in any given year.													

9.9B.6

Attachment C

FY23 CAPITAL BUDGET/PORTFOLIO RECONCILIATION BY PROJECT AS OF NOVEMBER 18, 2022- 1st REVISION

FY23 FINAL CAPITAL BUDGET/PORTFOLIO ADOPTED JUNE 24, 2022: \$ 87,030,557

CAPITAL PROJECT	PJT#	SOURCE	AMOUNT	TOTAL
Revise Project Budget Balance: Multiple Projects				
	19-0001	OP & CAPITAL RESERVE	\$ 21,668	
	19-0002	MEASURE D	\$ (6,892)	
	19-0006	OP & CAPITAL RESERVE	\$ 10,000	
	19-0006b	OP & CAPITAL RESERVE	\$ (655)	
		OP & CAPITAL RESERVE	\$ -	
	19-0013	OP & CAPITAL RESERVE - Misc Contingency	\$ (21,622)	
		MEASURE D	\$ 60,778	
	19-0027	STIP	\$ 59,188	
		CAPITAL RESERVE: RESTRI	\$ 797,345	
		FTA	\$ (8,620)	
	19-0037	MEASURE D	\$ (258)	
	19-0041	OP & CAPITAL RESERVE	\$ 25,755	
		STA	\$ (21,720)	
	19-0042	OP & CAPITAL RESERVE	\$ (67,225)	
	19-0048			
	rolled into		\$ 192,133	
	23-0004	OP & CAPITAL RESERVE		
		FTA	\$ 30,224	
	20-0002	MEASURE D	\$ 155,938	
	21-0005	FTA	\$ 68,160	
		MEASURE D	\$ 131,609	
	21-0008	STA-SGR	\$ 145,399	
	22-0003	OP & CAPITAL RESERVE	\$ 40,000	

Reason: Adjust available budget based on prior year spending

Change Description Only: Scotts Valley & Watsonville Transit Centers Security

23-0004a N/A

Reason: Description change due to change in scope

Add Funds: Trash Enclosures	23-0004b	OP & CAPITAL RESERVE - Misc Contingency	\$ 35,480	
Transfer Funds: Funds needed	23-0004	OP & CAPITAL RESERVE - Misc Contingency	\$ (35,480)	

Reason: Additional funds needed for 10 single Big Belly trash containers for the Soquel Bus Stops

Add Funds: Exercise Equipment / Gym at OPS	23-0004c	OP & CAPITAL RESERVE - Misc Contingency	\$ 6,600	
Transfer Funds: Funds needed	23-0004	OP & CAPITAL RESERVE - Misc Contingency	\$ (6,600)	

Reason: JKS Fitness ACS (Access Control System)

Add project: Refrigerators: 6 - Multiple Locations (PRC,SCM,VER,WTC,SBF,OPS)	23-0004d	OP & CAPITAL RESERVE - Misc Contingency	\$ 10,000	
Transfer Funds: Funds needed for new project	23-0004	OP & CAPITAL RESERVE - Misc Contingency	\$ (10,000)	

Reason: Refrigerator replacements at employee break-rooms

Add project: Safety - Information Display System & Monitors: 14 at multiple locations	23-0004e	OP & CAPITAL RESERVE - Misc Contingency	\$ 15,000	
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Attachment C
FY23 CAPITAL BUDGET/PORTFOLIO
RECONCILIATION BY PROJECT
AS OF NOVEMBER 18, 2022- 1st REVISION

CAPITAL PROJECT	PJT#	SOURCE	AMOUNT	TOTAL
Transfer Funds: Funds needed for new project	23-0004	OP & CAPITAL RESERVE – Misc Contingency	\$ (15,000)	
Reason: To implement a corrective action from CalOSHA				
Add project: Office Furniture - Admin	23-0004f	OP & CAPITAL RESERVE – Misc Contingency	\$ 8,500	
Transfer Funds: Funds needed for new project	23-0004	OP & CAPITAL RESERVE – Misc Contingency	\$ (8,500)	
Reason: New Furniture for CEO Office & Conference Room				
Add project: POS Square Machines: 2 & Badge Printers: 2 - Customer Service (PAC & WTC)	23-0004g	OP & CAPITAL RESERVE – Misc Contingency	\$ 14,500	
Transfer Funds: Funds needed for new project	23-0004	OP & CAPITAL RESERVE – Misc Contingency	\$ (14,500)	
Reason: Additional Equipment needed for CS Watsonville & Pacific Station Booths .				
Add Funds: Automatic Passenger Counters (APCs)	22-0005	OP & CAPITAL RESERVE	\$ 47,503	
Reason: New Contract & 10% contingency				
Revise Project Budget, Funding and Change Scope & Description: 8 HFCBs: \$1.35M/Bus (FY22 FTA 5307 + VW Grant)	23-0001	FTA STA - SGR VW-Grant	\$ 320,000 \$ (1,820,000) \$ 3,200,000	
Add Project: 2 HFCBs: \$1.35M/Bus (FY22 FTA 5307 + HVIP used as a local match: \$480K)	23-0001a	FTA	\$ 2,220,000	
Reason: Change in scope, funding availability and strategy				
Revise Project Budget, Funding and Change Scope & Description: 5 CNGs: \$1M/Bus ARTICS (FY22 FTA 5307 + BRF: SGR - FY20 - FY23)	23-0002	FTA STA - SGR	\$ (1,820,000) \$ 2,820,000	
Reason: Change in scope, funding availability and strategy				
Revise Project Budget, Funding and Change Scope & Description: 1 ZEB & Charger (FY20 LCTOP+Interest+HVIP: \$138K+ PG&E Rebates: \$9K/Bus & \$25K/Charger)	23-0003	LCTOP PG & E Rebates	\$ (182,704) \$ 34,000	
Reason: Change in scope, funding availability and strategy				
Remove Project: 20 Fuel Cell Buses/Workforce Development (FY22 FTA LoNo + BRF: SGR FY23/24 + Measure D)	23-0005a	FTA STA - SGR Measure D	\$ (30,670,440) \$ (940,064) \$ (4,616,752)	
Reason: FTA Grant not awarded.				
Remove Project: New Hydrogen Fueling Station + Project Management	23-0005b	FTA OP & CAPITAL RESERVE	\$ (7,246,000) \$ (874,000)	
Reason: FTA Grant not awarded.				

Attachment C

FY23 CAPITAL BUDGET/PORTFOLIO RECONCILIATION BY PROJECT AS OF NOVEMBER 18, 2022- 1st REVISION

CAPITAL PROJECT	PJT#	SOURCE	AMOUNT	TOTAL
Remove Project: Maintenance Facility Upgrades (FY22 FTA LoNo)	23-0005c	FTA	\$ (1,350,000)	
		OP & CAPITAL RESERVE	\$ (150,000)	
Reason: FTA Grant not awarded.				
Remove Project: 1 Diesel Artic (replacement) & 2 CNGs (FY22 Congressionally District Funding + BRF: Measure D)	23-0006	FTA	\$ (1,840,000)	
		Measure D	\$ (460,000)	
Reason: FTA Grant not awarded.				
Revise Project Budget, Funding and Change Scope & Description: 2 HFCBs: \$1.35M/Bus (FY20,21,22 LPP+100% Match Measure D+ HVIP: \$480K)	23-0007	Measure D	\$ 414,000	
Reason: Change in scope, funding availability and strategy				
Revise Project Budget, Funding and Change Scope & Description: 3 HFCBs: \$1.35M/Bus (FTA FY22 5339a - State Rural Discretionary+ Measure D+ HVIP: \$720K+ MBARD: \$400K)	23-0008	MBARD	\$ 400,000	
		Measure D	\$ 830,000	
Reason: Change in scope, funding availability and strategy				
Add Funds & Update Description: 4 ZEBs & 4 Chargers - Highway 17 (FTA 5339c FY16, Measure D, HVIP: \$480K; PG&E Rebates: \$9K/Bus & \$25K/Charger)	19-0037	PG & E Rebates	\$ 136,000	
Reason: New Funding Source identified.				
Add Project: Rapid Bus Enhancements - Soquel Drive & Main Street Corridor	23-0010	CTC SB1 SCCP GRANT	\$ 9,600,000	
		OP & CAPITAL RESERVE	\$ 2,400,000	
Reason: Implementing Rapid Bus Enhancements along the Soquel / Main Street Corridor				
			\$ (27,937,251)	
FUNDING SUMMARY:				
		OP & CAPITAL RESERVE	\$ (28,249,538)	
		FTA	\$ (9,626,236)	
		LCTOP	\$ (182,704)	
		LPP	\$ -	
		MEASURE D	\$ (3,491,577)	
		VW GRANT	\$ 3,200,000	
		MBARD	\$ 400,000	
		STA	\$ (21,720)	
		STA-SGR	\$ 205,335	
		PG&E REBATES	\$ 170,000	
		CTC SB1 SCC GRANT	\$ 9,600,000	
		STIP	\$ 59,188	
TOTAL CAPITAL BUDGET REVISIONS THROUGH 11/18/22:			\$ (27,937,251)	
FY23 REVISED CAPITAL BUDGET/PORTFOLIO AS OF NOVEMBER 18, 2022:			\$ 59,093,306	

9.9C.3

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DATE: November 18, 2022
TO: Board of Directors
FROM: Curtis Moses, Safety, Security and Risk Management Director
SUBJECT: RECOMMENDED ACTION ON TORT CLAIMS

I. RECOMMENDED ACTION

That the Board of Directors Approve Staff Recommendations for Claims for the Month of November 2022, as reflected in Section VIII of this report

II. SUMMARY

This staff report provides the Board of Directors with recommendations on claims submitted to the Santa Cruz Metropolitan Transit District (METRO).

III. DISCUSSION/BACKGROUND

METRO's Risk Department received one claim for the month of November 2022 for money or damages. As a public entity, METRO must act "within 45 days after the claim has been presented" (Govt C §912.4(a)). See staff recommendations in paragraph VIII.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to METRO's Financial Stability, Stewardship and Accountability.

V. FINANCIAL CONSIDERATIONS/IMPACT

None

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

Within the 45-day period, the Board of Directors may take the following actions:

- Reject the claim entirely;
- Allow it in full;
- Allow it in part and reject the balance;
- Compromise it, if the liability or amount due is disputed (Govt C §912.4(a)); or
- Do nothing, and allow the claim to be denied by operation of law (Govt C §912.4 (c)).

VIII. DESCRIPTION OF CLAIM

Claimant	Claim #	Description	Recommended Action
National Subrogation Services/Ellen Kozac	22-0014	Claimant alleges that a METRO Bus damaged her vehicle. Amount of claim: \$13,103.74	Reject

Prepared by: Tom Szestowicki, Safety Specialist

IX. APPROVALS

Curtis Moses, Safety, Security
and Risk Management Director

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Michael Tree
CEO/General Manager

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2DATE: November 18, 2022

TO: Board of Directors

FROM: Michael Tree, CEO/General Manager

SUBJECT: CONSIDERATION OF A RESOLUTION TO ESTABLISH THE BOARD OF DIRECTORS' MEETING SCHEDULE AND LOCATIONS FOR THE 2023 CALENDAR YEAR

I. RECOMMENDED ACTION

That the Board of Directors approve a resolution to establish the 2023 calendar year Board Meeting Schedule and Locations as represented in Exhibit A

II. SUMMARY

- Staff recommends that the Board Members approve a resolution (Attachment A) to establish the 2023 calendar year Board Meeting Schedule and locations.
- Exhibit A offers a continuation of a Friday Board meeting.
- As a result of the COVID-19 pandemic and safety concerns, AB361 allows local government agencies to continue to conduct virtual meetings as long as there is a state-proclaimed state of emergency. On October 17, 2022, Governor Newsom announced the COVID-19 State of Emergency will end on February 28, 2023. Therefore, the Santa Cruz Metropolitan Transit District (METRO) may meet virtually in January and February of 2023 and, unless something at the State level dictates a change, in person the remainder of the 2023 calendar year. In person meetings will utilize the METRO Administrative Offices located at 110 Vernon Street, Santa Cruz, CA as a physical location when needed or the other locations listed in the Board Bylaws depending on availability.
- Public access to the Vernon Street facility from Pacific Station/downtown is available Monday through Friday via Route 4 on an hourly basis from approximately 7:30 AM through 5:30 PM. Currently, two morning buses arrive at METRO's Admin Offices prior to the start of a 9:00 AM Board meeting.

III. DISCUSSION/BACKGROUND

Annually, the Board of Directors approves a schedule of meeting dates, times and locations for the following calendar year. The Board of Directors meeting schedule typically calls for regular meetings on the fourth Friday of each month, except for the month of July, in which no meeting is typically held. Some dates are modified depending on holidays and the annual budget public hearing posting requirements; such as the May meeting, which is scheduled on the third Friday of the month to meet the 30-day posting requirement applicable to METRO's budget and public hearing, which is scheduled annually in June.

Effective 2019, METRO staff requested and received authority to permit revisions to meeting locations as necessitated throughout the year, without requesting Board approval in advance.

The CEO/General Manager (CEO) proposes that the Board continue holding once-a-month Board meetings, which have been effective and appear to be well received by both the Board members and the public.

Staff is proposing the meeting dates/locations in Exhibit A.

Should Exhibit A be approved, the CEO recommends that the Board members continue to reserve the second Friday of each month on their respective calendars from 8:00 AM – 2:00 PM for potential METRO Special Board meetings, Ad Hoc Committee meetings and/or Board Committee meetings.

Public access to the Vernon Street facility from Pacific Station/downtown is available Monday through Friday via Route 4 on an hourly basis from approximately 7:30 AM through 5:30 PM. Currently, two morning buses arrive at METRO's Admin Offices prior to the start of a 9:00 AM Board meeting.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to METRO's Financial Stability, Stewardship and Accountability strategic plan priority.

V. FINANCIAL CONSIDERATIONS/IMPACT

There is no financial impact to adoption of this schedule.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

The Board could suggest in person meetings be held instead of virtual meetings for the entire 2023 calendar year. This is not recommended at this time.

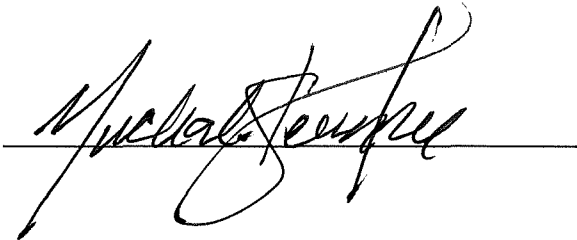
VIII. ATTACHMENTS

Attachment A: Authorizing Resolution with Exhibit A

Prepared by: Donna Bauer, Executive Assistant

IX. APPROVALS

Michael Tree, CEO/General Manager

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Attachment A



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

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

RESOLUTION OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT BOARD OF DIRECTORS ESTABLISHING THE DATE, TIME & LOCATION OF BOARD MEETINGS FOR 2023

WHEREAS, the Board of Directors shall establish a meeting schedule for all regular meetings;
and,

WHEREAS, this schedule shall include the date, location and commencement time for each
regular meeting of the Board of Directors and shall be posted on METRO’s website and official bulletin
board throughout the year; and,

WHEREAS, the Board of Directors may establish the time for commencement and duration of
its meetings as necessary through resolution;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Santa Cruz
Metropolitan Transit District that the schedule for its 2023 meetings shall be as stated in Exhibit A:

PASSED AND ADOPTED this 18th day of November 2022 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

Approved:

Larry Pageler, Chair

Attest:

Michael Tree, CEO/General Manager

Approved as to form:

Julie Sherman, General Counsel






Exhibit A




BOARD OF DIRECTORS MEETING SCHEDULE

2023

Meetings are scheduled for the 4th Friday of the month unless otherwise indicated.

	January 27, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz (Via Teleconf)
	February 24, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz (Via Teleconf)
	March 24, 2023	9:00am	Scotts Valley City Council Chambers, 1 Civic Center Dr., Scotts Valley
	April 28, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz
	May 19, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz
	June 23, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz

THERE IS NO MEETING IN JULY

	August 25, 2023	9:00am	Watsonville City Council Chambers, 275 Main St., Watsonville
	September 22, 2023	9:00am	Santa Cruz City Council Chambers, 809 Center Street, Santa Cruz
	October 27, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz
	November 17, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz
	December 15, 2023	9:00am	METRO Admin Offices, 110 Vernon Street, Santa Cruz

Note: The Board Chair may consider cancelling the December board meeting if there are no time sensitive actions required.

Approved at the November 18, 2022 METRO Board Meeting Resolution # 22-11-_____

Board Members are asked to hold the corresponding 2nd Friday for potential Standing Committee Meetings at 8:00 AM, 10:30 AM and/or 1:30 PM

- January 13, 2023
- February 10, 2023
- March 10, 2023
- April 14, 2023
- May 12, 2023
- June 9, 2023
- August 11, 2023
- September 8, 2023
- October 13, 2023
- November 10, 2023
- December 8, 2023

*Santa Cruz Metropolitan
Transit District*



DATE: November 18, 2022

TO: Board of Directors

FROM: Chuck Farmer, Chief Financial Officer

SUBJECT: ACCEPT AND FILE THE YEAR TO DATE KEY PERFORMANCE INDICATORS (KPI) REPORT FOR QUARTER ONE AS OF SEPTEMBER 30, 2022

I. RECOMMENDED ACTION

That the Board of Directors accept and file the Year to Date Quarterly KPI Report as of September 30, 2022

II. SUMMARY

- Santa Cruz Metropolitan Transit District (METRO) has established five categories of common Key Performance Indicators (KPIs) which are prepared quarterly in order to inform the Board of Directors regarding METRO's financial and operational performance.
- This staff report is the web-accessible companion document to the attached PowerPoint presentation titled "Key Performance Indicators (KPI) Report for 1st Quarter through September 30, 2022"
- Staff recommends that the Board of Directors accept and file the attached report.

III. DISCUSSION/BACKGROUND

METRO has established five categories of common Key Performance Indicators (KPIs) to ensure that the organization is constantly monitoring and improving its performance. The KPIs are a set of quantifiable measures that the District can utilize to gauge its performance and determine if it is meeting its strategic and operational goals.

Additionally, these metrics allow METRO to make data-driven decisions and work towards achieving its objectives by leveraging verified and carefully analyzed data, ultimately providing improved service to the community.

Financial Performance KPIs evaluate how efficiently agencies use resources to meet transit demand within their budget constraints. Financial Performance measures are the most widely used measures for transit agencies, due in part to National Transit Database (NTD) reporting requirements, which require transit agencies to annually report data on measures such as Farebox Recovery Ratio and Cost per Revenue Service Hour.

Productivity KPIs provide valuable insights regarding type of ridership (Fixed Route, Commuter, Student), locations (UCSC, Intercity, Highway 17, Local, Rural), route productivity (riders per hour by route), as well as seasonal fluctuations in ridership and routes.

Risk Management & Safety KPIs track and determine progress on specific objectives and evaluate protocols. Safety performance is commonly tracked at transit agencies for NTD reporting and OSHA requirements. Traffic accidents are broken down into different categories such as location (loading zones, intersections, etc.), moving objects (bicycles, vehicles, etc.), or stationary objects. Passenger Incidents report when the incident occurred (boarding the bus, on board the bus, or descending the bus).

Reliability KPIs assess the quality of the agency's vehicles and help fleet maintenance staff to run the department as efficiently as possible. The mean distance between chargeable road calls is a transit industry standard that measures the mechanical reliability of an agency's fleet by tracking the mean distance between bus breakdowns or failures. It is an important measure of the success of the agency's maintenance department and the investment in newer busses, which are less prone to maintenance issues.

Dependability KPIs evaluate the quality of a passenger's day-to-day experiences using transit, such as service reliability. In addition, they allow agencies to pinpoint the key reasons behind cancelled trips (lack of drivers, road calls, traffic accidents, or traffic congestion) and embark on corrective actions.

Below are the written explanations of the various charts and graphs in the attached Key Performance Indicators (KPI) Report for 1st Quarter through September 30, 2022.

Slide 1

(Cover) Key Performance Indicators (KPI) Report for 1st Quarter through September 30, 2022

Slide 2

Overview of Today's Presentation

- Financial Performance
 - System Farebox Recovery Ratio
 - Fixed Route & Commuter Cost / Revenue Service Hours
 - ParaCruz Cost / Trip
- Productivity
 - Total Ridership and Total Ridership / Hour
 - USCS, Cabrillo, Highway 17, & Local Ridership
 - Passengers /Revenue Service Hours by Route

- Risk Management & Safety
 - Traffic Accidents
 - Passenger Incidents
- Reliability
 - Mean Miles between Chargeable Road Calls for Fixed Route, Highway 17, & ParaCruz
- Dependability
 - Cancelled Trips by Cause & Region
 - Pass-Ups for Fixed Route, UCSC by Quarter, and Year to Date Pass-Ups by Route

Slide 3

(Cover) Financial Performance KPI's

Slide 4

System Farebox Recovery Ratio

- Q1 Farebox Recovery is 17.1%, a year-over-year improvement of 2.5%, and 4.0% lower than target
- Revenues increased by 20.5%, while costs only increased by 2.9%
- The Farebox Recovery Target of 21.1% is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Slide 5

Fixed Route & Commuter Cost per Revenue Service Hour (RSH)

- Q1 FY23 Cost per RSH is \$247, flat with last year's Q1 costs, and \$34 higher than average
- Revenue Service Hours increased 3.3% while Costs had an increase of 2.9%
- The Fixed Route/Commuter cost per RSH average of \$227 is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Slide 6

ParaCruz Cost per Trip

- Q1 FY23 Cost per Trip is \$69, a year-over-year improvement of \$32, and \$7 lower than average
- Trips delivered increased 35.8% while costs decreased 7.7%
- The ParaCruz Cost per Trip average of \$76 is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Slide 7

(Cover) Productivity KPI's

Slide 8

Total Ridership and Total Ridership per Hour (RPH)

- A 33.0% increase in ridership in local, non-student ridership service
- A 38.3% increase in Student ridership
- A 42.7% increase in Highway 17 ridership
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)
- UCSC and Cabrillo returning to in-person instruction in September and August of Q1, respectively. Additionally, the free fares implemented in the last two weeks of Q1 FY23 had a significant positive impact on Q1 RPH.
- The Quarterly RPH Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Slide 9

UCSC Ridership

- Q1 Ridership increased 33.8% due to UCSC resuming in-person instruction for fall quarter of 2022.
- The UCSC fall quarter started one day earlier in FY23, as compared to FY22. This provided one more instructional day of student ridership than occurred in fall of 2021.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact); Q1 is typically low due to lower student count for summer sessions

Slide 10

Cabrillo College Ridership

- Q1 Ridership increased 110.0% due to Cabrillo College returning to in-person instruction for the fall semester of 2022. This had a substantial positive impact on Cabrillo ridership levels, even though there were four less instruction days for this fall semester when compared to the fall semester of 2021.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact); Q1 is typically low due to lower student count for summer sessions.

Slide 11

Highway 17 Ridership

- Q1 Ridership increased 42.7% due to San Jose State University returning to in-person instruction for the fall semester of 2022.
- Free fares on the Highway 17 were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 43.8% increase in ridership compared to the previous two weeks of the month of September.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Slide 12

Local Ridership

- Q1 Ridership increased 30.2% due to Student ridership increasing 38.3% in Q1 of FY23, as compared to Q1 of FY22
- Free fares on local service were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 51.8% increase in ridership compared to the previous two weeks of the month of September.
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Slide 13

YTD FY23 Passengers/Service Hours by Route

- Total Passengers/Service Hours increased 29.3% in FY23 Q1, when compared to FY22 Q1.
- Combined UCSC Passengers/Service Hours was 27.0
- Combined Intercity Passengers/Service Hours was 12.7
- Combined Live Oak Passengers/Service Hours was 11.6
- Combined Local Watsonville Passengers/Service Hours was 7.8
- Combined North County Passengers/Service Hours was 5.4

Slide 14

(Cover) Risk Management & Safety KPI's

Slide 15

Traffic Accidents

- Total Traffic Accidents in Q1 FY23 decreased by 4 (22%) over Q4 FY22, and 12 (46%) from a year ago, Q1 FY22

- Collisions with Fixed Objects Q1 FY23 decreased by 2 (25%) over Q4 FY22, and 7 (54%) from a year ago, Q1 FY22
- Metro average of 107 is based on pre-pandemic 3 year average (FY18, FY19, FY20)
- Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.
- The YTD total is **all** incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

Slide 16

Passenger Incidents

- Safety department reviews camera footage to gather data. All incidents are non-chargeable.
- Safety, Planning, and Facilities departments are logging defective sidewalks and forwarding to municipalities for repairs.
- Most boarding incidents occur when the passengers are using cell phones, not paying attention, or sleeping.
- Metro average of 158 is based on pre-pandemic 3 year average (FY18, FY19, FY20)

Slide 17

(Cover) Reliability KPI's

Slide 18

Mean Miles between Chargeable Road calls – Fixed Route (Local)

- Mileage increased by 13,948 and road calls decreased by 10 in Q1 FY23.
- Chargeable road calls in Q1 FY23 are 12, 11, and 7 for July, August, and September, respectively
- The current target of 43,800 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number

Slide 19

Mean Miles between Chargeable Road calls – Highway 17

- The Highway 17 fleet is newer so it has less wear and tear and tends to perform better
- There was 1 chargeable road call in both July and August, and 5 in September
- The current target is 64,629 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number

Slide 20

Mean Miles between Chargeable Road calls – ParaCruz

- In Q1 FY23 chargeable road calls were 2 in July, and 1 each in August and September
- ParaCruz mileage decreased 20,725, while road calls increased by 2 in Q1 FY23
- The current target is 110,934 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number

Slide 21

(Cover) Dependability KPI's

Slide 22

Cancelled Trips by Cause & Region

- In Q1 FY23 there were 43 cancelled trips in July, 28 in August, and 11 in September
- Cancellations are distributed across nearly all routes in Santa Cruz County
- 88% of these cancellations were due to “No Operator”
- Full year average of 212 is based on the average of FY18, FY19, and FY22 (excludes FY20/FY21 due to COVID impact)

Slide 23

Pass-Ups by Quarter/Reason – Fixed Route

- In Q1 FY23, total pass-ups were 455 (66.3%) higher when compared to Q1 FY22
- This was primarily due to the significant increase in September of 836 pass-ups (76% were due to full bus capacity) or a 280% year-over-year increase for the month of September
- July and August had 153 and 152 pass-ups, respectively, and were down ~42% and 25% year-over-year for the same time period
- 56% of Year to Date total pass-ups are caused by full bus capacity

Slide 24

Pass-Ups by Quarter/Reason – UCSC

- UCSC data has not been collected/reported in the past
- In Q1 FY23 all but one pass-up was caused by full bus capacity

Slide 25

YTD FY23 Pass-Ups by Route

- Only routes with greater than 10 pass-ups are presented
- YTD Pass-ups total 1,336
- UCSC Routes comprised 903 (67.6%), of which 83.2% were due to full bus capacity
- Highway 17 Routes comprised 165 (12.4%), of which 46.1% were due to full bus capacity
- Local Routes comprised 118 (8.8%), 52.5% were due to various misc. issues
- Intercity Routes comprised 106 (7.9%), of which 64.2% were due to various misc. issues
- Rural Routes comprised 44 (3.3%), of which 47.7% were due to various misc. issues

Slide 26

(Cover) Questions

Slide 27

(Cover) Appendix

Slide 28

Free Fares

- Free fares on local service were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 51.8% increase in local non-student ridership compared to the previous two weeks of the month of September. Following the resumption of regular fare collection ridership dropped 26.6% over the next two weeks.
- Free fares on the Highway 17 were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 43.8% increase in ridership compared to the previous two weeks of the month of September. Following the resumption of regular fare collection ridership dropped 9.3% over the next two weeks

Slide 29 thru Slide 31

KPI Metric Descriptions & Importance

Financial Performance

The Farebox Recovery Ratio represents the passenger fares (Fixed Route and Commuter) coverage of Metro's agency costs; this provides insight to the amount of non-passenger revenue (subsidy) needed to cover costs. Additionally, it allows the agency to compare cost-effectiveness within its own service.

Fixed Route and Commuter Cost per Revenue Service Hour (RSH) along with the ParaCruz Cost per Trip depict the cost per hour of service/trip. By effectively tracking and minimizing costs, this measurement ensures efficient delivery of transit services.

Data presented is by Quarter, for the current and past two fiscal years.

Productivity

Total Ridership and Ridership per hour are measures of productivity. The metrics depict seasonal fluctuations in ridership related to holidays, school terms, and other changes.

Student ridership, historically a large portion of METRO's total ridership, shows changes in student enrollment and seasonal trends can be seen year over year.

Highway 17 demonstrates METRO's commuter ridership, connecting Santa Cruz to San Jose.

Local Ridership excludes student and commuter routes and reflects all other routes within the county.

Passengers per Revenue Service Hour (RSH) depicts the productivity of each route. This ratio brings the true productivity of each route to scale and can stimulate discussions about frequency of service in urban and semi-urban areas of the county versus geographic coverage.

Data presented is by Quarter, for the current and past two fiscal years.

Risk Management & Safety

Traffic Accidents are broken down into different categories: Collisions between intersections, at the intersection, with fixed objects, with other district vehicles

Passenger Incidents happen with METRO passengers either while boarding a bus, on board a bus, or alighting (descending) a bus.

Data presented is by Quarter, for the current quarter, previous quarter, and the current quarter for the last fiscal year.

Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.

The YTD total is ***all*** incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

Reliability

Any a mechanical failure that impedes the vehicle from starting or completing a scheduled revenue trip because actual movement is limited, or there are safety concerns are used to calculate the Mean Miles Between Chargeable Road Call.

The metric is calculated using the number of miles for the month divided by the number of chargeable road calls for each service type (Fixed Route, Commuter, and ParaCruz).

Data presented is by Quarter, for the current and past two fiscal years.

Dependability

Cancelled Trips are presented by Region and Cause for the current quarter and total for three years.

Pass-Ups occur when a bus operator must leave behind a passenger for a variety of reasons: No Fare, Exceeds Capacity Load (Full Bus), Intoxicated/Belligerent/Biohazard, No Mask, and All Other.

Pass-Ups data are presented by Quarter, for the current and past two fiscal years for both Fixed Route and UCSC along with a YTD presentation of Routes with 10 or more Pass-Ups.

Slide 32

Historical Metrics for the past five years and the current year-to-date

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This report pertains to METRO's Financial Stability, Stewardship & Accountability and assist in management's effort for continuous improvement of the performance of the agency.

V. FINANCIAL CONSIDERATIONS/IMPACT

None

VI. CHANGES FROM COMMITTEE

Minor clarification of narratives

VII. ALTERNATIVES CONSIDERED

There are no alternatives to consider, as this is an accept and file KPI Report as of September 30, 2022

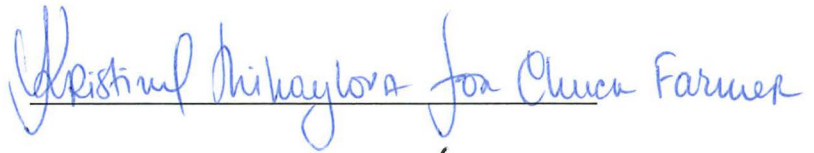
VIII. ATTACHMENTS

Attachment A: KPI Presentation as of September 30, 2022

Prepared by: Cathy L. Downes, Sr. Financial Analyst

IX. APPROVALS

Approved as to fiscal impact:
Chuck Farmer, Chief Financial Officer


A handwritten signature in blue ink, reading "Kristina Mikaylova for Chuck Farmer", is written over a horizontal line.

Michael S. Tree, CEO/General Manager


A handwritten signature in black ink, reading "Michael S. Tree", is written over a horizontal line.

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KEY PERFORMANCE INDICATORS (KPI) REPORT

FOR 1st QUARTER THROUGH SEPTEMBER 30, 2022

Board of Directors

November 18, 2022

Chuck Farmer, Chief Financial Officer

Overview of Today's Presentation:

KPI Category Criteria / Metric

- ✓ System Farebox Recovery Ratio
- ✓ Fixed Route & Commuter Cost / RSH
- ✓ ParaCruz Cost / Trip

- ✓ Total Ridership and Total Ridership / Hour
- ✓ UCSC, Cabrillo, Highway 17, & Local Ridership
- ✓ Passengers / RSH by Route

- ✓ Traffic Accidents
- ✓ Passenger Incidents

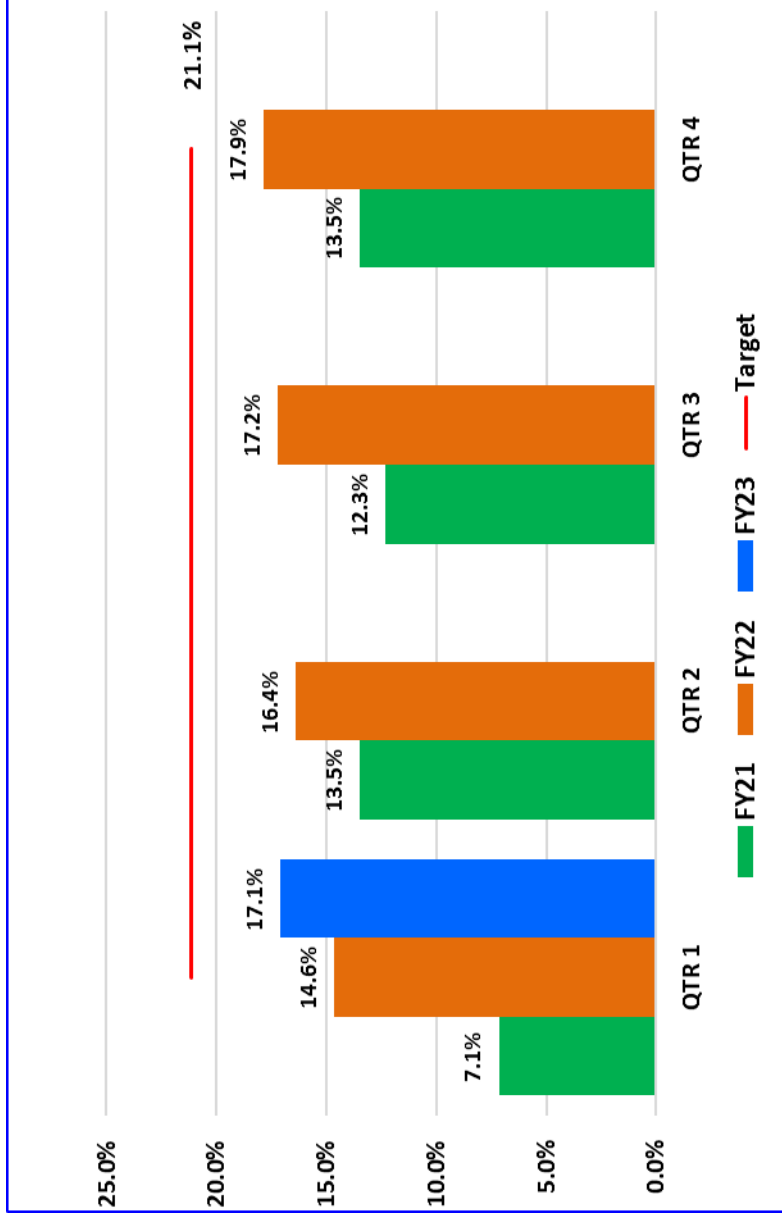
- ✓ Miles between Chargeable Road Calls for Fixed Route, Highway 17, & ParaCruz

- ✓ Cancelled Trips by Cause & Region
- ✓ Pass-Ups for Fixed Route, UCSC, & Routes

Financial Performance KPI's

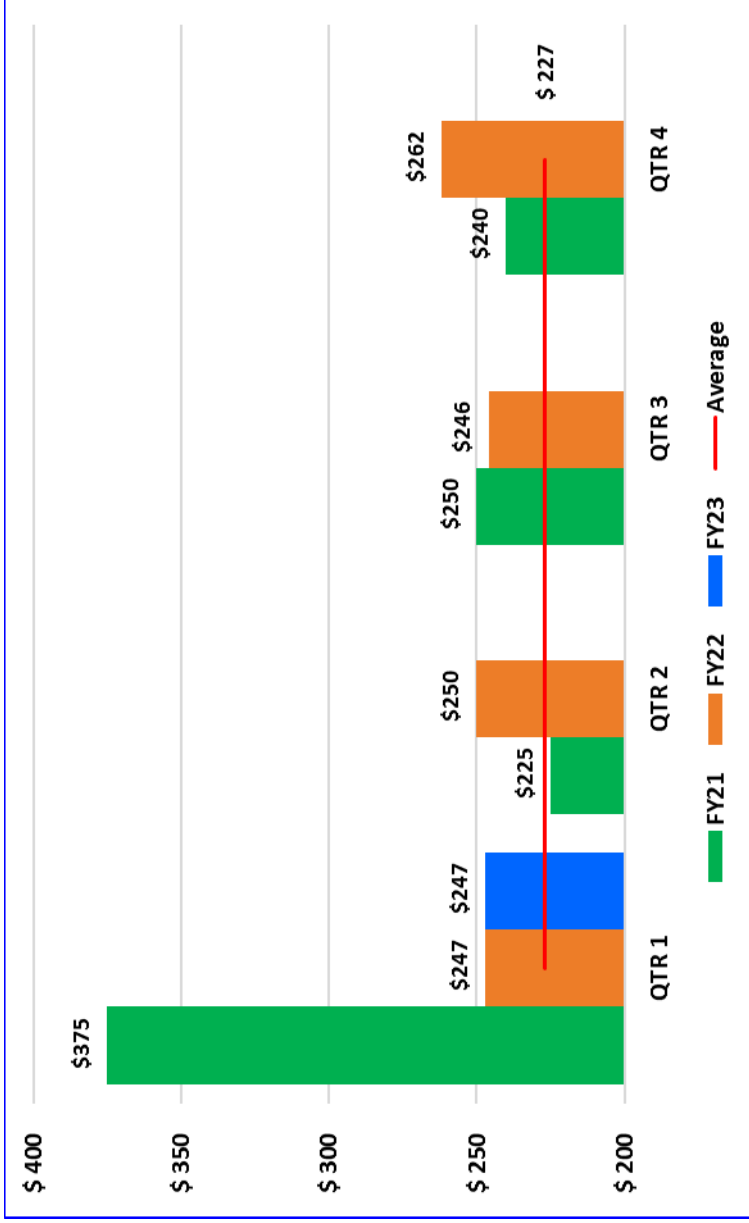
9.12A.3

System Farebox Recovery:



- Q1 Farebox Recovery is 17.1%, a year-over-year improvement of 2.5%, and 4.0% lower than target
- Revenues increased by 20.5%, while costs only increased by 2.9%
- The Farebox Recovery Target of 21.1% is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Fixed Route/Commuter Cost per RSH

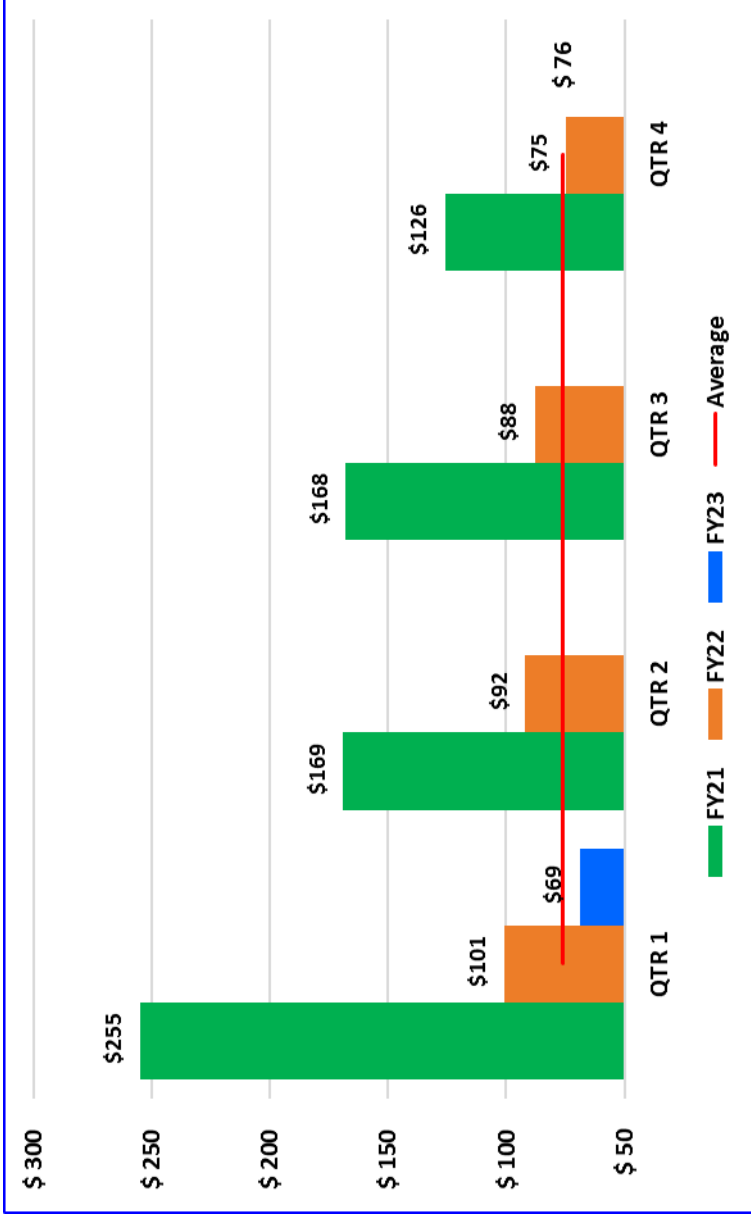


9.12A.5

Q1 FY23 Cost per RSH is \$247, flat with last year's Q1 costs, and \$34 higher than target Revenue Service Hours increased 3.3% while Costs had an increase of 2.9%

The Fixed Route/Commuter cost per RSH average of \$227 is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

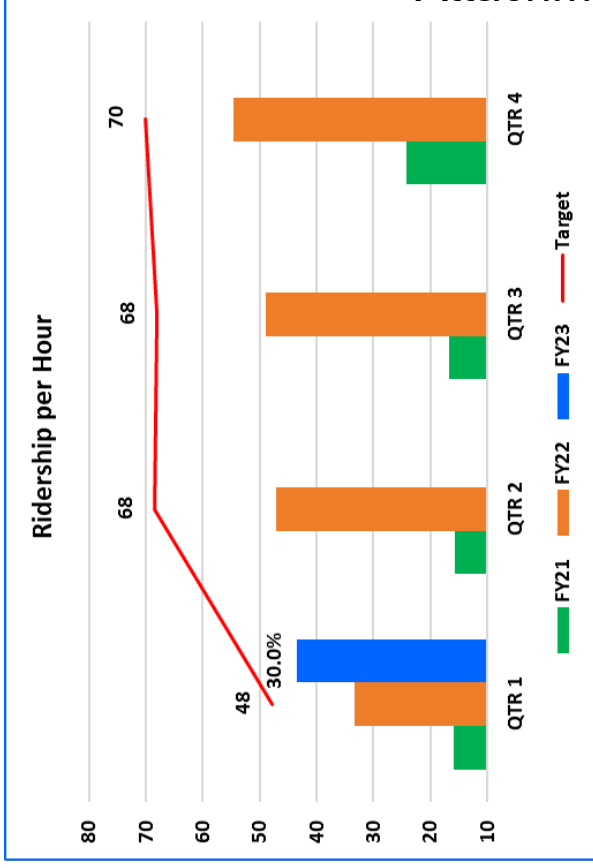
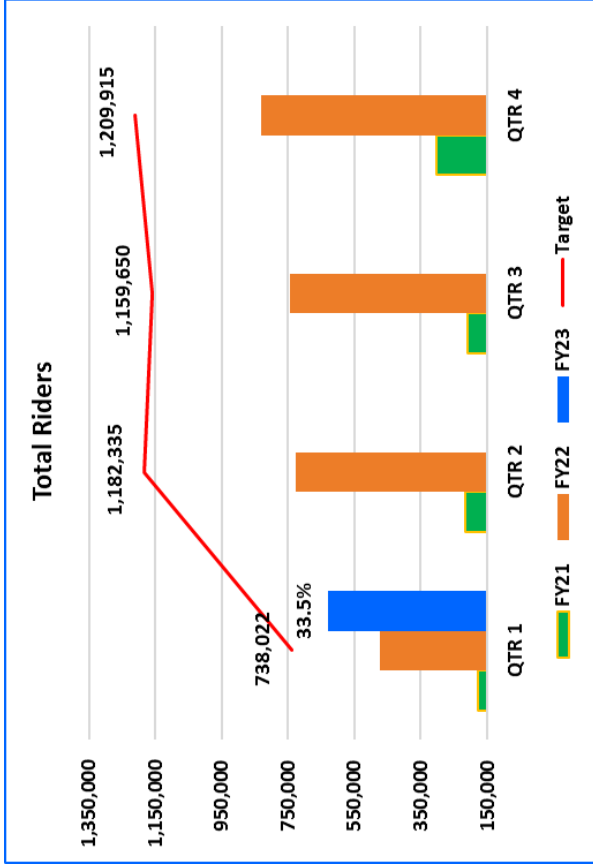
ParaCruz Cost per Trip



- 9.12A:6 • Q1 FY23 Cost per Trip is \$69, a year-over-year improvement of \$32, and \$7 lower than target
- Trips delivered increased 35.8% while costs decreased 7.7%
- The ParaCruz Cost per Trip average of \$76 is based on the average actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Productivity KPI's

Total Ridership / Ridership per Hour (RPH)



- A 33.0% increase in ridership in local, non-student ridership service
 - A 38.3% increase in Student ridership
 - A 42.7% increase in Highway 17 ridership
- The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

- UCSC and Cabrillo returning to in-person instruction in September and August of Q1, respectively. Additionally, the free fares implemented in the last two weeks of Q1 FY23 had a significant positive impact on Q1 RPH.
- The Quarterly RPH Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

UCSC Ridership



Q1 Ridership increased 33.8% due to UCSC resuming in-person instruction for fall quarter of 2022.

The UCSC fall quarter started one day earlier in FY23, as compared to FY22. This provided one more instructional day of student ridership than occurred in fall of 2021.

The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact); Q1 is typically low due to lower student count for summer sessions.

Cabrillo College Ridership



Q1 Ridership increased 110.0% due to Cabrillo College returning to in-person instruction for the fall semester of 2022. This had a substantial positive impact on Cabrillo ridership levels, even though there were four less instruction days for this fall semester when compared to the fall semester of 2021.

The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact); Q1 is typically low due to lower student count for summer sessions.

9.12A.10

Highway 17 Ridership

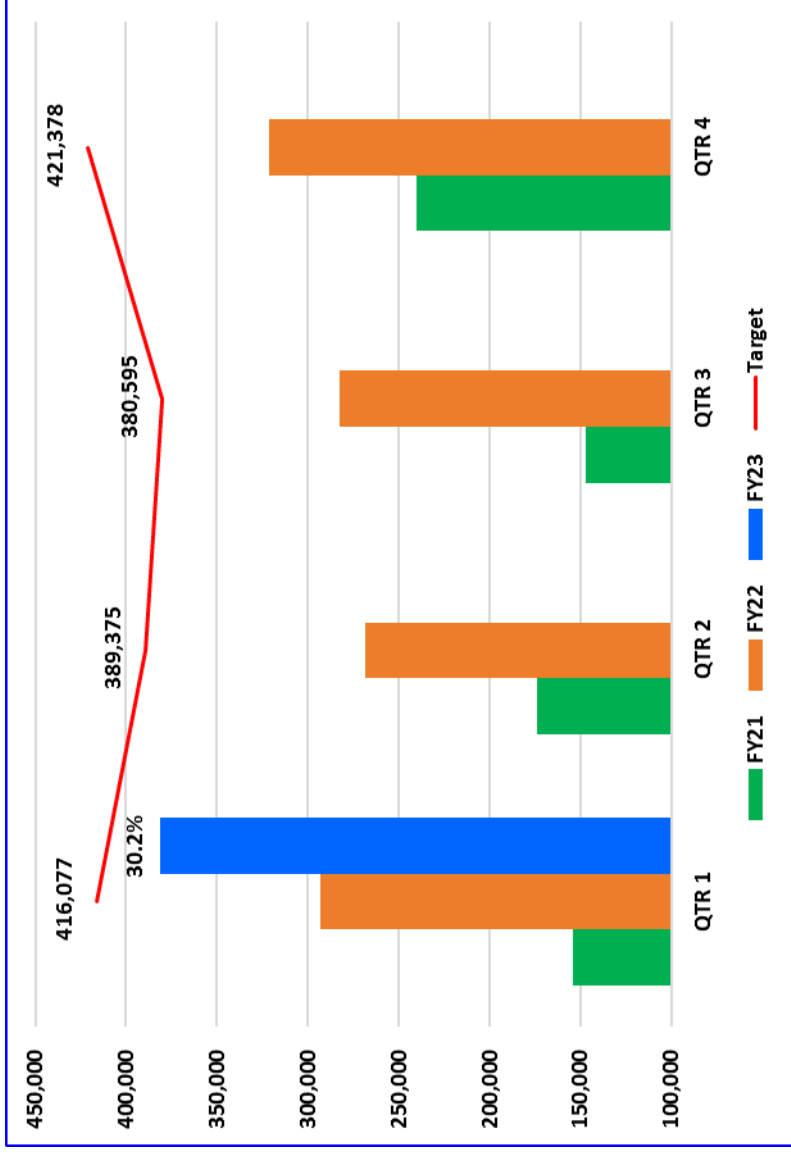


Q1 Ridership increased 42.7% due to San Jose State University returning to in-person instruction for the fall semester of 2022.

Free fares on the Highway 17 were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 43.8% increase in ridership compared to the previous two weeks of the month of September.

The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

Local Ridership



Q1 Ridership increased 30.2% due to Student ridership increasing 38.3% in Q1 of FY23, as compared to Q1 of FY22

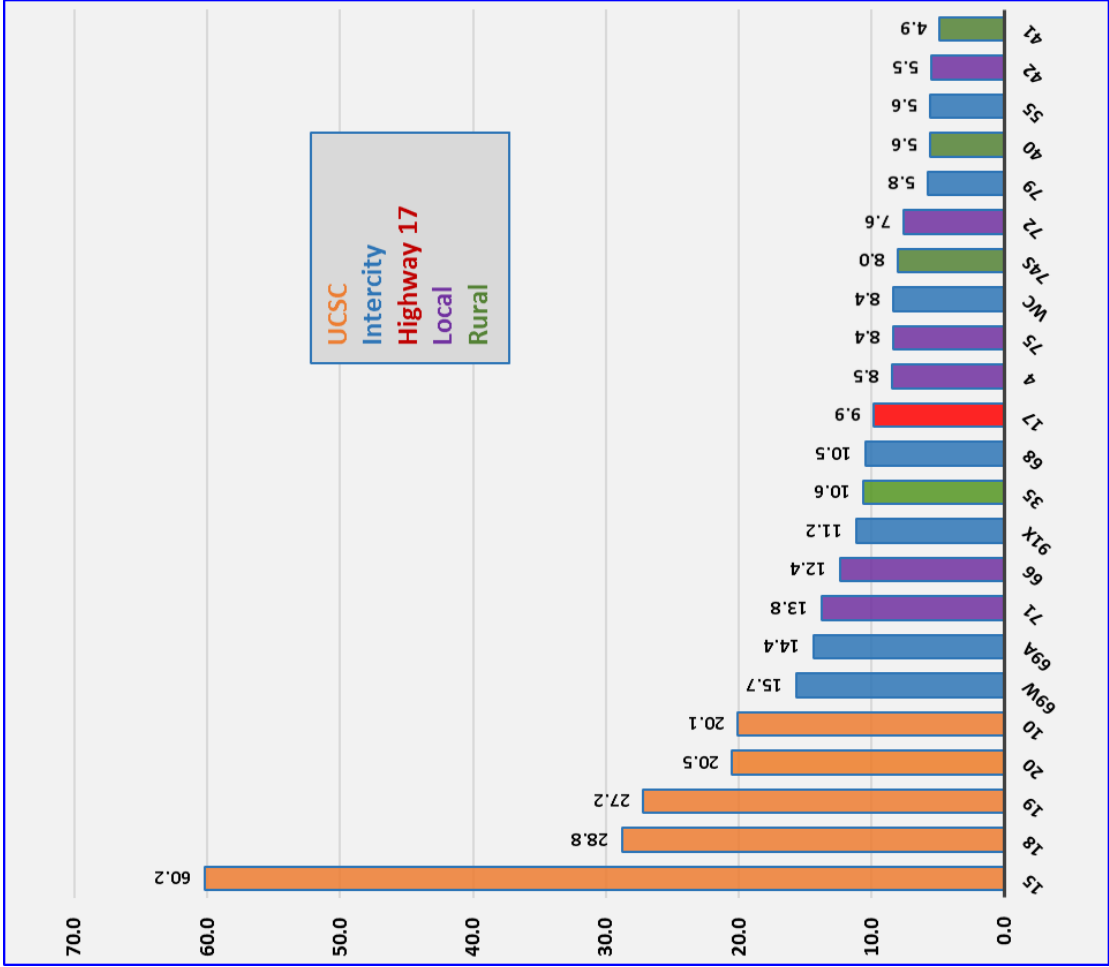
Free fares on local service were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 51.8% increase in ridership compared to the previous two weeks of the month of September.

The Quarterly Ridership Target is based on the average quarterly actuals from FY18, FY19, FY22 (excludes FY20/FY21 due to COVID impact)

YTD FY23 Passengers/Service Hours by Route

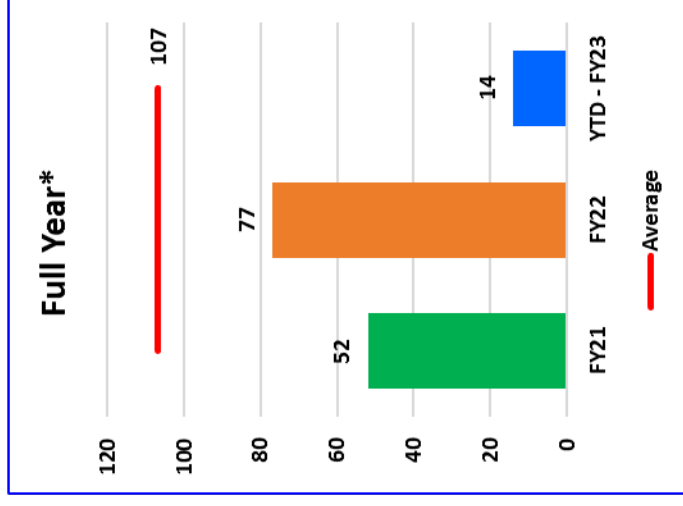
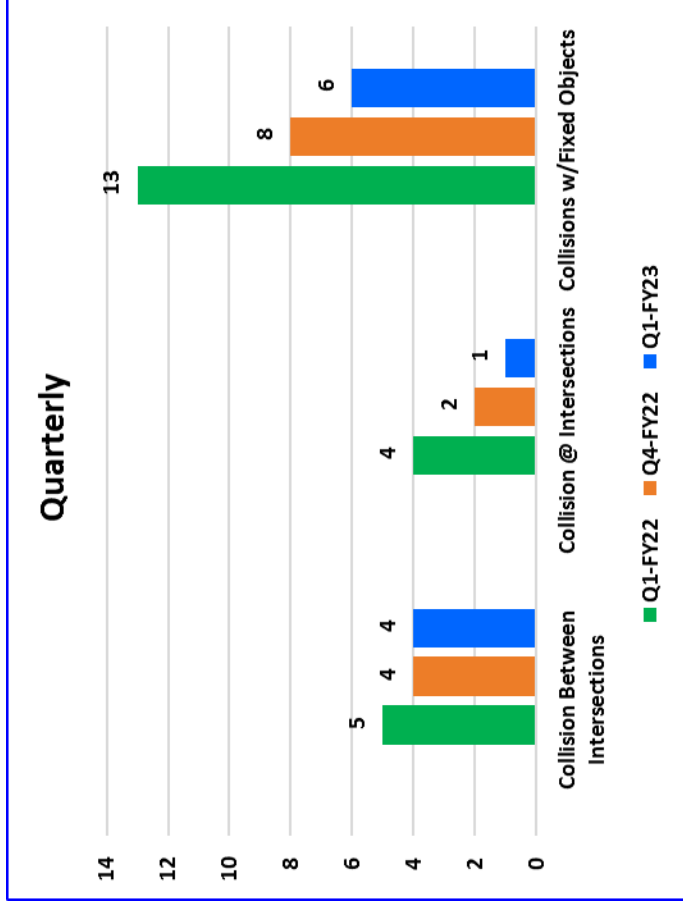
Attachment A

- Total Passengers/Service Hours increased 29.3% in FY23 Q1, when compared to FY22 Q1.
- Combined UCSC Passengers/Service Hours was 27.0
- Combined Intercity Passengers/Service Hours was 12.7
- Combined Live Oak Passengers/Service Hours was 11.6
- Combined Local Watsonville Passengers/Service Hours was 7.8
- Combined North County Passengers/Service Hours was 5.4



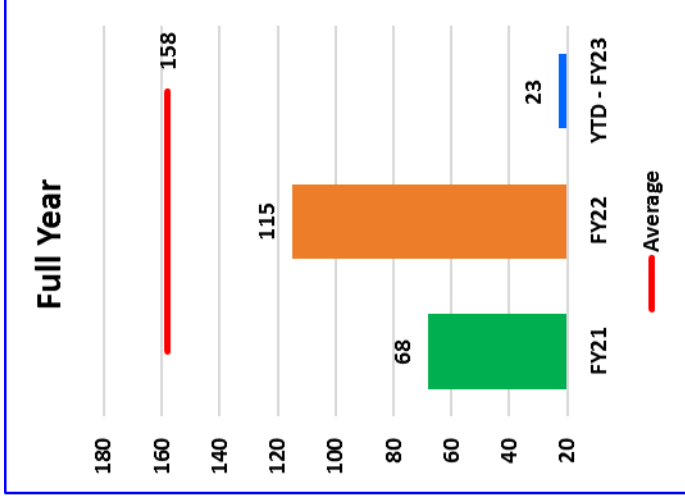
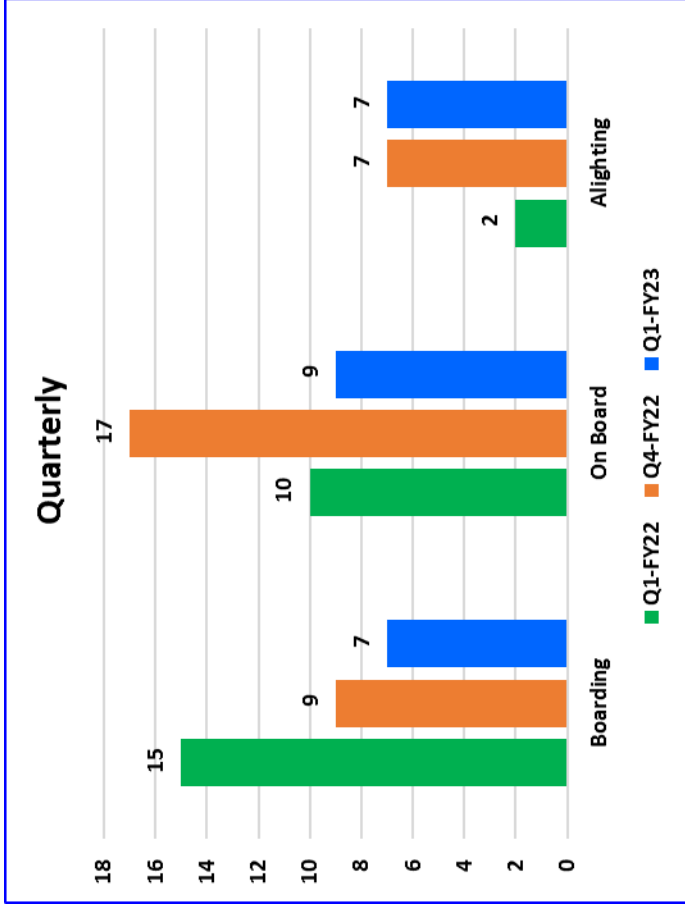
Risk Management & Safety KPI's

Traffic Accidents



- Total Traffic Accidents in Q1 FY23 decreased by 4 (22%) over Q4 FY22, and 12 (46%) from a year ago, Q1 FY22
- Collisions with Fixed Objects Q1 FY23 decreased by 2 (25%) over Q4 FY22, and 7 (54%) from a year ago, Q1 FY22
- Metro average of 107 is based on pre-pandemic 3 year average (FY18, FY19, FY20)
- Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.
- The YTD total is **all** incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)

Passenger Incidents

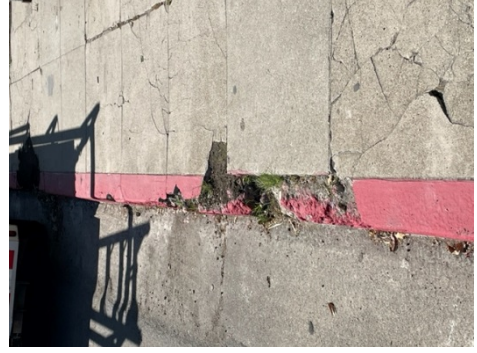


• Safety department reviews camera footage to gather data. All incidents are non-chargeable.

9.12A.16 Safety, Planning, and Facilities departments are logging defective sidewalks and forwarding to municipalities for repairs.

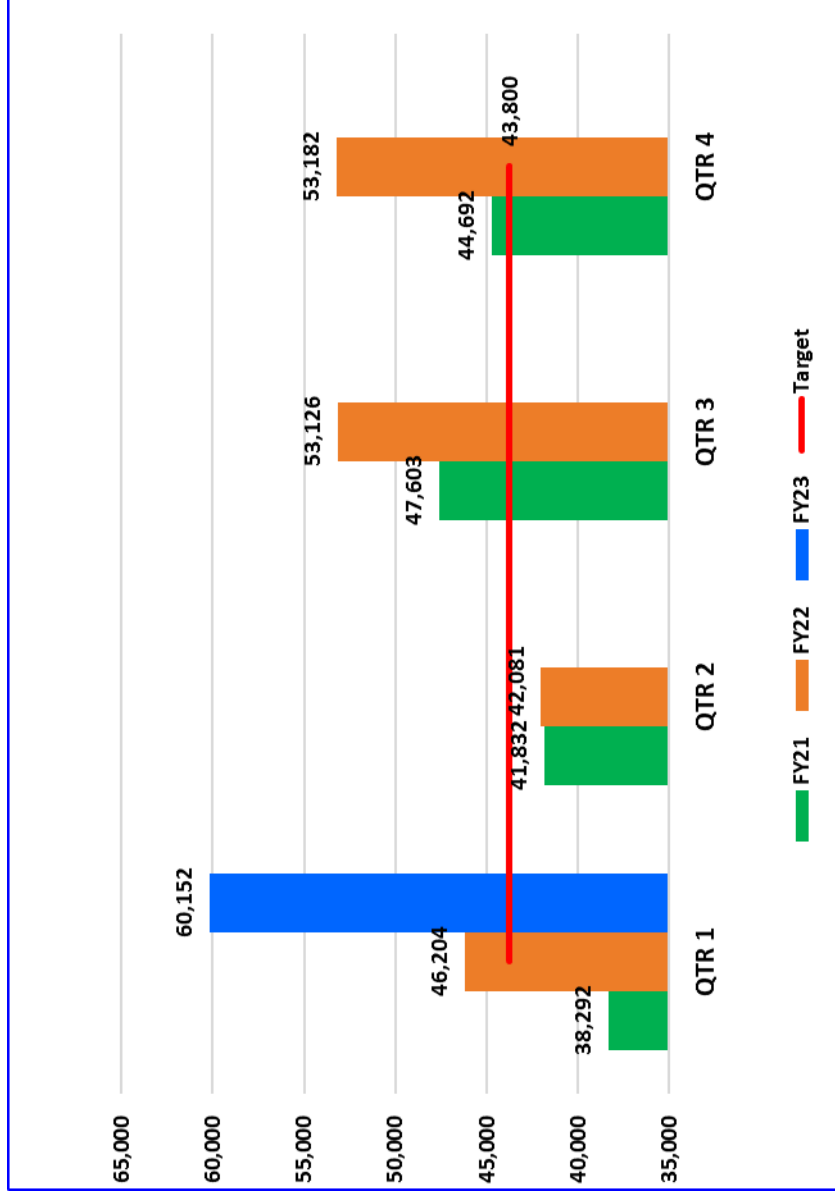
Most boarding incidents occur when the passengers are using cell phones, not paying attention, or sleeping.

• Metro Average of 158 is based on pre-pandemic 3 year average (FY18, FY19, FY20)



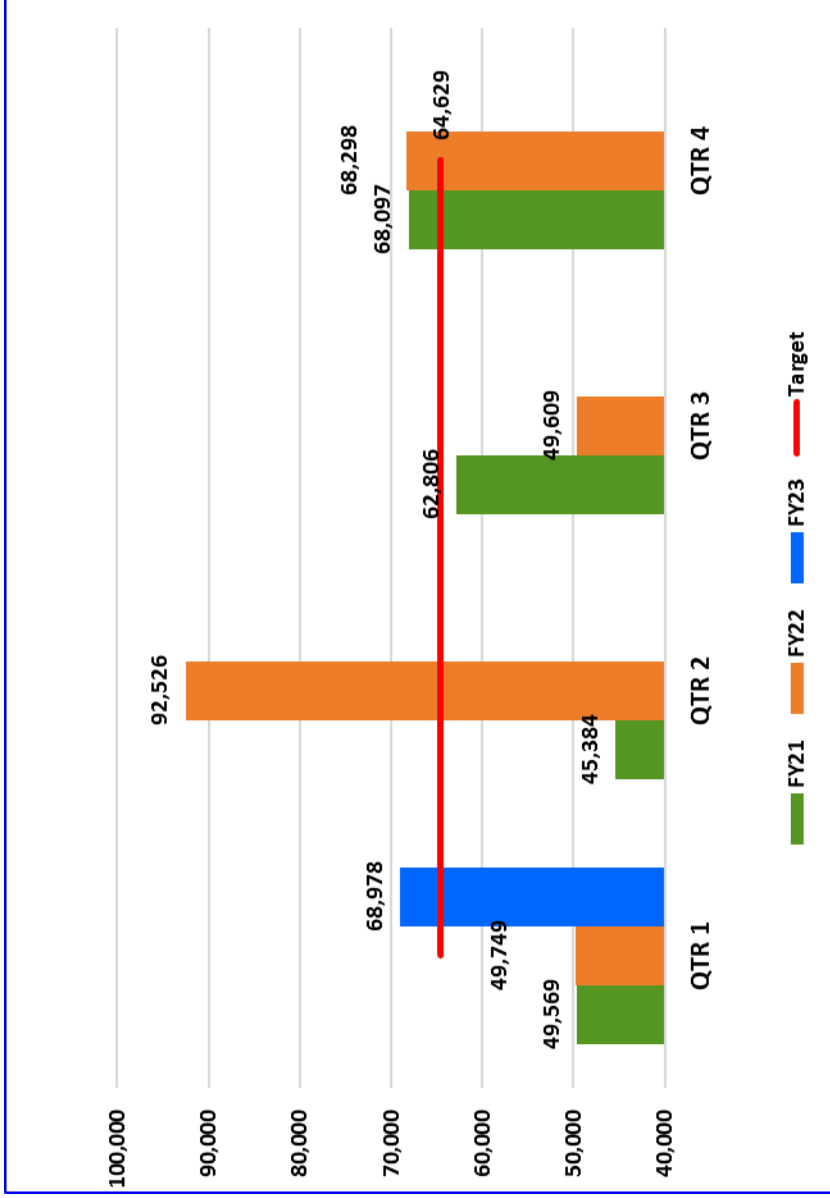
Reliability KPI's

Mean Miles Between Chargeable Road Calls - Fixed Route (Local)



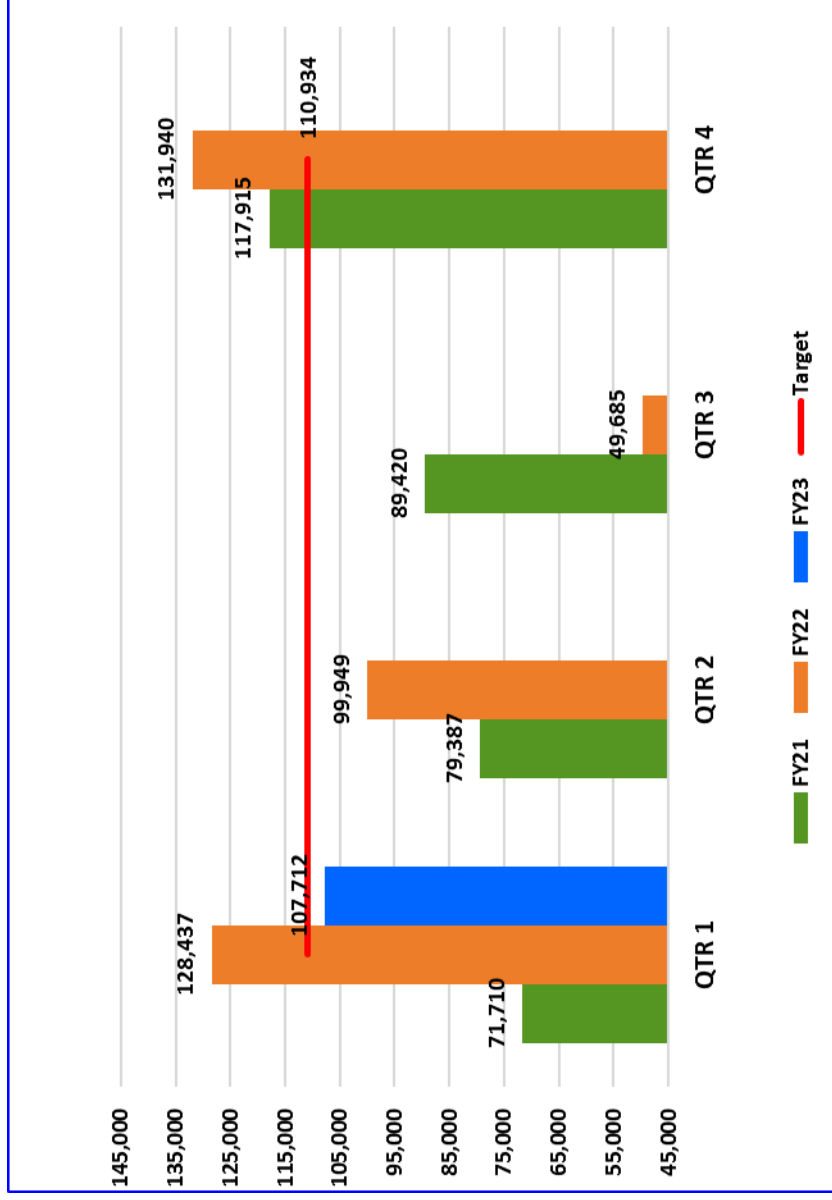
- Mileage increased by 13,948 and road calls decreased by 10 in Q1 FY23.
- Chargeable road calls in Q1 FY23 are 12, 11, and 7 for July, August, and September, respectively
- The current target of 43,800 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number.

Mean Miles Between Chargeable Road Calls - Highway 17



- The Highway 17 fleet is newer so it has less wear and tear and tends to perform better
- There was 1 chargeable road call in both July and August, and 5 in September
- The current target is 64,629 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number.

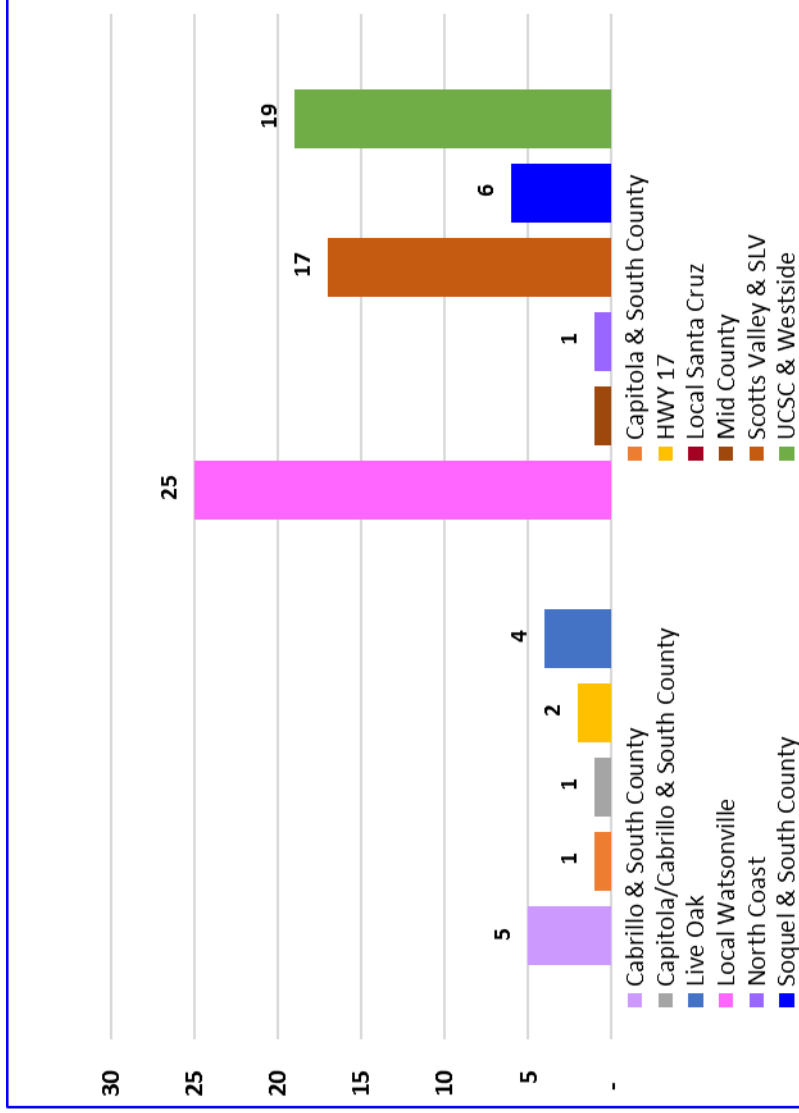
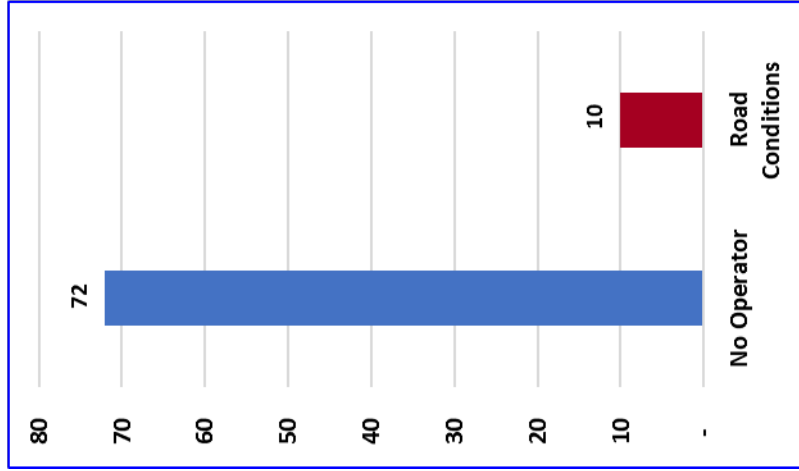
Mean Miles Between Chargeable Road Calls - ParaCruz



In Q1 FY23 chargeable road calls were 2 in July, and 1 each in August and September ParaCruz mileage decreased 20,725, while road calls increased by 2 in Q1 FY23. The current target is 110,934 and is based off a 3 year monthly average from FY20-FY22, times three to get to a quarterly number.

Dependability KPI's

Cancelled Trips by Cause & Region

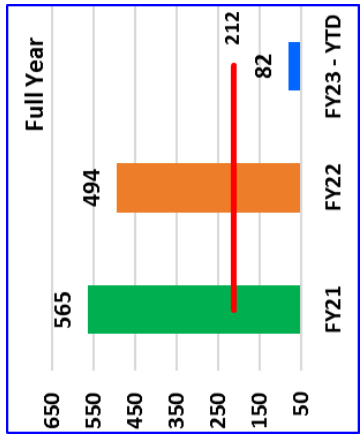


9.12A.22 • In Q1 FY23 there were 43 cancelled trips in July, 28 in August, and 11 in September

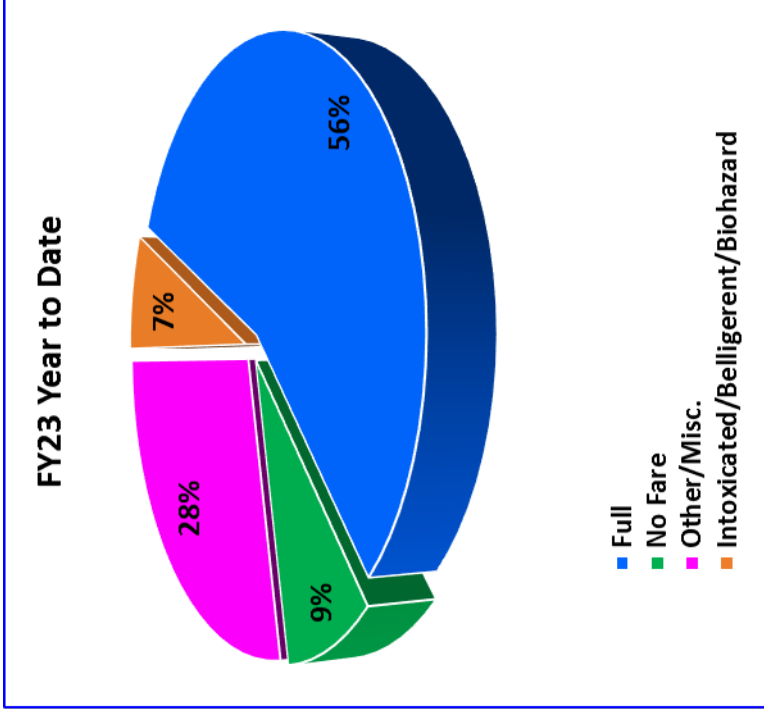
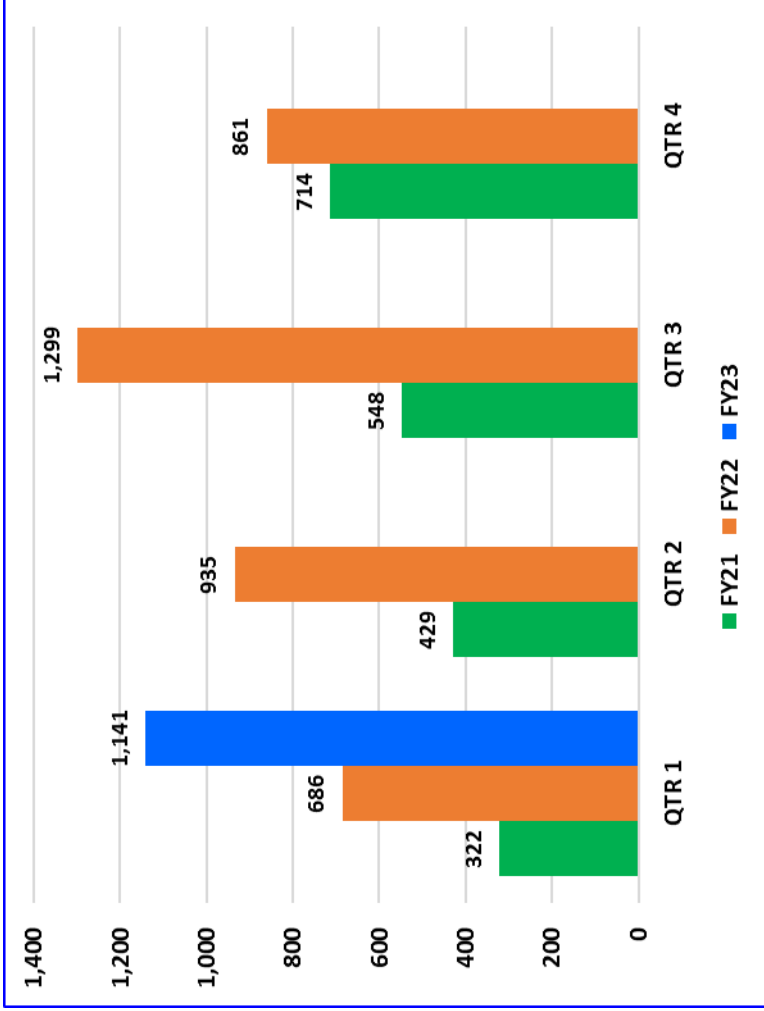
• Cancellations are distributed across nearly all routes in Santa Cruz County

• 88% of these cancellations were due to "No Operator"

• Full year average of 212 is based on the average of FY18, FY19, and FY22 (excludes FY20/FY21 due to COVID impact)

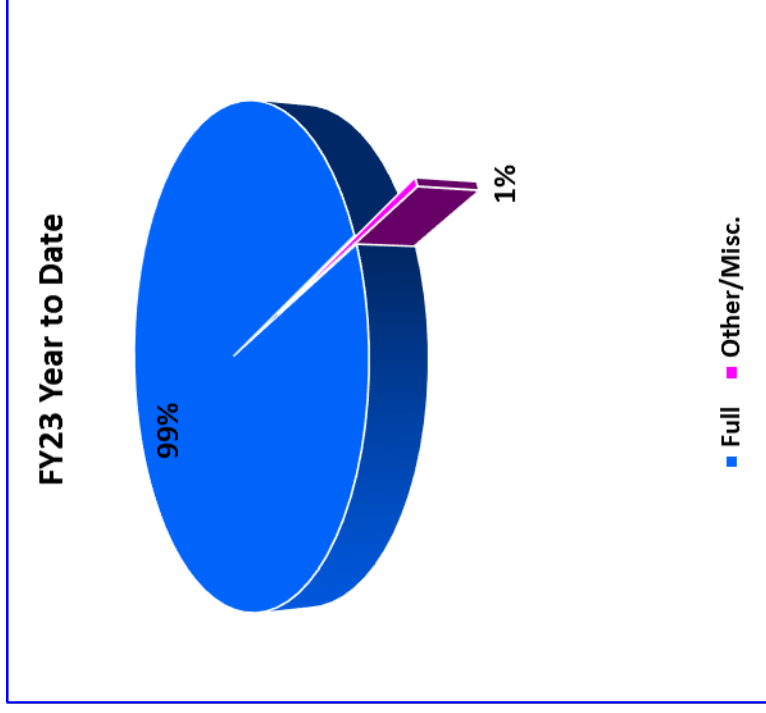
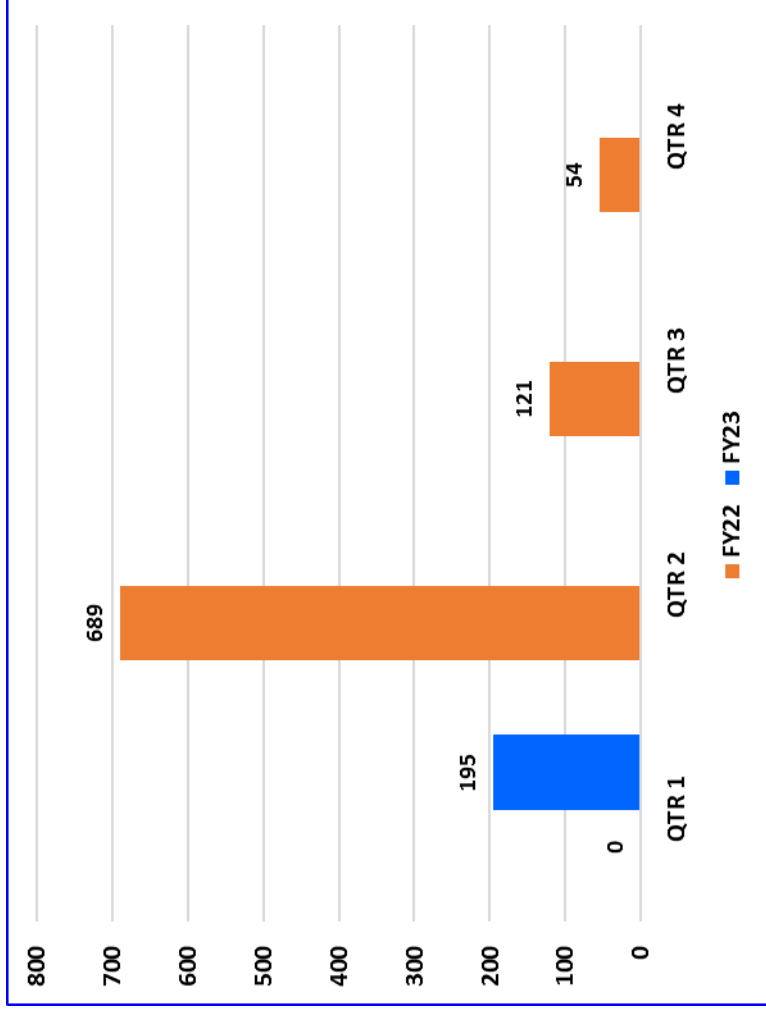


Pass-Ups by Quarter/Reason - Fixed Route



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- This was primarily due to the significant increase in September of 836 pass-ups (76% were due to full bus capacity) or a 280% year-over-year increase for the month of September
- July and August had 153 and 152 pass-ups, respectively, and were down ~42% and 25% year-over-year for the same time period
- 56% of Year to Date total pass-ups are caused by full bus capacity

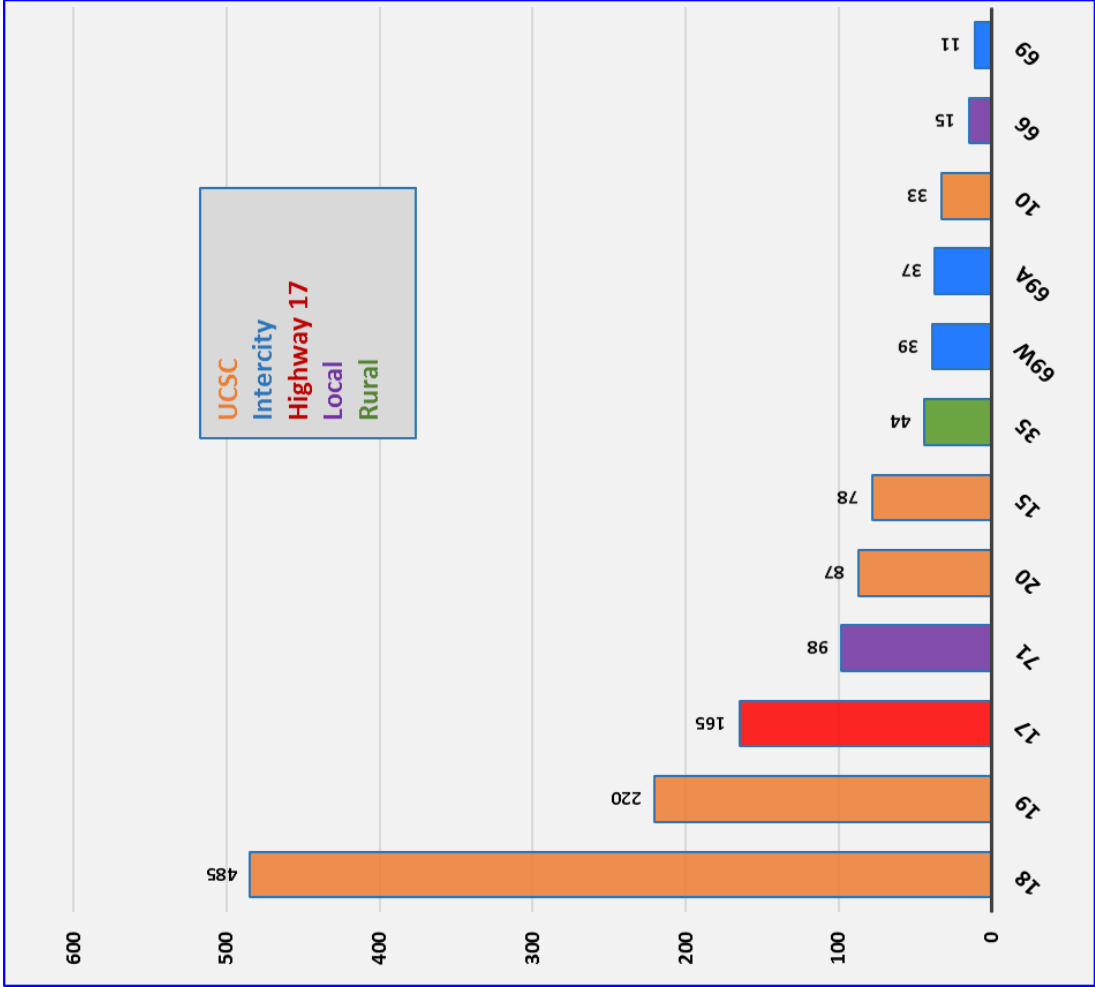
Pass-Ups by Quarter/Reason - UCSC



- UCSC data has not been collected/reported in the past
- In Q1 FY23 All but one pass-up was caused by full bus capacity

YTD FY23 Pass-Ups by Route

- Only routes with greater than 10 pass-ups are presented
- YTD Pass-ups total 1,336
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- Highway 17 Routes comprised 165 (12.4%), of which 46.1% were due to full bus capacity
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- Rural Routes comprised 44 (3.3%), of which 47.7% were due to various misc. issues

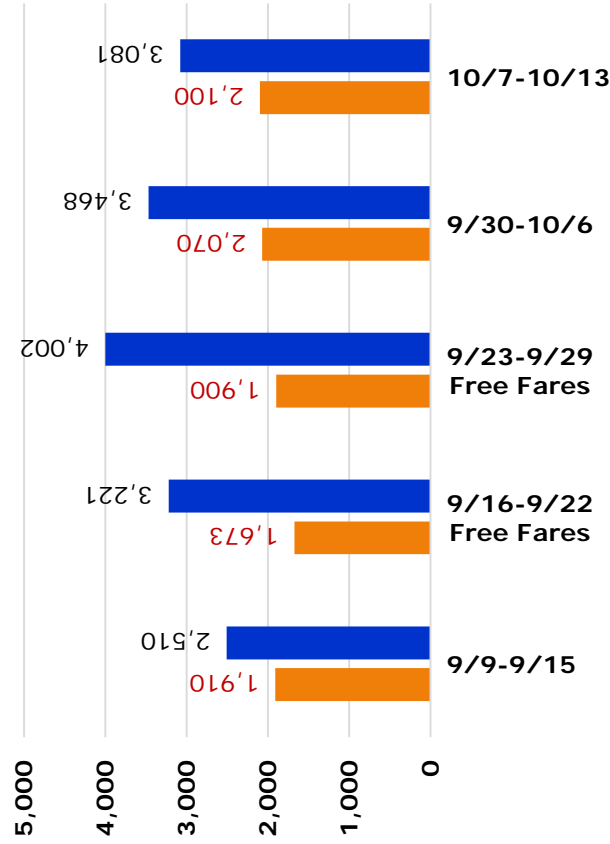


Questions

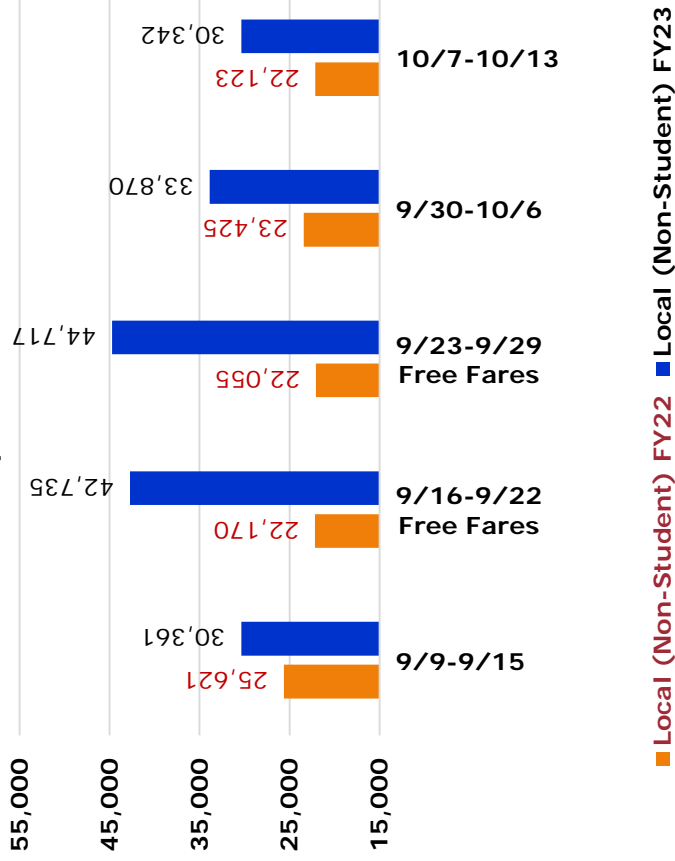
Appendix

Free Fares

FY23-22 Highway 17 Weekly Ridership: 9/9-10/13



FY23-22 Local Non-Student Weekly Ridership: 9/9-10/13



- Free fares on local service were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 51.8% increase in local non-student ridership compared to the previous two weeks of the month of September. Following the resumption of regular fare collection ridership dropped 26.6% over the next two weeks.
- Free fares on the Highway 17 were implemented in the final two weeks of Q1 of FY23. The two weeks of free fares coincided with a 43.8% increase in ridership compared to the previous two weeks of the month of September. Following the resumption of regular fare collection ridership dropped 9.3% over the next two weeks.

KPI Metric Descriptions & Importance

Metric	Description & Importance
Financial Performance	<p>The Farebox Recovery Ratio represents the passenger fares (Fixed Route and Commuter) coverage of Metro's agency costs; this provides insight to the amount of non-passenger revenue (subsidy) needed to cover costs. Additionally, it allows the agency to compare cost-effectiveness within its own service.</p> <p>Fixed Route and Commuter Cost per Revenue Service Hour (RSH) along with the ParaCruz Cost per Trip depict the cost per hour of service/trip. By effectively tracking and minimizing costs, this measurement ensures efficient delivery of transit services.</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>
Productivity	<p>Total Ridership and Ridership per hour are measures of productivity. The metrics depict seasonal fluctuations in ridership related to holidays, school terms, and other changes.</p> <p>Student ridership, historically a large portion of METRO's total ridership, shows changes in student enrollment and seasonal trends can be seen year over year.</p> <p>Highway 17 demonstrates METRO's commuter ridership, connecting Santa Cruz to San Jose.</p> <p>Local Ridership excludes student and commuter routes and reflects all other routes within the county.</p> <p>Passengers per Revenue Service Hour (RSH) depicts the productivity of each route. This ratio brings the true productivity of each route to scale and can stimulate discussions about frequency of service in urban and semi-urban areas of the county versus geographic coverage.</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>

KPI Metric Descriptions & Importance, con't

Metric	Description & Importance
Risk Management & Safety	<p>Traffic Accidents are broken down into different categories: Collisions between intersections, at the intersection, with fixed objects, with other district vehicles</p> <p>Passenger Incidents happen with METRO passengers either while boarding a bus, on board a bus, or alighting (descending) a bus.</p> <p>Data presented is by Quarter, for the current quarter, previous quarter, and the current quarter for the last fiscal year.</p> <p>Quarterly categories are only reported if any reporting/presented quarter has 3 or more incidents.</p> <p>The YTD total is all incidents (Collisions between/at intersections, fixed object and rear end collisions, along with collisions between District vehicles)</p>
Reliability	<p>Any mechanical failure that impedes the vehicle from starting or completing a scheduled revenue trip because actual movement is limited, or there are safety concerns, are used to calculate the Mean Miles Between Chargeable Road Call.</p> <p>The metric is calculated using the number of miles for the month divided by the number of chargeable road calls for each service type (Fixed Route, Commuter, and ParaCruz).</p> <p>Data presented is by Quarter, for the current and past two fiscal years.</p>

KPI Metric Descriptions & Importance, con't

Metric	Description & Importance
Dependability	<p>Cancelled Trips are presented by Region and Cause for the current quarter only and YTD for the current year, and full year for the previous two fiscal years.</p> <p>Pass-Ups occur when a bus operator must leave behind a passenger for a variety of reasons: No Fare, Exceeds Capacity Load (Full Bus), Intoxicated/Belligerent/Biohazard, and All Other.</p> <p>Pass-Ups data are presented by Quarter, for the current and past two fiscal years for both Fixed Route and UCSC along with a YTD presentation of Routes with 10 or more Pass-Ups</p>

Historical Metrics

Metric	FY18	FY19	FY20	FY21	FY22	YTD FY23
Farebox Recovery	24.1%	22.7%	24.1%	11.2%	16.6%	17.1%
Fixed Route/Commuter Cost/RSH	218	211	270	298	271	247
ParaCruz Cost/Trip	69	72	129	181	91	69
Monthly Mean Miles Between Chargeable Road Calls - Fixed Route	13,524	13,610	13,216	14,368	16,216	20,051
Monthly Mean Miles Between Chargeable Road Calls - Highway 17	16,582	23,043	24,126	18,821	21,682	22,993
Monthly Mean Miles Between Chargeable Road Calls - ParaCruz	39,213	44,221	44,329	29,869	34,168	35,904
Average Age of Fleet - Fixed Route		13.8	12.6	12.9	12.8	
Average Age of Fleet - Highway 17		13.8	12.6	12.9	9.5	
Average Age of Fleet - ParaCruz		5.1	6.1	6.2	7.3	
Annual Road Miles - Fixed Route	2,385,515	2,443,157	2,139,917	1,999,474	2,325,531	567,603
Annual Road Miles - Highway 17	604,762	627,207	540,859	324,281	373,984	94,156
Annual Road Miles - ParaCruz	551,831	601,229	531,951	373,748	503,650	126,163



DATE: November 18, 2022

TO: Board of Directors

FROM: Isaac Holly, IT and ITS Director

SUBJECT: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A CONTRACT WITH GIRO, INC. FOR HASTUS SOFTWARE MAINTENANCE AND SUPPORT

I. RECOMMENDED ACTION

That the Board of Directors authorize the CEO to execute a contract with GIRO, Inc. to renew Hastus (Version 2009) maintenance and support services in the amount of \$92,940 for the 2023 calendar year

II. SUMMARY

- On November 19, 2021, the Santa Cruz Metropolitan Transit District (METRO) Board of Directors (Board) approved a contract renewal with Giro, Inc. for Hastus software maintenance and support for the 2022 calendar year.
- This maintenance contract needs to be renewed annually in order to continue to receive the following for this mission-critical METRO system:
 - Unlimited support via telephone and email
 - Bug fixes and customization for the current Hastus version
 - Eligibility for new Hastus versions at a reduced license cost

III. DISCUSSION/BACKGROUND

Hastus is a unified software environment that enables METRO to:

- Report monthly and annual service stats to the National Transit Database (NTD) to remain eligible for FTA funding
- Plan new service changes accurately and efficiently
- Assign work to Operators and deploy them to and from the field
- Accurately compute Operator pay and schedule leave
- Track Operator performance and track license and medical certificate renewal

- Publish accurate timetables to print and web media
- Provide a data feed to the Google Transit Trip Planner
- Provide a data feed to the Intelligent Transportation System (ITS)

Prior to the current Hastus version, METRO was running an earlier version of Hastus with just the scheduling related modules. METRO identified a need to replace its aging, text-based dispatch system; so, in 2009 a grant opportunity became available via ARRA (American Reinvestment and Recovery Act). This grant funded the upgrade and expansion to the current Hastus version at the time with additional modules to allow for a complete scheduling and dispatch management system. METRO was then able to retire the legacy dispatch system. The cost for this new unified system, licensed for a fleet of 80 peak vehicles (the number of buses in service at one time) including integration and customization was \$1.4M.

Giro's maintenance schedule is based on calendar year and needs to be renewed on a yearly basis. On November 19, 2021, the Board approved a contract with Giro, Inc., which allowed the execution of a Hastus maintenance and support contract for the 2022 calendar year which expires at the end of December 2022. The 2023 maintenance and support contract currently being presented is based on the following deployed software modules:

- Hastus-Vehicle (Service schedules)
- Hastus-Crew (Operator work creation)
- CrewOpt (Automated crew scheduling)
- Hastus-Roster (Period rosters for personnel)
- Minbus (Automated vehicle blocking)
- Geo (Geocoding of stops and route itineraries)
- Bid (Operator work selection)
- Hastus-Daily (Operations daily vehicle and crew management)
- SelfService (Operator web access to their work assignments)
- EPM (Operator Discipline and award management)

This maintenance contract includes five days' worth of software development time to allow for further customizations as new needs are identified. If these days are not used, they may be carried over into the next year.

Staff recommends that the Board authorize the CEO to execute a maintenance and support contract with Giro, Inc. for Hastus software in the amount of \$92,940 for the 2023 calendar year.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

The renewal of this contract would align with the following Strategic Priorities:

1. Service Quality and Delivery
2. Internal and External Technology

V. FINANCIAL CONSIDERATIONS/IMPACT

The funding in the amount of \$92,940 is included in the FY23 current fiscal year's IT Department Operating budget within the Maintenance Fees (503352) account.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

- Do nothing. There is no alternative recommended at this time. Hastus is a critical foundation to the core functions of the scheduling and deployment of METRO service. Not renewing this contract for maintenance and support services would result in losing the eligibility to receive technical support and updates, as well as incurring additional cost towards the purchase of future versions of Hastus.
- Going out to bid for a new system of this magnitude is not feasible at this time due to the lack of a viable alternative and budget to support it. METRO is in the process of evaluating alternative systems that offer similar functionality.

VIII. ATTACHMENTS

Attachment A: Giro Hastus Maintenance and Support Contract

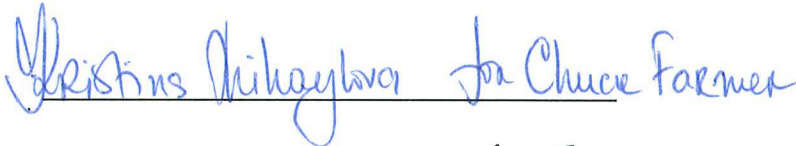
Prepared by: Isaac Holly, IT and ITS Director

IX. APPROVALS


Isaac Holly, IT & ITS Director



Approved as to fiscal impact:
Chuck Farmer, CFO



Michael Tree, CEO/General Manager



Attachment A

September 1, 2022

Mr. Isaac Holly
Santa Cruz Metropolitan Transit District
110 Vernon Street
Santa Cruz, CA USA 95060
Email: iholly@scmtd.com



info@giro.ca
+ 1 514 383 0404
giro.ca

Subject: HASTUS maintenance and support contract renewal terms (action required)

Mr. Holly,

The renewal date of your HASTUS maintenance and support contract for Vehicle, Crew, CrewOpt, Roster, Minibus, Geo, Bid, DailyCrew, DailyVehicle, SelfService, EPM modules installed under version 2009 is January 1, 2023. As stipulated in the contract, we confirm below the terms for renewal.

As before, the contract includes unlimited support by phone and email, the correction of errors, and a bank of five (5) person-days. As of September 1, 2022, the balance in your bank is 5.5 person-days. For these services, the fees for renewal of your maintenance and support contract are \$92,940 US.

To ensure timely processing of the renewal and the uninterrupted provision of maintenance and support services, please ensure that the relevant stakeholder in your organization respond to the following points, as applicable:

- As per your request, you will find enclosed the HASTUS maintenance and support contract no. 617-16 for a one-year term. We would appreciate it if you would send us via email one signed copy of this contract as soon as possible.
- According to our records, you are licensed to use our software for a maximum of 80 peak vehicles (allows, for EPM module, the management of a maximum of 90 non-driving employees). We would appreciate it if you would confirm at contract@giro.ca the current number of peak vehicles being used and the number of non-driving employees managed with HASTUS.
- If a purchase order is required to process and pay our invoices, please take all necessary steps to ensure that a valid purchase order is sent to recevables@giro.ca at least one month before the renewal date noted above.

We hope that these renewal terms meet with your approval and we assure you of our continued commitment to offering Santa Cruz Metropolitan Transit District the best possible service. Please feel free to contact me if you require any further information.

Sincerely,

Annie Gagné

ANNIE GAGNÉ, Senior Director,
Business Relations and Risk Management
contract@giro.ca

AG/ND
ENCL.

Attachment A

HASTUS MAINTENANCE AND SUPPORT CONTRACT (Reference number: 617-16)

ENTERED INTO BETWEEN:

GIRO INC./LE GROUPE EN INFORMATIQUE ET RECHERCHE OPÉRATIONNELLE, having its principal place of business at 75, Port-Royal Street East, Suite 500, in the city of Montreal, Province of Quebec, Canada, H3L 3T1 (hereinafter referred to as "GIRO")

AND:

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, having its principal place of business at 110 Vernon Street, Santa Cruz, California, USA 95060 (hereinafter referred to as the "Client")

FOR:

The software HASTUS with Vehicle, Crew, CrewOpt, Roster, Minbus, Geo, Bid, DailyCrew, DailyVehicle, SelfService, EPM modules version 2009 (hereinafter referred to as "Software") used by the Client for the operation of a maximum of eighty (80) peak vehicles (for EPM module, allows management of a maximum of ninety (90) non-driving employees).

Starting on January 1, 2023 (the "Commencement Date") for one (1) year.

1. SERVICES PROVIDED

GIRO will provide the Client with the following services beginning on the Commencement Date of this Agreement specified above and conditionally on payment of annual charges for support and maintenance as defined in Section 2:

1.1 GIRO will assign, in a maximum delay of twenty-four (24) hours, an employee to correct a Software defect, once the Client has provided GIRO with a detailed description of the said defect. For the purposes of this Agreement, a defect is considered to exist when the Software does not perform according to the description given in the appropriate version of the User Guide and online help and when the said defect affects the performance of the Software. Correction of any problems due to one or several of the following causes is excluded from this Agreement: an accident, a disaster, faulty use of Software, inappropriate use of the Software, additions and/or modifications (including changes to system setting files) which are made to the Software by other than GIRO's personnel except if these additions and/or modifications have been done with prior approval by GIRO, a change to an unsupported version of the operating system or database management system, and failure to supply the necessary facilities for correct operation of the Software.

1.2 Electronic mail and telephone support are available from Monday to Friday inclusively from 9 a.m. to 5 p.m. (Eastern Standard Time) excluding Québec public holidays.

1.3 When the Geo module is included in the Software, the support required to assist in one annual conversion of the geographical data is included. However, any Software modification required for the data conversion is not covered by this Agreement and the additional costs will be invoiced.

1.4 GIRO will provide the Client with a bank of five (5) person-days of GIRO staff time. This time can be used to perform tests on system operation, to make minor modifications to the Software, to train personnel on the Client's premises, and to approve additions and/or modifications made by the Client. The use of these staff days is determined by the Client. Non-used days can be accumulated and used in subsequent years as long as this Agreement is renewed by the Client without interruption. The time needed by GIRO personnel to perform modifications requested by the Client under this Agreement and that are not defects as defined in the present Agreement will be deducted from this bank. If there are no remaining person-days available in the bank, therefore the time necessary to perform any work requested by the Client under this Agreement except for work required for defects as defined in this Agreement, will be charged to the Client by GIRO according to current rates for GIRO personnel.

1.5 Availability for the Client, without additional licence fees, of all additions and improvements made to the Software by GIRO for other customers, excluding new modules or new products. These improvements or additions to the Software could be a new report, a new command or a new function. If requested by the Client, they can be adapted and/or installed by GIRO on the Client's version of the Software without any additional licence fees related to their purchase. New versions of the Software up to release 2011 are also available without additional licence fees. Charges relative to the installation of these additions, improvements or new version by GIRO, if applicable, will be payable by the Client and invoiced separately. Any charges relative to third party software licences are also payable by the Client.

1.6 A 20% discount on the licence fee is accorded to the Client when a new module of HASTUS is added to

Attachment A

HASTUS-Vehicle and HASTUS-Crew. This discount is valid only if the Client has maintained a Maintenance and Support Contract without interruption since the initial installation of the Software.

2. TERMS AND CONDITIONS

2.1 For services specified in Section 1, the Client will pay GIRO a fee of \$92,940 US. The total amount is payable when the Agreement comes into effect.

2.2 The annual fee includes the following direct expenses: telephone charges, fax and courier incurred by GIRO during the provision of the services specified in this Agreement. Travel and living expenses that may be incurred are not included.

2.3 All charges quoted or understood in the present Agreement will be increased as necessary to reflect any applicable taxes in effect at the time that the monies become due.

2.4 The Client will supply GIRO with a method to access the installed Software remotely for maintenance and support purposes.

2.5 GIRO undertakes not to reveal any of the Client's confidential information acquired during product installation and support activities without the express authorization of the Client.

2.6 Any HASTUS maintenance and support contract previously signed between the Client and GIRO is hereby rescinded.

The Client acknowledges that he has read this Agreement, understood it, and has agreed to be bound by its terms and conditions. Further, he agrees that it is the complete and exclusive statement of the Agreement between the parties and that it supersedes all proposals or prior Agreements, oral or written, and all other communications between the parties relating to its subject matter.

At _____, this ____ day of _____.

GIRO INC./LE GROUPE EN INFORMATIQUE ET RECHERCHE OPÉRATIONNELLE

Per:

Name: Annie Gagné

Title: Senior Director, Business Relations and Risk Management

Signature: _____

Duly authorized, as she so declares.

At _____, this ____ day of _____.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Per:

Name: _____

Title: _____

Signature: _____

Duly authorized, as he/she so declares.

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DATE: November 18, 2022

TO: Board of Directors

FROM: Freddy Rocha, Facilities Maintenance Manager

SUBJECT: CONSIDERATION OF AUTHORIZING THE CEO/GENERAL MANAGER TO EXECUTE A THIRD CONTRACT AMENDMENT WITH SPECTOR CORBET AND INCREASE THE PROJECT VALUE BY \$37,500 FOR ADDITIONAL ARCHITECTURAL SERVICES AT THE METRO PARK-N-RIDE LOT

I. RECOMMENDED ACTION

That the Board of Directors authorize the CEO/General Manager to execute a 3rd contract amendment with Spector Corbet for additional architectural services at the METRO Park-n-Ride Lot in the amount of \$30,000 and add contingency funds in the amount of \$7,500, for a new contract value of \$75,855 and a new project value of \$83,355.

II. SUMMARY

- The Santa Cruz Metropolitan Transit District (METRO) has a contract with Spector Corbet for architectural services regarding developing the METRO Property located on Paul Sweet Road in Santa Cruz for a Park-n-Ride lot and a new ParaCruz Facility
- This contract was established on December 14, 2020.
- Santa Cruz METRO has a need for additional architectural services to include Architectural support for the study regarding the potential of a multi-family residential component on the Park-n-Ride lot along with the ParaCruz program.
- Additional funds in the amount of \$30,000 are required at this time, and staff is also requesting authority for a contingency of \$7,500 for construction support services.
- A contract amendment increasing the not-to-exceed (NTE) total is recommended, as well as an increase in the project authority for the contingency amount.

III. DISCUSSION/BACKGROUND

METRO established a contract with Spector Corbet on December 14, 2020 for Architectural Services at the METRO Park and Ride Lot with a contract NTE total of \$30,700.

In June 2021, additional work was required, which resulted in the following contract amendments:

- The First Amendment extended the period of performance to August 31, 2021 and added additional architectural services need to support the team meetings and public hearings and work with Santa Cruz County Planning Department regarding development of the property.
 - Contract Price increased by \$7,055 to \$37,755
- The Second Amendment, effective July 20, 2022, added additional architectural services regarding the potential of a multi-family residential component on the Park-n-Rid lot along with the Para Cruz Program.
 - Contract Price increased by \$8,100 to \$45,855.
- This Third Amendment, effective November 18, 2022, will add additional architectural services for further refinement regarding Affordable Housing on the Paul Sweet Rd project, including layouts, submitting a pre-application to the County and assisting with acquiring a construction cost estimate.
 - Contract Price to increase by \$30,000 to \$75,855.

Therefore, staff recommends that the Board authorize the CEO/General Manager to execute a Third Amendment on behalf of METRO to increase the contract authority by \$37,500 for the additional architectural services, bringing the contract NTE total to \$75,855. Staff also recommends that the Board approve the addition of a \$7,500 contingency for architectural services, for a new Project NTE total of \$83,355.

Freddy Rocha, Facilities Maintenance Manager, will serve as the Contract Administrator and will ensure contract compliance.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

This amendment would align with the following Strategic Priorities:

- Financial Stability, Stewardship & Accountability
- Internal and External Technology
- State of Good Repair

V. FINANCIAL CONSIDERATIONS/IMPACT

This contract has a current total not to exceed of \$45,855. Additional funds in an amount of \$30,000, plus a \$7,500 contingency, would bring the contract NTE total to \$75,855, and the project NTE total to \$83,355.

Funds to support this contract are included in the FY23 Operating and Capital Budgets/Portfolio.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

Do not issue 3rd Amendment as an alternative, but staff does not recommend this since the work needs to be performed and the work is consistent with the Board's priorities for METRO projects.

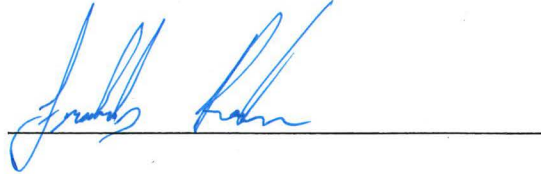
VIII. ATTACHMENTS

Attachment A: Third Amendment to the Contract with Spector Corbet

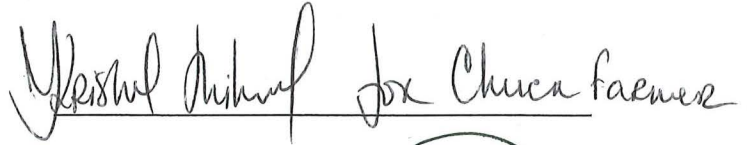
Prepared by: Carolee Curtin, Assistant Purchasing Manager

IX. APPROVALS

Freddy Rocha, Facilities
Maintenance Manager



Approved as to fiscal impact:
Chuck Farmer, CFO



Michael Tree, CEO/General Manager



Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT THIRD AMENDMENT TO AGREEMENT FOR PROFESSIONAL ARCHITECTURAL SERVICES

This Third Amendment to the Agreement for Professional Architectural Services is made effective November 18, 2022 between the Santa Cruz Metropolitan Transit District (“Santa Cruz METRO”), a political subdivision of the State of California, and Spector Corbett Architects (“Consultant”).

I. RECITALS

- 1.1 Santa Cruz METRO and Consultant entered into an Agreement for Professional Architectural Services in conjunction with Santa Cruz METRO’s new ParaCruz Facility (“Agreement”) on December 14, 2020.
- 1.2 The Agreement allows for amendment upon mutual written consent.
- 1.3 Santa Cruz METRO and Consultant desire to amend the Agreement to incorporate approved additional scope and to increase the total not-to-exceed amount.

Therefore, Santa Cruz METRO and Consultant amend the Agreement as follows:

II. SCOPE OF SERVICES

Article 2 is replaced in its entirety by the following:

The scope of the Consultant’s Services shall consist of the services set forth in Exhibit A of the agreement, plus additional services:

Architectural support for the study regarding the potential of a multi-family residential component on the Park-n-Ride lot along with the ParaCruz program.

- Project set up, correspondence, zoning analysis, brief program update, diagrammatic site and unit layout drawing(s), review meeting with you (approximately 45 hours)
- Further refinement of the Paul Sweet Rd project and layouts with Metro staff, preparing a pre-application, submitting that to the County, some correspondence with them, receiving/review County comments with Metro staff, potential correspondence with Metro development partners, and assisting with acquiring a construction cost estimate. Architect and cost estimator fees for these next steps will be on an hourly basis with task segment estimates to be provided to METRO for authorization (approximately 170 hours)

III. COMPENSATION

Article 4 is amended to include the following language:

Under the terms of the Third Amendment, the Agreement total not-to-exceed amount is increased by \$30,000 from \$45,855 to \$75,855. The new Contract total not-to-exceed amount is \$75,855. Consultant understands and agrees that if it exceeds the maximum amount payable under this Contract, it does so at its own risk.

IV. REMAINING TERMS AND CONDITIONS

All other provisions of the Agreement that are not affected by this Amendment shall remain unchanged and in full force and effect.

V. AUTHORITY

Each party has full power to enter into and perform this First Amendment to the Agreement and the person signing this First Amendment on behalf of each has been properly authorized and empowered to enter into it. Each party further acknowledges that it has read this First Amendment to the Agreement, understands it, and agrees to be bound by it.

Signed on _____

Santa Cruz METRO –
SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

Michael Tree, CEO/General Manager

Consultant –
SPECTOR CORBETT ARCHITECTS

Brian L. Spector, Principal Architect

Approved as to Form:

Julie Sherman, General Counsel



DATE: November 18, 2022
TO: Board of Directors
FROM: Danielle Glagola, Marketing, Communications, Customer Service Director
SUBJECT: CONSIDERATION OF AWARD OF CONTRACT TO CELTIS VENTURES, INC. FOR GENERAL MARKETING SERVICES FOR A TOTAL AMOUNT TO NOT EXCEED \$1,200,000 FOR A 3-YEAR PERIOD

I. RECOMMENDED ACTION

That the Board of Directors award a contract to Celtis Ventures, Inc. for General Marketing Services in an amount not to exceed \$1,200,000 for a 3-year period, and authorize the CEO/General Manager to execute the Celtis Ventures, Inc. contract.

II. SUMMARY

- The Santa Cruz Metropolitan Transit District (METRO) has a need for an agency to perform general marketing services.
- A formal Request for Proposals (RFP) was conducted to solicit proposals from qualified firms. Twelve firms submitted proposals for METRO's review.
- A 3-member evaluation team composed of METRO staff from Admin, IT, and Marketing areas reviewed and evaluated the proposals, and conducted oral presentations. The evaluation team is recommending that the Board of Directors (Board) award to the highest ranking proposer, Celtis Ventures, Inc.

III. DISCUSSION/BACKGROUND

METRO identified a need for an agency to handle general marketing services to assist staff in promoting METRO services in order to achieve METRO's goal of doubling ridership in the next five years.

The general marketing program is designed to create and increase awareness of Santa Cruz METRO's brand identity, emerging culture, and services. The successful Proposer will support Santa Cruz METRO's development of a strategic marketing plan based on Santa Cruz METRO's goals and objectives, which are to increase transit services and ridership, transition the METRO bus fleet to zero emission vehicles, and to support and create housing opportunities on high quality transit routes.

The Contractor will work with Santa Cruz METRO's Marketing Department to expand creative concepts and design content to target markets identified through research and data analysis. The Contractor will make recommendations and define methods for communicating and advertising to those target markets. Advertising media may include, but is not limited to streaming and digital media, signage, newspapers, direct mail, banners and billboards. Specific marketing campaigns will be developed to keep the brand fresh and responsive.

The Contractor will be required to perform general marketing services on a task-order basis including, but not limited to, the following:

- a. Creation of METRO's Strategic Marketing Plan.
- b. Creation of METRO's brand and brand standards guide.
- c. Creation of photography and videography inventory.
- d. Customer demographics research to target increased ridership.
- e. Development and implementation of special projects designed to enhance the brand and culture, and to meet agency goals and objectives.
- f. Website redesign and ongoing development to ensure quality.
- g. Social media support, including development and/or edit creative and technical content for Facebook, Instagram, Twitter, TikTok, YouTube and other opportunities.
- h. Development and support in transitioning METRO's quarterly route publication, Headways, to a transit focused lifestyle magazine with contributing editors available online and in print.
- i. Creation of Customer Loyalty Program and app (App Store & Google Play) development.
- j. Creation and placement of ads and marketing materials. This task would entail providing media plans with buy detail, including placement dates, demographic analysis, circulation/readership figures, proposed added value, etc. It would also include seeking out and identifying media opportunities such as promotions and other editorial opportunities. Finally, it would include proofreading and monitoring ads for run verification, media production services, managing the media production process, managing talent, photography, and music contracts and licenses, and advising on content and design of media material and assisting in selecting appropriate media types for advertising.
- k. Map design for easy to use customer educational materials (schedules, fliers, website, notices, etc.)
- l. Provide services consistent with Title VI regulations governed by the Federal Transit Administration (as set forth in METRO's Title VI Policy), including responsibility for obtaining translation of materials as required by said Policy.
- m. Assistance with materials for community workshops, special events and presentations.

The Contractor will also provide quarterly updates, attend regular meetings, and/or establish milestone dates for projects. Additionally, the Contractor will develop methods for evaluating and measuring marketing effectiveness and performance, providing art and creative direction for custom photography and video production, and becoming familiar with the Santa Cruz METRO area and services.

On September 29, 2022, METRO legally advertised RFP No. 23-07, distributed notices via Bonfire (METRO's e-procurement portal) to 2,124 firms, including 1,388 Disadvantaged Business Enterprises (DBEs), and sent email notices to all GovDelivery subscribers. On November 1, 2022, proposals were received and opened from twelve firms. A list of these firms is provided in Attachment A. A 3-member evaluation team composed of METRO staff from Admin, IT, and Marketing functional areas reviewed and evaluated the proposals, and conducted oral presentations with a shortlist of proposers.

The evaluation team conducted a preliminary responsiveness check (Round 1), and scored the proposals that passed Round 1 with the following Round 2 criteria, as contained in the RFP:

Evaluation Criteria	Points
Qualifications and recent experience	30
Sustainability Initiative	5
Understanding and technical approach to Project requirements	25
Quality of relevant experience of Proposer's key staff	20
Experience with government agencies	5
References to support portfolio and sample work submissions	20
Cost proposal	45
Total Points Possible	150

The evaluation team then moved on to the Round 3 Evaluation, which included oral presentations, follow-up questions and answers, and extensive reference checking.

The proposal submitted by Celtis Ventures, Inc. was determined to be the highest ranked proposal. Staff then entered into contract negotiations with Celtis Ventures, Inc. The negotiations were successful, and staff is recommending that the Board award a contract to Celtis Ventures, Inc. for general marketing services for a

3-year period in an amount not to exceed \$1,200,000, and authorize the CEO/General Manager to execute the Celtis Ventures, Inc. contract on behalf of METRO.

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

The award of this contract would align with the following Strategic Priorities:

- Internal and External Technology
- Service Quality and Delivery
- Strategic Alliances and Community Outreach

V. FINANCIAL CONSIDERATIONS/IMPACT

The value of the contract with Celtis Ventures, Inc. is not to exceed \$1,200,000 for a 3-year period. Funding for the Celtis Ventures, Inc. contract could be part of the Operating and Capital Budgets. Since this is a multi-year contract, the Department Manager will be accountable for budgeting the cost in future years.

VI. ALTERNATIVES CONSIDERED

- Not doing anything will result in continuing to maintain METRO's current marketing program with limited distribution channels due to staff resources and outdated systems. METRO's current website is outdated and pertinent information is buried within the site making it difficult for customers to access information or learn about METRO services. Internal Marketing staff resources are limited and spread thin on current projects making it difficult to market more broadly to the public or to take on new initiatives.

VII. ATTACHMENTS

Attachment A: List of Responding Firms

Note: A full copy of the Contract is available on request.

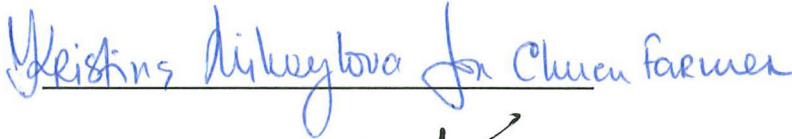
Prepared by: Danielle Glagola, Marketing, Communications, Customer Service Director

VIII. APPROVALS

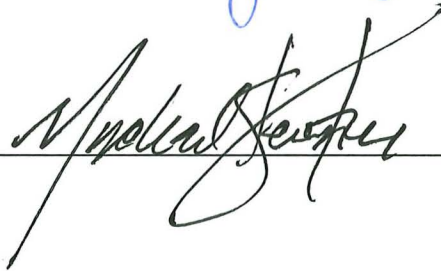
Danielle Glagola, Marketing,
Communications, Customer
Service Director



Approved as to fiscal impact:
Chuck Farmer, CFO



Michael Tree, CEO/General Manager



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Attachment A



Responding Firms for RFP No. 23-07

General Marketing Services

Received by November 1, 2022 at 5:00 PM

Bigmouth Creative	Chicago	IL
Brand GOV Outreach	Vallejo	CA
Celtis Ventures, Inc.	Newport Beach	CA
Deocor Consulting Services	West Covina	CA
Jeffrey/Scott Advertising, Inc.	Fresno	CA
JSR Strategies LLC	Sacramento	CA
Miller Maxfield, Inc.	Santa Cruz	CA
Pastilla Inc.	Pasadena	CA
Pulsar Advertising	San Francisco	CA
Serotonin Creative Consultancy	Modesto	CA
TKT & Associates, Inc.	Louisville	KY
WeUsThem Inc.	Nova Scotia	Canada

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

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

RESOLUTION OF APPRECIATION FOR THE SERVICES OF DEBORAH LENORE BALDWIN AS BUS OPERATOR FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

WHEREAS, the Santa Cruz Metropolitan Transit District (METRO) was formed to provide public transportation to all of the residents of Santa Cruz County, and

WHEREAS, the provision of public transportation service requires a competent, dedicated workforce, and

WHEREAS, METRO, requiring an employee with expertise and dedication, appointed Deborah Lenore Baldwin to serve in the position of Bus Operator, and

WHEREAS, Deborah Lenore Baldwin served as a member of the Operations Department of METRO for the time period of December 13, 2012 to October 31, 2022, and

WHEREAS, provided METRO with dedicated service and commitment during the time of her employment, and

WHEREAS, Deborah Lenore Baldwin served METRO with distinction, and

WHEREAS, the service provided to the residents of Santa Cruz County by Deborah Lenore Baldwin resulted in reliable, quality public transportation being available in the most difficult of times, and

WHEREAS, during the time of Ms. Baldwin's service, METRO improved existing and built new operating facilities, converted the fleet to a CNG propulsion system, developed accessible bus stops, improved ridership, responded to adverse economic conditions, assumed direct operational responsibility for the Highway 17 Express service and the Amtrak Connector service, and assumed direct operational responsibility for the ParaCruz service, and

WHEREAS, the quality of life in Santa Cruz County was improved dramatically as a result of the exemplary service provided by Deborah Lenore Baldwin.

NOW, THEREFORE, BE IT RESOLVED, that upon her retirement as Bus Operator, the Board of Directors of METRO does hereby commend her efforts in advancing public transit service in Santa Cruz County and expresses sincere appreciation on behalf of itself, the METRO staff and all of the residents of Santa Cruz County.

BE IT FURTHER RESOLVED, that a copy of this resolution be entered into the official records of the Santa Cruz Metropolitan Transit District.

PASSED AND ADOPTED this 18th Day of November 2022 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

Approved:

Larry Pageler, Board Chair

Attest:

Michael Tree
CEO/General Manager

Approved as to form:

Julie Sherman, General Counsel

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Administration

ZERO INCIDENTS

SAFETY MANAGEMENT SYSTEM

November 11, 2022



Curtis Moore

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Finance

ZERO INCIDENTS

SAFETY MANAGEMENT SYSTEM

November 11, 2022



CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Grants & Planning

ZERO INCIDENTS

SAFETY MANAGEMENT SYSTEM

November 11, 2022



CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Human Resources

ZERO INCIDENTS

SAFETY MANAGEMENT SYSTEM

November 11, 2022



CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Information Technology

ZERO INCIDENTS

SAFETY MANAGEMENT SYSTEM

November 11, 2022



Curtis Moore

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Miguel Escarcega Jr

Most hours of service during COVID pandemic

SAFETY MANAGEMENT SYSTEM



November 11, 2022



CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Mario Espinoza

Most hours of service during COVID -19 Pandemic

SAFETY MANAGEMENT SYSTEM



November 11, 2022



CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Uriel Mendoza

Most hours of service during COVID pandemic

SAFETY MANAGEMENT SYSTEM

November 11, 2022



CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT

Ruben Valdez

Most hours of service during COVID pandemic

SAFETY MANAGEMENT SYSTEM

November 11, 2022



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DATE: November 18, 2022
TO: Board of Directors
FROM: Julie Sherman, General Counsel
SUBJECT: CONSIDERATION OF ACCEPTING METRO'S UPDATED TITLE VI PROGRAM REPORT AND AUTHORIZING ITS SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION

I. RECOMMENDED ACTION

That the Board of Directors Accept the Updated Title VI Program Report and Approve the Resolution Authorizing its Submittal to FTA

II. SUMMARY

- As a recipient of Federal Transit Administration (FTA) funds, the Santa Cruz Metropolitan Transit District (METRO) is required to comply with Title VI of the Civil Rights Act of 1964, and its implementing regulations, which provide that no person in the United States shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance.
- METRO's Title VI Policy was updated on Nov. 30, 2012 to comply with the changes in the FTA Circular 4702.1B, which was issued on October 2012.
- METRO is required to submit a Title VI Program Report update to FTA every three (3) years for compliance monitoring.
- METRO staff and General Counsel prepared the updated Title VI Program Report and are requesting Board approval of same.

III. DISCUSSION/BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 prohibits discrimination against any individual or group on the basis of race, color or national origin under any program, activity or service that received federal financial assistance. The FTA regulates implementation of Title VI by all recipients of FTA financial assistance through the *Code of Federal Regulations (CFR 49, Section 21)* and provides guidance to recipients of FTA financial assistance through the FTA Circular, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, which it updates from time to time. METRO last updated its Title VI Program in February 2019.

METRO is required to submit a Title VI Program Submittal to FTA every three (3) years for compliance monitoring. The Title VI Program Submittal includes METRO's Title VI Program and Complaint Procedures, any Title VI complaints, investigations and lawsuits, METRO's public participation plan, METRO's public outreach efforts to engage minority and low-income populations, and system-wide service standards and service policies. METRO's Title VI Program Submittal is due to FTA on December 1, 2022.

METRO staff and General Counsel have reviewed the existing Title VI Program documents and have provided updates in a number of sections. Staff now recommends that the Board adopt the updated Title VI Program Report (*Attachment A*).

IV. STRATEGIC PLAN PRIORITIES ALIGNMENT

The actions taken in this report tie to METRO's Service Quality and Delivery, as well as Strategic Alliances and Community Outreach.

V. FINANCIAL CONSIDERATIONS/IMPACT

Costs associated with circulating the draft Title VI Program are minor and limited to costs for reproduction of the draft Title VI Program Update.

VI. CHANGES FROM COMMITTEE

N/A

VII. ALTERNATIVES CONSIDERED

There are no alternatives as this is a legal requirement under federal law (*CFR 49, Section 21*). Failure on the part of METRO to maintain an active, approved Title VI Program will result in grant denials and suspension of federal funds from FTA.

VIII. ATTACHMENTS

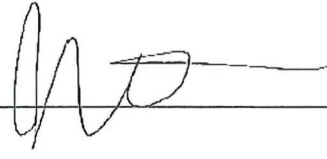
Attachment A: Resolution Adopting the Updated Title VI Program Report and Authorizing its Submission to FTA.

Exhibit A: METRO's Updated Title VI Program Report

Prepared by: Rickie-Ann Kegley, Paralegal II

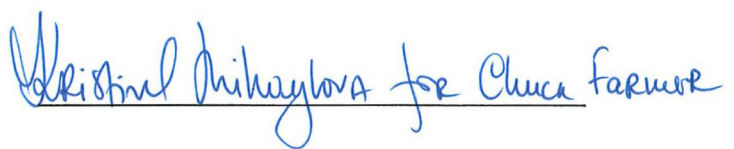
IX. APPROVALS

Approved as to form:
Julie Sherman



A handwritten signature in black ink, appearing to be 'Julie Sherman', written over a horizontal line.

Approved as to fiscal impact:
Chuck Farmer, CFO



A handwritten signature in blue ink, reading 'Kristina Mihaylova for Chuck Farmer', written over a horizontal line.

Michael Tree
CEO/General Manager



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Attachment A



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

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

**RESOLUTION ADOPTING THE UPDATED TITLE VI PROGRAM REPORT AND
AUTHORIZING ITS SUBMISSION TO THE FEDERAL TRANSIT ADMINISTRATION
PURSUANT TO TITLE 49 OF THE CODE OF FEDERAL REGULATIONS, PART 21
(49CFR 21)**

WHEREAS, Title VI of the Civil Rights Act of 1964 states that, “no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance”; and

WHEREAS, the FTA prescribes the method and delivers guidance to public transit operators to comply with Title VI in accordance with the regulations in *Title 49 Code of Federal Regulations, part 21 (49CFR 21)*; and

WHEREAS, the FTA issued circular FTA C4702.1B, effective October 2012, setting forth requirements and guidelines for Title VI compliance for grantees; and

WHEREAS, the Santa Cruz Metropolitan Transit District (METRO), as a recipient of federal financial assistance from the FTA, must submit an updated Title VI Program to the FTA by December 1, 2022; and

WHEREAS, METRO’s Title VI Program must include numerous elements, including but not limited to:

- 1) System-wide service standards and policies; and
- 2) Title VI Notice to the Public, Complaint Process and Forms; and
- 3) A Public Participation Plan; and
- 4) A Language Implementation Plan; and
- 5) A plan for engaging persons with Limited English Proficiency; and
- 6) Summary of Public Outreach efforts undertaken.

Attachment A

WHEREAS, METRO staff and General Counsel have developed and provided the proposed Title VI Program update for Board consideration and approval, including the above-referenced items, evidencing METRO's compliance with Title VI.

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

1. The Title VI Program Regulation and Complaint Procedure adopted on February 22, 2019, as attached, is hereby adopted.
2. The Title VI Program Regulation and Complaint Procedure attached and labeled "Exhibit A" is hereby adopted, including appendices labeled:
 - a. "Attachment A", Title VI Policy Statement; and
 - b. "Attachment B", Title VI Discrimination Complaint Form.
3. The System-Wide Service Standards and Policies adopted on January 25, 2013, as attached, is hereby adopted.
4. The Title VI Program update "Exhibit A", as attached, shall be submitted to FTA prior to the December 1, 2022 deadline.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on November 18, 2022, by the following vote:

AYES: DIRECTORS –

NOES: DIRECTORS –

ABSENT: DIRECTORS –

ABSTAIN: DIRECTORS –

APPROVED:

LARRY PAGELER
Board Chair

Attachment A

ATTEST:

MICHAEL TREE
CEO/General Manager

APPROVED AS TO FORM:

JULIE A. SHERMAN
General Counsel

Attachment A

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

METRO's Updated Title VI Program- 2022 Report

(Attached)

Exhibit A
SANTA CRUZ METROPOLITAN TRANSIT
DISTRICT

TITLE VI PROGRAM

UPDATED IN 2022



Prepared by:
Rickie-Ann Kegley, Paralegal II

12A.5.Exhibit A.1

Exhibit A

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

ADMINISTRATIVE CODE

TITLE VI – TITLE VI PROGRAM REGULATION AND COMPLAINT PROCEDURE

CHAPTER 1

(This Chapter replaces AR-1029 pursuant to Resolution No. 16-03-05 and 19-02-03)

Table of Contents:

Article I	General Requirements
Article II	Applicability of the Title VI Program
Article III	Guidelines & Procedures
Article IV	Environmental Justice Requirements
Article V	Limited English Proficient (LEP) Individuals and Public Participation Requirements
Article VI	Complaints/Lawsuits and Appeals
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Article VIII	Administration of Title VI Program

Article 1

General Requirements

§6.1.101 Policy

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO or METRO) is committed to ensuring that no person is excluded from participation in, denied the benefits of or otherwise subjected to discrimination under any of its programs, activities or services on the basis of race, color, national origin, age, sex, sexual orientation or gender identity. All persons, regardless of their citizenship, are covered under this regulation. In addition, METRO prohibits discrimination on the basis of race, color, national origin, age, sex, sexual orientation or gender identity in its employment and business opportunities.

§6.1.102 METRO will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and/or this regulation.

Exhibit A

- §6.1.103** As a Federal Transit Administration (FTA) fund recipient, METRO will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.
- §6.1.104** METRO will ensure that the level and quality of its transportation service is provided without regard to race, color, national origin, age, sex, sexual orientation or gender identity. (METRO acknowledges that Title VI does not apply to age, sex, sexual orientation, gender identity, or socioeconomic status, however, discrimination on such bases is similarly prohibited under this regulation).
- §6.1.105** METRO will promote the full and fair participation of all affected populations in the transportation decision-making process.
- §6.1.106** METRO will prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- §6.1.107** METRO will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within METRO's service area.
- §6.1.108** METRO will ensure that Limited English Proficient (LEP) individuals have access to METRO's programs, activities and services.
- §6.1.109** This Regulation shall be maintained in English and Spanish.
- § 6.1.110** **Definitions**
- The following capitalized words and phrases whenever used in this Chapter shall be construed as defined below:
- ADVERSE EFFECT** means having a harmful or undesired effect.
- BOARD** shall mean the Board of Directors of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO or METRO).
- DISCRIMINATION** refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effect of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.

Exhibit A

GENDER IDENTITY refers to an individual's gender, or lack thereof, a person self identifies with. It is not necessarily based on biological fact, either real or perceived, nor is it always based on sexual orientation. The gender identities one may choose from include male, female, or non-binary.

LIMITED ENGLISH PROFICIENT (LEP) PERSONS are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

LOW INCOME POPULATION means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy or activity.

MINORITY INDIVIDUALS include the following:

- a) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- b) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia or the Indian subcontinent.
- c) Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- d) Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- e) Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa or other Pacific Islands.

NATIONAL ORIGIN means the particular nation in which a person was born, or where the person's parents or ancestors were born.

RACE means a group of people united or classified together on the basis of common history, nationality or geographic distribution.

RECIPIENT means one that has received or is receiving Federal financial assistance under the Acts. The term includes sub recipients of a recipient and sub recipients in FTA's State administered programs.

RETALIATION Any adverse action taken against another individual because of his/her participation in the complaint, investigation or hearing relating to this policy or the provision of federal or state law.

Exhibit A

Santa Cruz METRO shall mean the Santa Cruz Metropolitan Transit District as established and operated under Part 10, Division 10 of the *California Public Utilities Code*.

SEX refers to the classification of an individual's gender as either male, or female.

SEXUAL ORIENTATION refers to an individual's preference in terms of sexual relationship with others, whether the individual is homosexual, heterosexual or bisexual.

VITAL DOCUMENTS are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program. (e.g., public notices, consent forms, complaint forms, eligibility rules, notices pertaining to the reduction, denial or termination of services or benefits, right to appeal, and notices informing customers of the availability of free language assistance).

Article II

Applicability of the Title VI Program

- § 6.1.201** This policy is applicable to all Santa Cruz METRO employees, members of the public and all contractors hired by Santa Cruz METRO.
- §6.1.202** Failure of a Santa Cruz METRO employee to follow this policy and procedure shall subject such employee to disciplinary action up to and including employment termination.

Article III

Guidelines & Procedures

- §6.1.301** METRO will carry out its programs, activities and services in compliance with Title VI of the Civil Rights Act of 1964. METRO or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity, exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any of METRO's programs, services, or activities.
- §6.1.302** METRO or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity:
- a) Provide any service, financial aid, or benefit that is different from that provided to others;
 - b) Subject an individual to segregation or separate treatment;

Exhibit A

- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid, or benefits under any of METRO's programs, services, or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements; and
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

§6.1.303 METRO is encouraged to evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact on low-income and Limited English Proficient individuals. This applies to major service changes that affect more than 25% of service hours of a route.

§6.1.304 METRO holds at least one Board Meeting every month at a varying location throughout its geographic boundaries (e.g., Capitola, Scotts Valley, Watsonville and downtown Santa Cruz) to ensure that all individuals are afforded an opportunity to participate in METRO's transportation decisions.

- a) There will not be any Board Meetings conducted in the month of July.
- b) METRO's Board Chair or designee may cancel board Meetings for business reasons.

§6.1.305 In addition to all Title VI requirements, METRO provides a bilingual (Spanish-speaking) interpreter at the regularly scheduled Board Meeting every month, to ensure meaningful participation by persons with Limited English Proficiency. A Spanish-speaking interpreter can be obtained for any other Board Meetings by contacting METRO's Administrative Services Coordinator at (831) 426-6080.

§6.1.306 METRO's District Counsel or his/her designee will maintain a list (a minimum of four years in active status) of any Title VI investigations, complaints, or lawsuits filed which allege METRO discriminated against a person or group on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity. This list will include:

- a) The date the investigation, complaint, or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint, or lawsuit; and
- d) Any actions, or corrective actions taken by METRO in response to the investigation, complaint or lawsuit.

§6.1.307 METRO will keep the public informed of the protections against discrimination afforded to them by Title VI and METRO's obligations under Title VI by posting this policy, or a *Title VI Policy Statement* (Attachment A), on METRO's website at www.scmtd.com, on transit center bulletin boards and on the official METRO

Exhibit A

bulletin board, located at METRO's Administrative offices. METRO's *Title VI Policy Statement* (Attachment A) will be posted in English and Spanish at all designated METRO facility locations.

- §6.1.308** METRO will take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs, activities and services for individuals who are Limited English Proficient (LEP).
- §6.1.309** METRO will provide information, upon request from FTA, in order to investigate Complaints of discrimination, or to resolve concerns about possible noncompliance with Title VI.
- §6.1.310** METRO will submit its Title VI Program to the FTA once every three years to ensure compliance with Title VI Requirements.
- §6.1.311** METRO will ensure that minority and low-income individuals have meaningful access to METRO's programs, activities and services.

Article IV

Environmental Justice Requirements

- §6.1.401** METRO shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation of construction projects. METRO is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. METRO will prepare and submit FTA's Categorical Exclusion (CE) checklist for those construction projects that do not require an environmental justice analyses. FTA's CE checklist includes a review of community disruption and environmental justice. METRO will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:
- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process);
 - b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
 - c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in transit service, mobility, or accessibility;
 - d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but

Exhibit A

not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;

- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

Article V

Limited English Proficient (LEP) Individuals and Public Participation Requirements

§6.1.501 METRO will seek out and consider the viewpoints of minority, low-income and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. METRO's public participation strategy will offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions.

§6.1.502 METRO will ensure that individuals have access to its programs, activities and services by developing and carrying out the language plan herein. METRO will continually assess the language assistance needs of the population to be served.

§6.1.503 METRO will use the following four factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals.

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service.
- b) Frequency with which LEP individuals come into contact with METRO's programs, activities and services.
- c) Importance of the program, activity or service provided by METRO to LEP individual's lives.
- d) Resources needed to provide effective language assistance and costs.

§6.1.504 **ORAL LANGUAGE ASSISTANCE**

- a) METRO maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative offices and within its Customer Service facility for basic transit questions and trip planning assistance.

Exhibit A

- b) METRO's paratransit service provides Spanish-speaking reservationists to assist paratransit customers when scheduling a trip.
- c) A bilingual (Spanish) interpreter is present for translation services at the regularly scheduled Board of Directors' Meeting every month.
- d) Upon notification 24-hours in advance, METRO will provide an interpreter at other Board Meetings, if requested.
- e) METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.

§6.1.505 NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

- a) METRO will post on its official bulletin board at its Administrative offices, at the Metro Center, Scotts Valley and at the Watsonville Transit Center, signs, which notify customers of the Language Assistance program and that free language assistance is available, if requested in a timely manner.
- b) METRO's fixed route buses and ParaCruz vans have language assistance cards informing passengers that language assistance is available in Spanish, if needed.

§6.1.506 TRANSLATION OF VITAL DOCUMENTS/WRITTEN LANGUAGE ASSISTANCE

- a) All public hearings that require notification to the public are posted in English and Spanish throughout METRO's service area and in local newspapers.
- b) METRO's Title VI Policy Statement (Attachment A) and Complaint Form (Attachment B) will be available in Spanish on METRO's website at www.scmttd.com, at Transit Centers, and on the official bulletin board at METRO's Administrative offices.
- c) METRO's fixed route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act of 1964.
- d) METRO's Headways is provided in English and Spanish.
- e) METRO's ParaCruz Guide is provided on the website in Spanish.

§6.1.507 METRO will provide written translations of vital documents for each LEP group that constitutes a minimum of 5% of the service area population or consists of at least 1,000 people.

§6.1.508 METRO's Board Meetings are held at varying locations throughout Santa Cruz County to ensure that low-income, minority and LEP individuals have meaningful access to these meetings. These locations include Capitola, Santa Cruz, Scotts Valley and Watsonville.

Exhibit A

Article VI

Complaints/Lawsuits and Appeals

§6.1.601 **How to File a Title VI Complaint with METRO:** Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity with respect to METRO's programs, activities, services, or other transit related benefits, may file a written Complaint with METRO. A Complaint may be filed by the individual or by a representative. Customers are encouraged to file a Complaint with METRO after the alleged discrimination, and complainants are encouraged to submit complaints as soon as possible. METRO will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

§6.1.602 **Complaint must include the following information:**

- a) A Complaint must be in writing, signed and dated by the Complainant or his/her representative before any action can be taken.
- b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

§6.1.603 ***A Complaint Form*** (Attachment B) can be used to file a Title VI complaint with METRO. *A Complaint Form* will be made in an accessible format upon request. *A Complaint Form* can be obtained at the following locations:

- a) At the Santa Cruz METRO website, www.scmttd.com;
- b) By calling Santa Cruz METRO's Administrative Services Coordinator, or his/her designee at (831) 426-6080, (TDD 711 (TTY/voice)) a complaint form can be mailed.
- c) By picking up a Complaint Form at Customer Service, Pacific Station (formerly METRO Center), 920 Pacific Avenue, Santa Cruz, CA 95060 or Santa Cruz METRO Administrative offices, 110 Vernon Street, Santa Cruz, CA 95060.

§6.1.604 If the Complaint is received by anyone besides METRO's CEO/General Manager, the individual in receipt of the Complaint shall forward it to the CEO/General Manager or his/her designee as soon as practicable but no later than 2 working days of receipt. The CEO/General Manager shall immediately provide a copy of the Complaint to the Chair of the Board of Directors and the METRO Manager responsible for the program, activity or service that is identified as being out of compliance.

Exhibit A

- §6.1.605** **METRO's Procedures For Investigating Complaints:** The METRO Manager responsible for the program, activity or service which is alleged to be out of compliance shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than 10 working days of his/her receipt of the complaint. The Manager may consult with appropriate METRO Staff in the preparation of his/her response to the complaint. The Manager shall forward his/her written response to the CEO/General Manager or his/her designee within the designated time frame.
- §6.1.606** **Efforts to Contact Complainant:** The CEO/General Manager or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The CEO/General Manager or his/her designee shall review and consider the response prepared by the Manager identified in Section 6.05, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The CEO/General Manager or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.
- §6.1.607** **Completion of Investigation:** As soon as is practicable, but no later than 20 working days following receipt of the initial complaint, the CEO/General Manager or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.
- §6.1.608** **Appeal to Chair:** If the complainant is not satisfied with the findings and/or action of METRO's CEO/General Manager or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors (see Section 6.09 below), or with the FTA's Office of Civil Rights (see Section 6.11 below).
- §6.1.609** **Appeal Process:** If the complainant chooses to file his/her Complaint with the Chair of the Board of Directors, then the complaint and any supporting documentation should be submitted within 15 working days of his/her receipt of the results of the CEO/General Manager's investigation, with the Chair of the Board of Directors by providing it to the Executive Assistant, or his/her designee, 110 Vernon Street, Santa Cruz, CA 95060. If an accommodation is needed, additional time may be provided to submit the appeal. Upon review of the file, the Chair of the Board shall notify the complainant of what actions, if any, will be taken as a result of the review by the Chair within 10 working days of the Chair's notification that the complainant is not satisfied with the results of the CEO/General Manager's investigation. The decision of the Chair of METRO's Board of Directors shall be final.

Exhibit A

§6.1.610 **Timeline Waiver:** Any timeline set forth herein may be extended by the CEO/General Manager as an accommodation (if needed), or upon a showing of good cause.

§6.1.611 **How to File a Title VI Complaint with the FTA:** Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to METRO's programs, activities, or services, or other transit related benefits, may file a written complaint with FTA. A Complaint may be filed by the individual or by a representative. FTA will promptly investigate all Complaints filed under Title VI in accordance with DOT regulations 49 CFR §§21.11(b) and 21.11(c).

a) **A Complaint must include the following information:**

A Complaint may be filed by printing, completing and mailing the **FTA Complaint Form** found on FTA's website:

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

The Complaint must be in writing, signed and dated by the Complainant or his/her representative before any action can be taken. In cases where a Complainant is unable or incapable of providing a written statement, but wishes FTA or DOT to investigate alleged discrimination, a verbal Complaint of discrimination may be made to the FTA Director, Office of Civil Rights. If necessary, the Civil Rights Official will assist the person in converting the verbal Complaint into writing. All Complaints must, however, be signed by the Complainant or his/her representative.

FTA Civil Rights Office Address:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590

b) Please provide a summary of your allegations, including the dates, times and location of the incident(s). Include any supporting documentation. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred. Any related correspondence from the transit provider may be included.

Exhibit A

- c) It is not required; however, FTA encourages individuals to first file a Complaint directly with the transit provider to give the provider the opportunity to resolve any situation that may be present.

§6.1.612 **Complaint Acceptance:** Once a Complaint has been accepted, FTA will notify METRO that it has been subject to a Title VI Complaint and ask METRO to respond in writing to the Complainant's allegations. Once the Complainant agrees to release the Complaint to METRO, FTA will provide METRO with the Complaint. FTA may choose to close a Complaint if the Complainant does not agree to release the Complaint to METRO. FTA strives to promptly investigate all Title VI Complaints.

§6.1.613 **Investigations:** FTA will make a prompt investigation whenever a compliance review, report, Complaint or any other information indicates a possible failure to comply with Title VI Regulations. FTA's investigation will include a review of the pertinent practices and policies of METRO, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether METRO has failed to comply with Title VI regulations.

§6.1.614 Following the investigation, FTA's Office of Civil Rights will transmit to the Complainant and METRO one of the following three letters based on its findings:

- a) **Letter of Resolution:** which explains the steps that METRO has taken or promises to take to come into compliance with Title VI.
- b) **Letter of Finding (Compliance):** which explains that METRO is found to be in compliance with Title VI. This letter will include an explanation of why METRO was found to be in compliance, and provide notification of the Complainant's appeal rights.
- c) **Letter of Finding (Noncompliance):** which explains that METRO is found to be in noncompliance. This letter will include each violation referenced, the applicable regulations, a brief description of proposed remedies, notice of the time limit on the conciliation process, the consequences for failure to achieve voluntary compliance, and an offer of assistance to METRO in devising a remedial plan for compliance.

§6.1.615 **Appeals Process:** The letters of finding and resolution will offer the Complainant and METRO the opportunity to provide additional information that would lead FTA to reconsider its conclusions. FTA requests that the parties in the Complaint provide this additional information within 60 days of the date of the FTA letter of finding. FTA's Office of Civil Rights will respond to an appeal either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force.

Exhibit A

Article VII

Deficiencies with Title VI Compliance

- §6.1.701** Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under *49 CFR §21.11(a)*.
- §6.1.702** If FTA determines that METRO is in noncompliance with Title VI, it will transmit a *Letter of Finding* that describes FTA's determination and requests that METRO voluntarily take corrective action(s) which FTA deems necessary and appropriate.
- §6.1.703** METRO will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FTA to reconsider any of its findings or recommendations within 30 days of receipt of FTA's *Letter of Finding*.

Article VIII

Administration

- §6.1.801** METRO will integrate the provisions within its Title VI Program into all programs, activities and services provided by METRO's Fixed Route service, Paratransit service and METRO facilities.
- §6.1.802** METRO will integrate the Title VI Program into its Administrative Code.

Exhibit A

ATTACHMENT A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI/NON-DISCRIMINATION POLICY STATEMENT

The Santa Cruz Metropolitan Transit District (METRO) is committed to providing public transportation in an environment that is free from discrimination on the basis of race, color, national origin, age, sex, sexual orientation or gender identity. METRO operates its programs, activities and services without regard to race, color, national origin, age, sex, sexual orientation or gender identity.

As a Federal Transit Administration (FTA) fund recipient, METRO will ensure that its programs, policies and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and Department of Transportation regulations.

Any person who believes that he/she, has been subjected to discrimination on the basis of race, color, national origin, age, sex, sexual orientation, or gender identity, with respect to METRO's programs, activities, services, or other transit related benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainant's name, address, and telephone number or other means by which the complainant can be contacted. Complaint forms are available at Santa Cruz METRO Administration, 110 Vernon St., Santa Cruz, 831-426-6080; Customer Service, 920 Pacific Avenue (Pacific Station); and on the web at www.scmttd.com. Customers are encouraged to submit Complaints as soon as possible and can call the Executive Assistant at (831) 426-6080 for assistance.

To request additional information on METRO's non-discrimination obligations or to file a Title VI Complaint, please submit your request or complaint in writing to:

Santa Cruz Metropolitan Transit District
Attn: Chief Operations Officer
110 Vernon Street
Santa Cruz, CA 95060

Federal Transit Administration (FTA) Title VI Complaints may be filed directly to:

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

*ADMINISTRATIVE CODE
TITLE VI, CHP. 1 - TITLE VI PROGRAM*

Exhibit A

ATTACHMENT B

Santa Cruz Metropolitan Transit District
TITLE VI DISCRIMINATION COMPLAINT FORM
110 Vernon Street, Santa Cruz, CA 95060

Complainant's Name or Authorized 3rd Party: _____

Street Address: _____

City/State/Zip: _____

Phone: _____ E-mail Address: _____

Date/Time of Violation: _____ Date of Complaint: _____

Place of Violation: _____

Bus Number: _____ Bus Route: _____

Please indicate discrimination in this complaint because of any of the following, which are prohibited by Title VI of the Civil Rights Act of 1964:

Race Color National Origin

Please indicate discrimination in this complaint because of any of the following, which are strictly prohibited by Santa Cruz METRO:

Age Sex Sexual Orientation Gender Identity

Please provide the name(s) of the METRO Directors, employees and/or agents who allegedly discriminated against you, including their job titles (if known):

Identify what METRO service, program or activity (e.g. fixed route service, ParaCruz, etc.) resulted in discrimination against you:

Identify individuals by name, address and phone number that have information relating to the violation:

Explain as clearly as possible what happened, how you feel you were discriminated against and who was involved. Describe how you were treated differently:*

Signature of Complainant: _____ Date: _____

Exhibit A

Title VI Investigations, Lawsuits, and Complaints 2019-2022

Date Complaint Filed: **4/3/22**
Basis of Complaint: Sexual Orientation, Race
Status: Closed

Action taken/Finding: Conducted investigation and determined no discrimination based on race.

Summary: On April 3, 2022, A passenger stated that she felt that a Santa Cruz Metro operator discriminated against her because of her sexual orientation and race. She said she is a North African queer woman who clearly appears as such. She said that when she boarded the bus with some friends, the operator told her that food was not allowed on the bus. She said her friends that boarded in front of her were carrying food as well, and they were permitted to board. She claims that some of the others had uncovered food and they were not met with the same treatment. Because no one else was treated the same way she was, she considered it an issue of discriminatory nature.

When the Operator was asked about the incident, she stated that she did recall speaking to this passenger regarding a bowl of ice cream she was carrying as she boarded the bus. The Operator let her know that she had time to eat her open bowl of ice cream before the bus departed. When asked if she remembered other passengers coming on board with food, and did she also speak to them, the Operator stated that there were other passengers who boarded with food, but all were contained and/or covered. There was no malice intended, but the Operator has been made aware of the perception when addressing policies with one passenger.

A Metro supervisor attempted to contact this passenger and was unsuccessful. A response was sent to the passenger via email to let her know that a Supervisor investigated this incident and spoke with the Operator. There was no malice intended and the Operator has been made aware of this passenger's perception when she was the only passenger that the Operator spoke with about her container of food. The Operations Manager apologized for the unfavorable experience and reassured the passenger that the Operator did not intend to be discriminatory in any way.

Date Complaint Filed: **5/28/22**
Basis of Complaint: National Origin
Status: Closed

Action taken/Finding: Conducted investigation and determined no discrimination based on national origin, race, and/or color.

Summary: On May 18, 2022, A customer said that she witnessed a security guard at Metro Center discriminating against an older woman who was clearly neurodivergent. The customer said that she witnessed the security guard standing in the doorway of the bus as he told the other passenger (*Passenger A*) that she was joy riding and it's now time to go elsewhere. When she asked the security guard what the issue was, she said he responded back in a raised tone to her question, and instructed her and her friends to get on the bus. *Passenger A* then tried to walk around the security guard and board the bus. She said the security guard then said, "Punch Me" four times to *Passenger A*.

Exhibit A

Title VI Investigations, Lawsuits, and Complaints 2019-2022

Upon following up with the Security Company, we were informed that *Passenger A*, a female transient, was banned from riding the transit system earlier in the day by the Operations Dept. and she showed up later that evening to try and ride the bus again. The evening Operators denied her again and requested security assistance. The security guard was assaulted by *Passenger A* and the Santa Cruz Police Department had come to remove her from the premises.

Exhibit A

Protocol for Reporting Protected Class Complaints of Discrimination/Harassment/Retaliation

(For Customer Service Representatives, Clerks and Dispatchers)

1. When a Customer/Member of the Public contacts Santa Cruz METRO to file a complaint, Santa Cruz METRO's Representative must listen to the complainant in order to determine whether the basis for the alleged violation is a protected class status.
2. The Customer Service Representative, Clerk, or Dispatcher who takes the complaint of an alleged Title VI violation shall immediately send an email to his/her Manager/Supervisor describing the complaint and include the Complainant's contact information. The Manager/Supervisor will determine if a Title VI violation has occurred and inform the employee to proceed with the Protocol below.
3. If the alleged violation is as a result of a protected class status, an email describing the complaint, its basis and identifying the Complainant's contact information must be immediately forwarded to the Chief Operations Officer (COO) and the affected Manager, with a copy to the General Counsel.
4. Protected Classes include the following: Race, Color, National Origin, Ancestry, Religion, Age, Disability, Sex, Genetic Information, Sexual Orientation, Gender and Marital Status. Additionally, if anyone alleges that Santa Cruz METRO violated his/her rights because he/she was engaging in protected activity (i.e. assisting an individual with the filing of a complaint of discrimination based on a protected class) that should also be reported as set forth above.
5. Upon receipt of the Complaint, the Chief Operations Officer (COO) or his/her Designee will follow the appropriate Complaint Procedure for Title VI investigations and resolution of the matter.

6. Examples of Complaints that need to be reported pursuant to this protocol:

- a.) "My service dog was denied entry onto a bus." (Protected Class: Disability);
- b.) "The bus passed me by because I am black." (Protected Class: Race/Color/National Origin);
- c.) "The Bus Driver said I had to sit in the front of the bus because I am a Muslim and he wanted to keep an eye on me." (Protected Class: Religion); and/or
- d.) "The Bus Driver said I was too slow to wait until I got to my seat so he took off and caused me to fall. I am 92 years old." (Protected Class: Disability).

Exhibit A

DISTRITO DE TRANSPORTE METROPOLITANO DE SANTA CRUZ

CÓDIGO ADMINISTRATIVO

TÍTULO VI – TÍTULO VI REGLAMENTO DEL PROGRAMA Y PROCEDIMIENTO DE QUEJAS

CAPÍTULO 1

(Este Capítulo reemplaza el AR-1029 de conformidad con la Resolución No. 16-03-05 y 19-02-03)

Tabla de Contenidos:

Artículo I	Requisitos Generales
Artículo II	Aplicabilidad del Programa del Título V
Artículo III	Directrices y Procedimientos
Artículo IV	Requisitos de Justicia Ambiental
Artículo V	Requisitos para participación del público y de individuos con dominio del inglés limitado (LEP por sus siglas en inglés)
Artículo VI	Quejas/Demandas y Apelaciones
Artículo VII	Deficiencias con el Cumplimiento del Título VI
Artículo VIII	Administración del Programa del Título VI

Artículo 1

Requisitos Generales

§6.1.101 Política

El Distrito de Transporte Metropolitano de Santa Cruz (Santa Cruz METRO o METRO) se compromete a garantizar que ninguna persona sea excluida de participar en, negársele los beneficios de, o sea sujeto a discriminación bajo cualquiera de sus programas, actividades o servicios por su raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. Todas las personas, independientemente de su nacionalidad, están protegidas por el presente Reglamento. Además, METRO prohíbe la discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género en su empleo y oportunidades de negocio.

§6.1.102

METRO no tolerará represalias contra un individuo por intentar hacer valer sus derechos conforme con el Título VI, o porque él / ella presentó una queja o participó en una investigación en virtud del Título VI, y / o el presente Reglamento.

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- §6.1.103** Como destinatario de fondos de la Administración Federal de Tránsito (FTA), METRO asegurará que sus programas, políticas y actividades cumplan con los Reglamentos del Departamento de Transporte (DOT) del Título VI del Acta de Derechos Civiles de 1964.
- §6.1.104** METRO asegurará que el nivel y la calidad de su servicio de transporte se ofrezca sin distinción de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. (METRO reconoce que el Título VI no se aplica a la edad, el sexo, la orientación sexual, la identidad de género o el estatus socioeconómico, sin embargo, la discriminación en tales bases está igualmente prohibida por esta regulación.)
- §6.1.105** METRO promoverá la participación plena y equitativa de todas las poblaciones afectadas en el proceso de toma de decisiones de transporte.
- §6.1.106** METRO impedirá la denegación, reducción o retraso en los beneficios relacionados con los programas y actividades que son de beneficio a las poblaciones minoritarias o de las poblaciones de bajos ingresos.
- §6.1.107** METRO hará esfuerzos de buena fe para lograr la justicia ambiental como parte de su misión identificando y abordando, según correspondan, efectos adversos desproporcionadamente altos a la salud humana o al ambiente resultando de sus programas, actividades y servicios en las poblaciones minoritarias y poblaciones de bajos ingresos dentro del área de servicio de METRO.
- §6.1.108** METRO se asegurará que individuos con dominio del inglés limitado (LEP por sus siglas en inglés) tengan acceso a los programas, actividades y servicios de METRO.
- §6.1.109** El presente Reglamento se mantendrá en inglés y español.
- § 6.1.110** **Definiciones**
- Las siguientes palabras y frases en letras mayúsculas siempre que se utilicen en este Capítulo se interpretarán como se define a continuación:
- EFFECTO ADVERSO** significa tener un efecto perjudicial o no deseado.
- JUTA DIRECTIVA** significará la Junta Directiva del Distrito de Transporte Metropolitano de Santa Cruz (Santa Cruz Metro o METRO).
- DISCRIMINACIÓN** se refiere a cualquier acto u omisión, ya sea intencional o no intencional, en cualquier programa o actividad de un beneficiado, sub-receptor, o contratista, de ayuda federal, que resulte en el trato desigual, impacto desigual, o

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que perpetúa los efectos de previa discriminación basada en la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

IDENTIDAD DE GÉNERO se refiere al género de un individuo, o su ausencia, con el que una persona se identifica. No es basada necesariamente en hechos biológicos, ya sea real o percibido, ni tampoco es siempre basado en la orientación sexual. Las identidades de género que se puede elegir incluyen hombres, mujeres.

PERSONAS CON DOMINIO DEL INGLÉS LIMITADO (LEP por sus siglas en inglés) son aquellas personas para las que el inglés no es su lengua materna y que tienen una capacidad limitada para hablar, entender, leer o escribir en el idioma inglés. Incluye a las personas que reportaron en el Censo de EE.UU. que no hablan bien el idioma Inglés, o que no hablan inglés en lo absoluto.

POBLACIÓN DE BAJOS INGRESOS se refiere a cualquier grupo fácilmente identificable de personas de bajos ingresos que viven en la proximidad geográfica, y si las circunstancias lo justifican, personas transeúntes dispersas geográficamente (tales como los trabajadores emigrantes o Nativos Americanos) que serán igualmente afectados por una propuesta de programa, política, o actividad del DOT.

INDIVIDUOS DE LAS MINORÍAS incluye a los siguientes:

- a) Indios Americanos y Nativos de Alaska, que se refiere a las personas con orígenes en cualquiera de los pueblos originarios de América del Norte y América del Sur (incluyendo América Central), y que mantiene afiliación tribal o de comunidad. Indios Americanos y Nativos de Alaska, que se refiere a las personas con orígenes en cualquiera de los pueblos originarios de América del Norte y América del Sur (incluyendo América Central), y que mantiene afiliación tribal o lazos comunitarios
- b) Asiáticos, que se refiere a las personas con orígenes en cualquiera de los pueblos originales del lejano Oriente, el sudeste asiático o el subcontinente Indio.
- c) Afro-Americanos, que se refiere a las personas con orígenes en cualquiera de los grupos raciales negros de África.
- d) Hispanos o Latinos, que incluyen a personas cubanas, mexicanas, puertorriqueñas, sudamericanas o centroamericanas, o de cualquier otra cultura u origen español, independientemente de la raza.
- e) Nativos de Hawái y de otras islas del Pacífico, que se refiere a las personas con orígenes en cualquiera de las personas originarias de Hawái, Guam, Samoa u otras islas del Pacífico.

ORIGEN NACIONAL NATIONAL ORIGIN se refiere a la nación en particular en el que una persona nació o dónde nacieron los padres o antecesores de la persona.

RAZA es un grupo de personas unidas o clasificadas juntas en base de la historia común, la nacionalidad, o la distribución geográfica.

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BENEFICIARIO es uno que ha recibido o está recibiendo asistencia financiera federal en virtud de las leyes. El término incluye a los sub-beneficiarios de un beneficiario y los sub-beneficiarios en los programas administrados del Estado de FTA

REPRESALIA Cualquier acción adversa en contra de otro individuo a causa de su participación en la denuncia, la investigación, o audiencia relacionada con esta política o la disposición de la ley federal o estatal.

Santa Cruz METRO significará Distrito de Transporte Metropolitano de Santa Cruz como se establece y se opera bajo el Inciso 10, División 10 del *Código de Utilidades Públicas de California*.

SEXO se refiere a la clasificación de género de un individuo ya sea masculino o femenino.

ORIENTACIÓN SEXUAL se refiere a la preferencia de un individuo en términos de relación sexual con otros, si la persona es homosexual, heterosexual o bisexual.

DOCUMENTOS VITALES son documentos que transmiten la información que afecta gravemente la capacidad de los clientes al tomar decisiones informadas sobre su participación en el programa. (por ejemplo, avisos públicos, formularios de consentimiento, formularios de quejas, normas de elegibilidad, los anuncios relativos a la reducción, la denegación o cancelación de servicios o beneficios, el derecho de apelación, y las comunicaciones informando a los clientes de la disponibilidad de la asistencia lingüística gratuita).

Artículo II

Aplicabilidad del Programa del Título VI

- § 6.1.201 Esta política es aplicable a todos los empleados de METRO, los miembros del público y de todos los contratistas empleados por METRO.
- §6.1.202 Falta de seguir esta política y procedimiento por parte de un empleado de METRO objetará a dicho empleado a acción disciplinaria hasta e incluyendo la terminación de empleo.

Artículo III

Directrices y Procedimientos

- §6.1.301 METRO llevará a cabo sus programas, actividades y servicios de conformidad con el Título VI del Acta de Derechos Civiles de 1964. METRO o cualquiera de sus empleados no excluirá a ninguna persona de participar en, negar los beneficios de,

Exhibit A

ni sujetar a él / ella a discriminación en cualquiera de los programas, servicios o actividades de METRO por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

§6.1.302 METRO o cualquiera de sus empleados, no hará lo siguiente por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género:

- a) Proporcionar cualquier servicio, ayuda financiera, o beneficio de manera diferente de lo previsto para los demás;
- b) Someter a una persona a segregación o tratamiento separado;
- c) Limitar a un individuo a disfrutar de cualquier ventaja o privilegio disfrutado por los demás;
- d) Negar cualquier servicio individual, ayuda financiera, o beneficios en virtud de cualquiera de los programas, servicios o actividades de METRO
- e) Tratar a las personas de manera diferente en función de si cumplen los requisitos de admisión o de elegibilidad; y
- f) Negar a una persona la oportunidad de participar como miembro de un órgano de planificación o consultivo.

§6.1.303 METRO está motivado a evaluar el sistema de servicio a escala significativa y cambios en las tarifas y las mejoras propuestas en las etapas de planificación y programación para determinar si estos cambios tienen un efecto discriminatorio sobre las personas de bajos ingresos y las personas con dominio del inglés limitado. Esto se aplica a cambios en los servicios principales que afectan a 25% de las horas de servicio de una ruta.

§6.1.304 METRO celebra al menos una reunión de la Junta cada mes en lugares distintos a lo largo de sus fronteras geográficas (por ejemplo, Capitola, Scotts Valley, Watsonville y el centro de Santa Cruz) para garantizar que todas las personas tengan la oportunidad de participar en las decisiones de transporte de METRO.

- a) No habrá ninguna reunión de la Junta Directiva en el mes de julio
- b) Las reuniones de la Junta Directiva podrán ser canceladas por motivos de negocios por el Presidente de la Junta de METRO o la persona designada

§6.1.305 Además a todos los requisitos del Título VI, METRO proporciona un intérprete de español en la reunión de la Junta programada cada mes, para asegurar una participación significativa de las personas con dominio del inglés limitado. Puede obtener un intérprete de español para cualquiera de las reuniones de la Junta poniéndose en contacto con el Coordinador de Servicios Administrativos de METRO al (831) 426-6080.

§6.1.306 El/La Abogado del Distrito de METRO o su designado, mantendrá una lista (un mínimo de cuatro años en estado activo) de las investigaciones, quejas o demandas del Título VI presentadas que alegan que METRO discriminó en contra de una

Exhibit A

persona o grupo sobre la base de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. Esta lista incluye:

- a) La fecha que fue presentada la investigación, denuncia o querrela;
- b) Un resumen de la/las acusación/es;
- c) El estado de la investigación, denuncia o querrela; y
- d) Cualesquier medida o acciones correctivas adoptadas por METRO en respuesta a la investigación, queja o demanda.

- §6.1.307** METRO mantendrá al público informado de las protecciones contra la discriminación que les ofrece el Título VI y las obligaciones de METRO en el Título VI mediante la publicación de esta política, o la *Declaración de Política del Título VI* (Anexo A), en la página web de METRO, www.scmtd.com, sobre los tableros de anuncios del Centro de Tránsito y en el tablón de anuncios oficial de METRO ubicado en las oficinas de Administración de METRO. La *Declaración de Política del Título VI* de METRO (Anexo A) será publicada en inglés y español en todos los lugares de instalación designados de METRO.
- §6.1.308** METRO tomará las medidas responsables para garantizar un acceso significativo a los beneficios, servicios, información y otras partes importantes de sus programas, actividades y servicios para personas que son de dominio del inglés limitado (LEP por sus siglas en inglés).
- §6.1.309** METRO proporcionará la información, a petición de la FTA, a fin de investigar las denuncias de discriminación, o para resolver las preocupaciones acerca de posibles incumplimientos con el Título VI.
- §6.1.310** METRO presentará su Programa de Título VI a FTA, una vez cada tres años para garantizar el cumplimiento de los Requisitos de Título VI.
- §6.1.311** METRO asegurará que las minorías y las personas de bajos ingresos tengan acceso significativo a los programas, actividades y servicios METRO.

Artículo IV

Requisitos de Justicia Ambiental

- §6.1.401** METRO deberá integrar un análisis de justicia ambiental a su documentación de la Ley Nacional de Protección Ambiental (NEPA por sus siglas en inglés) de los proyectos de construcción. METRO no está obligado a realizar análisis de justicia ambiental en los proyectos donde la documentación de NEPA no es requerida. METRO preparará y presentará la lista de Exclusión Categórica (CE) de la FTA para los proyectos de construcción que no requieren un análisis de justicia ambiental. La lista CE de la FTA incluye una revisión de la interrupción de la comunidad y de justicia ambiental. METRO considerará la preparación de una evaluación ambiental

Exhibit A

(EA) o la declaración de impacto ambiental (EIS) para integrar en sus documentos los siguientes componentes:

- a) Una descripción de la población minoritaria y de bajos ingresos dentro de las áreas de estudio afectadas por el proyecto, y una discusión sobre el método utilizado para identificar a esta población (por ejemplo, el análisis de los datos del Censo, la observación directa, o un proceso de participación pública);
- b) Una discusión de todos los efectos adversos del proyecto, tanto durante como después de la construcción que afectaría a las poblaciones identificadas tanto minoritarias como de bajos ingresos;
- c) Una discusión de todos los efectos positivos del proyecto que afectaría a las poblaciones identificadas tanto minoritarias como de bajos ingresos, tales como mejoras en el servicio de transporte, la movilidad o accesibilidad;
- d) Una descripción de todas las acciones de mitigación y mejoramiento ambiental incorporado en el proyecto para abordar los efectos adversos, incluyendo pero no limitado a, todas las características especiales del programa de reubicación que van más allá de los requisitos de la Ley Uniforme de Reubicación y abordar los efectos adversos de la comunidad tales como el tema de separación o de la cohesión, y la sustitución de los recursos de la comunidad destruidos por el proyecto;
- e) Una discusión de los efectos restantes, si los hubiese, y por qué no se propone más mitigación; y
- f) Para los proyectos que atraviesan zonas predominantemente de minorías y de bajos ingresos y proyectos en zonas de predominantemente no-minorías y no-bajos ingresos, una comparación de las acciones de mitigación y mejoramiento del medio ambiente que afectan a zonas predominantemente de bajos ingresos y de minorías con las mitigaciones aplicadas en zonas predominantemente de no-minorías y de no-bajos ingresos.

Artículo V

Requisitos para Participación del Público y de Individuos con Dominio del Inglés Limitado (LEP por sus siglas en inglés)

- §6.1.501** METRO buscará y examinará los puntos de vista de la población de minorías, de bajos ingresos y con dominio del inglés limitado (LEP) en el curso de la realización de actividades de divulgación y actividades de participación. La estrategia de participación pública de METRO ofrecerá oportunidades tempranas y continuas para que el público participe en la identificación de los impactos sociales, económicos y ambientales de las decisiones de transporte propuestas.
- §6.1.502** METRO se asegurará que las personas tengan acceso a sus programas, actividades y servicios mediante el desarrollo y ejecución del plan de idioma en el mismo. METRO

Exhibit A

continuamente evaluará la necesidad de la asistencia lingüística de la población servida.

§6.1.503 METRO utilizará los siguientes cuatro factores para determinar qué medidas deben llevarse a cabo para proporcionar un acceso razonable y significativo para las personas con LEP.

- a) Idiomas verosímilmente de ser encontrados y el número o la proporción de personas con LEP en la población de servicios elegibles que podrían verse afectados por el programa, actividad o servicio.
- b) Frecuencia con la que los individuos con LEP entran en contacto con los programas, actividades y servicios de METRO.
- c) Importancia del programa, actividad o servicio prestado por METRO a las vidas individuales de las personas con LEP.
- d) Los recursos necesarios para prestar asistencia eficaz de las lenguas y los costos.

§6.1.504 ASISTENCIA DE LENGUAJE ORAL

- a) METRO mantiene personal bilingüe para proporcionar interpretación a español en sus oficinas administrativas y en sus instalaciones de Servicio al Cliente para las preguntas básicas de tránsito y asistencia para la planificación del viaje.
- b) El servicio de paratránsito de METRO ofrece reservacionistas de habla hispana para ayudar a los clientes de paratránsito para programar un viaje.
- c) Un intérprete bilingüe (español) está presente para servicios de traducción en la reunión de la Junta Directiva programada cada mes.
- d) Tras la notificación con 24 horas de anticipación, METRO proporcionará un intérprete en la reunión de la Junta, si así lo solicitan.
- e) Las Máquinas Expendedoras de Boletos de METRO proporcionan asistencia para la compra de boletos en inglés y español.

§6.1.505 NOTIFICACIÓN A CLIENTES CON LEP DE LA DISPONIBILIDAD DE SERVICIOS DE ASISTENCIA DE LENGUAJE

- a) METRO publicará en su tablón oficial de anuncios en sus oficinas administrativas, en el Centro de METRO, en Scotts Valley y en el Centro de Tránsito de Watsonville, carteles notificándole a los clientes sobre el programa de Asistencia Lingüística y que la asistencia lingüística gratuita está disponible, si se solicita de manera oportuna.
- b) Los autobuses de ruta fija de METRO y vehículos de ParaCruz cuentan con tarjetas de Asistencia Lingüística que informan a los pasajeros que hay ayuda disponible en el idioma español, si es necesario.

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§6.1.506 **TRADUCCIÓN DE DOCUMENTOS VITALES/ASISTENCIA DE LENGUAJE ESCRITO**

- a) Todas las audiencias públicas que requieren notificación al público están publicadas en inglés y español a través de las áreas de servicio de METRO y en periódicos locales.
- b) *La Declaración de Política del Título VI* de METRO (Anexo A) y *Formulario de Quejas* (Anexo B) estarán disponibles en español en el sitio web de METRO, www.scmttd.com, en los Centros de Tránsito y el tablón oficial de anuncios de METRO.
- c) Los autobuses de ruta fija de METRO cuentan con Tarjetas de Autobús (inglés/español) informando a pasajeros sobre sus derechos en virtud del Título VI de la Ley de Derechos Civiles de 1964.
- d) La evolución de METRO se ofrecen en inglés y español.
)
- e) La Guía de Viajeros de ParaCruz se proporciona en el sitio web en español.

§6.1.507 METRO proporcionará traducciones escritas de documentos vitales para cada grupo de LEP que constituya un mínimo del 5% de la población del área de servicio o se componga de al menos 1,000 personas.

§6.1.508 Las reuniones de la Junta Directiva de METRO se llevan a cabo en diferentes lugares dentro del Condado de Santa Cruz para garantizar que personas de bajos recursos, minorías y con LEP tengan acceso sustancioso a estas juntas. Estos lugares incluyen Capitola, Santa Cruz, Scotts Valley y Watsonville.

Artículo VI

Quejas/Demandas y Apelaciones

§6.1.601 **Cómo presentar una queja de Título VI con METRO:** Cualquier persona que considere que él / ella, o como miembro de cualquier categoría específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género, con respecto a los programas, actividades, servicios u otros beneficios de METRO relacionados con el tránsito, puede presentar una Queja por escrito con METRO. Una Queja puede ser presentada por el individuo o por un representante. Se anima a los clientes presentar una Queja con METRO después de la supuesta discriminación, y se les anima a los denunciantes presentar las quejas tan pronto como sea posible. METRO investigará de inmediato todas las Quejas presentadas en virtud del Título VI, conforme con el presente Reglamento.

§6.1.602 **La Queja debe incluir la siguiente información:**

- a) Una Queja debe ser por escrito, firmada y fechada por el Demandante o su representante antes de que cualquier acción pueda ser tomada.

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- b) Una Queja debe indicar, lo más plenamente posible, los hechos y circunstancias circundantes a la presunta discriminación, incluyendo el nombre y dirección del demandante, la fecha, hora y lugar del incidente. La Queja deberá incluir una descripción del programa, actividad o servicio en el que ocurrió la presunta discriminación.

§6.1.603 El **Formulario de Quejas** (Anexo B) puede ser utilizado para presentar una Queja de Título VI con METRO. El *Formulario de Quejas* elaborará en un formato accesible a petición. Un *Formulario de Quejas* se puede obtener en los siguientes lugares:

- a) En el sitio web de Santa Cruz METRO, www.scmttd.com;
- b) Llamando al Coordinador de Servicios Administrativos de Santa Cruz METRO o su designado al (831) 426-6080, (TDD 711 (TTY/voz)) un formulario de queja puede ser enviado por correo.
- c) Tomando un Formulario de Quejas en Servicio al Cliente, en la Estación Pacific (anteriormente Centro Metro), en el 920 Pacific Avenue, Santa Cruz, CA 95060 ó en las oficinas Administrativas de Santa Cruz Metro, en el 110 Vernon Street, Santa Cruz, CA 95060.

§6.1.604 Si la Queja es recibida por alguien más aparte del CEO/Gerente General de METRO, la persona quien recibió la Queja la remitirá al CEO/Gerente General o su designado tan pronto como sea posible pero a más tardar 2 días hábiles de su recepción. El CEO/ Gerente General proporcionará inmediatamente una copia de la Queja al Presidente de la Junta de Directores y al Gerente de METRO responsable por el programa, actividad o servicio que se identifica como fuera de cumplimiento.

§6.1.605 **Procedimientos de METRO Para Investigar las Quejas:** El Gerente de METRO responsable por el programa, actividad o servicio que se supone que esta fuera de cumplimiento investigará sin demora la supuesta queja y preparará una respuesta por escrito tan pronto como sea posible pero a más tardar 10 días hábiles de la recepción de la reclamación. El Gerente podrá consultar con el personal de METRO adecuado para la preparación de su respuesta a la queja. El Gerente remitirá su respuesta por escrito al CEO/Gerente General o su designado dentro del marco de tiempo designado.

§6.1.606 **Esfuerzos para Contactar al Demandante:** El CEO/ Gerente General o su designado deberá hacer esfuerzos para hablar (en persona o conversación telefónica) con el demandante, en cuyo momento el demandante podrá dar testimonio oral o por escrito en apoyo a la alegación de que sus derechos en virtud del Título VI han sido violados. El CEO/ Gerente General o su designado deberá revisar y considerar la respuesta preparada por el Gerente identificado en la Sección 67.05, toda la información proporcionada por el demandante, si los hubiese, y cualquier otra evidencia disponible sobre los alegatos de la queja. El CEO/Gerente General o su designado deberá elaborar un informe escrito de sus conclusiones y si se requieren medidas correctivas, un calendario para la realización de dicha acción.

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- §6.1.607** **Conclusión de la Investigación:** Tan pronto como sea posible, pero a más tardar, 20 días hábiles siguientes a la recepción de la denuncia inicial, el CEO/Gerente General o su designado deberá informar al demandante de sus conclusiones y las medidas correctivas que deben adoptarse como consecuencia de la denuncia junto con el calendario para la realización de dicha acción.
- §6.1.608** **Apelación al Presidente de la Junta:** Si el demandante no está satisfecho con las conclusiones y/o acciones del CEO/Gerente General de METRO o su designado, entonces el demandante podrá presentar su Queja con el Presidente de la Junta de Directores (referirse a la Sección 67.09 a continuación), o con Oficina de Derecho Civiles de la FTA (refiérase a la Sección 67.11 a continuación).
- §6.1.609** **Proceso de Apelación:** Si el demandante opta por presentar su Queja con el Presidente de la Junta de Directores, entonces la denuncia y la documentación de respaldo debe presentarse dentro de los 15 días hábiles de la recepción de los resultados de la investigación del CEO/Gerente General, con el Presidente de la Junta de Directores, proporcionándosela al Asistente Ejecutivo, o su designado, en el 110 Vernon Street, Santa Cruz, CA 95060. Si se requiere de un acomodo, un tiempo adicional puede ser proporcionado para presentar la apelación. Tras examinar el expediente, el Presidente de la Junta notificará al denunciante de las acciones que, de haberlas, se tomarán como resultado de la revisión por el Presidente dentro de 10 días hábiles de la notificación del Presidente de que el denunciante no está satisfecho con los resultados de la investigación del CEO/Gerente General. La decisión del Presidente de la Junta Directiva de METRO será definitiva.
- §6.1.610** **Extensión de Plazo:** Cualquier plazo establecido en el presente documento podrá ser prorrogado por el CEO/Gerente General como una acomodación (si es necesario), o en una muestra de una buena causa.
- §6.1.611** **Cómo Presentar una Queja de Título VI con el FTA:** Cualquier persona que considere que él/ella, o como miembro de cualquier categoría específica de personas, ha sido objeto de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género, con respecto a los programas, actividades o servicios de METRO, o de otros beneficios conexos de tránsito, puede presentar una Queja por escrito al FTA. Una Queja puede ser presentada por el individuo o por un representante. La FTA investigará de inmediato todas las denuncias presentadas en virtud del Título VI, de conformidad con las regulaciones del DOT 49 CFR §§ 21.11 (b) y 21.11 (c).
- a) **La Queja debe incluir la siguiente información:**
- Una queja podrá ser presentada mediante la impresión, llenado y envío por correo del **Formulario de Quejas de la FTA** que se puede encontrar en el sitio web de la FTA:

Exhibit A

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

La Queja debe ser por escrito, firmada y fechada por el demandante o su representante antes de que cualquier acción pueda ser tomada. En casos donde un demandante no puede o sea incapaz de proporcionar una declaración por escrito, pero desea que la FTA o el DOT investigue la supuesta discriminación, una Queja verbal de la discriminación puede ser presentada al Director de la FTA, Oficina de Derechos Civiles. De ser necesario, el Oficial de Derechos Civiles ayudará a la persona a convertir la queja verbal en escrito. Todas las quejas, sin embargo, tienen que ser firmadas por el demandante o su representante.

Dirección de la Oficina de Derechos Civiles de la FTA:

Oficina de Derechos Civiles de la Administración Federal de Tránsito
En Atención: Equipo de Quejas
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590

- b) Favor de proporcionar un resumen de sus acusaciones, incluyendo las fechas, horas y lugares del/los incidente/s. Incluya toda la documentación de respaldo. La Queja deberá incluir una descripción del programa, actividad o servicio en donde el supuesto acto de discriminación ocurrió. Cualquier otra correspondencia del proveedor de transporte podrá ser incluida.
- c) No lo es requerido; no obstante, la FTA alienta a las personas a que primero presenten la Queja directamente con el proveedor de transporte para darle al proveedor una oportunidad para que resuelva cualquier situación que pueda presentarse.

§6.1.612 **Aceptación de Quejas:** Una vez que una Queja haya sido aceptada, la FTA notificará a METRO que ha sido objeto de una Queja de Título VI y le pedirá a METRO que responda por escrito a las acusaciones del demandante. Una vez que el demandante este de acuerdo en liberar la Queja a METRO, la FTA le turnará la Queja a METRO. La FTA podrá optar por cerrar una Queja si el demandante no está de acuerdo en liberar la demanda a METRO. La FTA se esfuerza por investigar con prontitud todas las Quejas de Título VI.

§6.1.613 **Investigaciones:** La FTA realizará una investigación puntual cada vez que una revisión de cumplimiento, reporte, queja o cualquier otra información que indique una posible falla en el cumplimiento con los Reglamentos del Título VI. La investigación de la FTA incluirá una revisión de las prácticas y políticas pertinentes

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de METRO, las circunstancias en que ocurrió el posible incumplimiento y otros factores relevantes para una determinación en cuanto a si METRO ha dejado de cumplir con las regulaciones del Título VI.

- §6.1.614** Tras la investigación, la Oficina de Derechos Civiles de la FTA remitirá al demandante y a METRO una de las siguientes tres cartas basadas en sus conclusiones:
- a) **Carta de Resolución**: la cual explica los pasos que ha tomado METRO o las que se compromete a tomar para cumplir con el Título VI.
 - b) **Carta de Conclusión (Cumplimiento)**: la cual explica que se ha encontrado que METRO está en cumplimiento con el Título VI. Esta carta incluirá una explicación del por qué se encontró que METRO está en cumplimiento, y proporcionará notificación al demandante sobre sus derechos de apelación.
 - c) **Carta de Conclusión (Incumplimiento)**: la cual explica que se ha encontrado que METRO está en incumplimiento. Esta carta incluirá cada violación referenciada, la normativa aplicable, una breve descripción de las soluciones propuestas, notificación del límite de tiempo en el proceso de conciliación, las consecuencias por el fracaso para lograr el cumplimiento voluntario y una oferta de asistencia para METRO para la elaboración de un plan correctivo para el cumplimiento.

- §6.1.615** **Proceso de Apelación**: Las cartas de conclusión y resolución ofrecerán al demandante y a METRO la oportunidad de proporcionar información adicional que llevaría a la FTA a reconsiderar sus conclusiones. La FTA solicita que las partes involucradas en la Queja proporcionen esta información adicional dentro de 60 días de la fecha de la carta de conclusión. La Oficina de Derechos Civiles de la FTA responderá a una apelación, ya sea mediante la emisión de una carta de revisión de la resolución o conclusión a la parte apelante, o informando a la parte apelante de que la carta original de la resolución o conclusión sigue en vigor.

Artículo VII

Deficiencias con el Cumplimiento del Título VI

- §6.1.701** Revisiones de Cumplimiento serán llevadas a cabo periódicamente por la FTA, como parte de su responsabilidad continua en virtud a su autoridad bajo el estatuto 49 CFR §21.11(a).
- §6.1.702** Si la FTA determina que METRO está incumpliendo con el Título VI, le enviará una *Carta de Conclusión* que describa las determinaciones de la FTA y solicitando que METRO tome voluntariamente la/s acción/acciones correctiva/s, las cuales la FTA considere necesarias y apropiadas.
- §6.1.703** METRO presentará un plan de medidas correctivas que incluya una lista de acciones correctivas planeadas y, de ser necesario, las razones suficientes y justificadas para

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que la FTA reconsidere cualquiera de sus conclusiones o recomendaciones en un plazo de 30 días de recibida la *Carta de Conclusión* de la FTA.

Artículo VIII

Administración

- §6.1.801** METRO integrará las disposiciones dentro de su Programa de Título VI en todos sus programas, actividades y servicios brindados por el servicio de Ruta Fija y de Paratransporte de METRO y las instalaciones de METRO.
- §6.1.802** METRO integrará el Programa del Título VI a su Código Administrativo.

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ANEXO A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



DECLARACIÓN DE POLÍTICA DEL TÍTULO VI/ NO DISCRIMINACION

El Distrito de Transporte Metropolitano de Santa Cruz (METRO) está comprometido con proporcionar transporte público en un ambiente libre de discriminación con base en la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. METRO opera sus programas, actividades y servicios sin consideración alguna de la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

Como beneficiario de fondos de la Administración Federal de Tránsito, METRO se asegurará de que sus programas, políticas y actividades cumplan con el Título VI de la Ley de Derechos Civiles de 1964, en su versión enmendada, y con las regulaciones del Departamento de Transporte.

Cualquier persona que considere que él/ella, ha sido objeto de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género, con respecto a los programas, actividades, servicios u otros beneficios relacionados con el transporte de METRO, puede presentar una queja del Título VI. Las quejas deben ser presentadas por escrito y firmadas por el demandante, o su representante, y debe incluir el nombre, la dirección y número telefónico del demandante u otro medio por el cual pueda ser contactado el demandante. Los formularios de quejas están disponibles en la Administración de Santa Cruz METRO en, 110 Vernon St., Santa Cruz, 831-426-6080; Servicio al Cliente, 920 Pacific Avenue (Estación Pacific); y en línea en www.scmttd.com. Se les anima a los clientes a que presenten las Quejas tan pronto como sea posible y llamen al Asistente Ejecutivo al (831) 426-6080 para recibir asistencia.

Para solicitar información adicional sobre las obligaciones de no discriminación de METRO o para presentar una Queja del Título VI, por favor envíe su solicitud o queja por escrito al:

Distrito de Transporte Metropolitano de Santa Cruz

Atención: Ejecutivo Principal de Operaciones

110 Vernon Street

Santa Cruz, CA 95060

Las Quejas del Título VI de la Administración Federal de Tránsito pueden ser presentadas directamente al:

Oficina de Derechos Civiles de la Administración Federal de Tránsito

Atención: Equipo de Quejas East Building, 5th Floor - TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

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ANEXO B

Distrito de Transporte Metropolitano de Santa Cruz

FORMULARIO DE QUEJA DE DISCRIMINACIÓN DEL TÍTULO VI 110 Vernon Street, Santa Cruz, CA 95060

Nombre del Demandante o Representante Autorizado _____

Dirección: _____

Ciudad/Estado/C.P.: _____

Teléfono: _____ correo electrónico: _____

Fecha/Hora de Violación: _____ Fecha de la Queja: _____

Lugar de Violación: _____

Número de Autobús: _____ Ruta del Autobús: _____

Favor de indicar la discriminación de esta queja por cualquiera de los siguientes motivos, los cuales están prohibidos por el Título VI de la Ley de Derechos Civiles de 1964:

Raza Color Origen Nacional

Favor de indicar la discriminación de esta queja por cualquiera de los siguientes motivos, los cuales están prohibidos por Santa Cruz METRO:

Edad Sexo Orientación Sexual Identidad de Género

Favor de proporcionar el/los nombre/s de los Directores, empleados y/o agentes de METRO quienes presuntamente discriminaron contra usted, incluyendo su puesto laboral (si lo sabe):

Identifique que servicio, programa o actividad de METRO (por ejemplo: servicio de ruta fija ParaCruz, etc.) dio lugar a la discriminación en su contra:

Identifique a las personas que cuenten con información relevante a la violación con nombre, dirección y teléfono:

Explique tan claro como sea posible qué sucedió, cómo siente que fue discriminado y quién estuvo involucrado. Describa cómo fue tratado de manera diferente:*

Firma del Demandante: _____ Fecha: _____

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1033

Computer Title: System Standards

Effective Date: January 25, 2013

Pages: 7

TITLE: SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Procedure History

NEW POLICY

SUMMARY OF POLICY

APPROVED

January 25, 2013

New Regulation



I. POLICY

- 1.01 It is the policy of the Santa Cruz METRO, as a recipient of Federal Transit Administration (FTA) funds, that it shall comply with Title VI of the Civil Rights Act of 1964 which provides that, "No person in the United States shall on the ground of race, color or national origin be excluded from participation or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."
- 1.02 Santa Cruz METRO ensures that the level and quality of its public transportation service are provided in a nondiscriminatory manner. Santa Cruz METRO promotes full and fair participation in public transportation decision-making without regard to race, color or national origin. Additionally, Santa Cruz METRO ensures meaningful access to transit-related programs and activities by persons with limited English proficiency (LEP).
- 1.03 Santa Cruz METRO shall not utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color or national origin. Santa Cruz METRO will implement these System-Wide Service Standards and Policies to ensure that service design and operation does not result in discrimination on the basis of race, color or national origin.
- 1.04 Santa Cruz METRO's service standards and policies address how service and amenities are distributed throughout the transit system. Santa Cruz METRO created these service standards and policies to prevent discrimination in the routing, scheduling and quality of transportation service provided throughout its service area. Santa Cruz METRO ensures that the manner of distribution of its transit services affords all users equal access to these assets.
- 1.05 It is the policy of Santa Cruz METRO that the location of routes, level of service, quality and age of its vehicles and quality of transit amenities serving different area may not be determined on the basis of race, color or national origin.

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II. APPLICABILITY

- 2.01 This policy and the system-wide service standards and service policies set forth herein apply to Santa Cruz METRO's employees in the creation of its transit service according to standards for the location of routes, headway between buses, passenger loads and on-time performance, and policies for assigning buses and installing transit amenities.

III. DEFINITIONS

- 3.01 **CNG:** Compressed natural gas.
- 3.02 **Highway 17 Express:** A regional route which provides service between Santa Cruz County and Santa Clara County along SR-17.
- 3.03 **Intercity:** The primary trunk lines with better than hourly service on arterial roads linking transit centers or significant activity centers (Santa Cruz, Watsonville, Scotts Valley). An intercity route tends to have high frequency and a long span of service
- 3.04 **Local:** An urban route which connects residential areas or major trip generators with transit centers
- 3.05 **National Origin:** The particular nation in which a person was born, or where the person's parents or ancestors were born.
- 3.06 **Non-peak:** The times of a given day with lower travel demand.
- 3.07 **On-Time Performance:** A measure of transit runs completed as scheduled.
- 3.08 **Peak:** The highest level of daily travel demand generally between the hours of 7am – 9am and between the hours of 2pm – 7pm.
- 3.09 **Program or Activity:** A facet of service provided by Santa Cruz METRO.
- 3.10 **Race:** A group of people united or classified together on the basis of common history, nationality or geographic distribution.
- 3.11 **Recipient:** A transit agency or transportation agency that receives federal financial assistance from the Federal Transit Administration. The term includes subrecipients of a designated recipient.
- 3.12 **Rural:** A transit route that provides service to rural areas beyond the urbanized area boundaries within Santa Cruz County. A rural route which provides the only transportation available to the transit dependent is lifeline service. A rural route tends to have low frequency and a short span of service
- 3.13 **Service Area:** The geographic area in which Santa Cruz METRO operates public transit services.
- 3.14 **Service Availability:** A general measure of a person's access to public transit within Santa Cruz County.

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- 3.15 **Service Standard/Policy:** An established service performance measure or policy used by Santa Cruz METRO to plan or distribute services and amenities within its service area.
- 3.16 **Transit Amenities:** Items of comfort, convenience and safety that are available to the general riding public. Examples include bus stop signs, benches, shelters, trashcans and lighting.
- 3.17 **UCSC Routes:** A route serving the University of California Santa Cruz campus. Some UCSC routes operate only during the UCSC school term and are not in service during the summer months. The UCSC routes tend to have the greatest frequency and the longest span of service in Santa Cruz METRO's route categories.
- 3.18 **Vehicle Headway Standard:** The amount of time scheduled between two transit vehicles traveling in the same direction along the same street. A shorter headway corresponds to a higher level of service. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. Headway standards can impact vehicle load.
- 3.19 **Vehicle Load Standard:** Expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus a vehicle load of 1.5 means all seats are filled and there are 20 standees. The intent of monitoring vehicle load standard is to provide commensurate safety, comfort and service levels throughout the system.

IV. SERVICE STANDARDS

FTA requires all fixed route transit providers to develop quantitative standards for the following indicators: Vehicle Load, Vehicle Headway, On-Time Performance and Service Availability.

- 4.01 **Vehicle Load Standard.** Santa Cruz METRO's Vehicle Load Standard is based upon the factors listed below. The average of all loads on a route should not exceed the load factors shown below.

Load Factors

Vehicle Type	Seated	Standing	Total	Load Factor
25' Mini Bus	19	9	28	1.5
40' Low Floor Bus	39	19	58	1.5
35' Bus	30	15	45	1.5
40' Highway 17 Bus*	36-43	12	48-55	1.2-1.3

Note: The last trip of the night on any given route may have a higher load factor in the effort not to leave passengers stranded.

* Santa Cruz METRO operates a number of different 40' Highway 17 coaches which have different seating capacities

Exhibit A

If a route exceeds these standards, it will be monitored. In the event that an overload is documented on fifteen (15) days, over a six-month period, corrective action shall be considered to achieve a balanced vehicle load within the acceptable limits of these standards but dependent on the financial capability of Santa Cruz METRO.

4.02 **Vehicle Headway Standard:** Santa Cruz METRO strives to strike a balance between headways and span of service. Santa Cruz METRO uses the following five route categories to delineate different service characteristics and establishes different vehicle headway standards as shown in the table below to meet the trip characteristics in each category.

- a. **Rural:** Routes that serve sparsely populated unincorporated areas, although the routes may start within an incorporated city.
- b. **Intercity:** Routes that travel between incorporated cities and may travel through rural areas and/or unincorporated areas.
- c. **Local:** Routes that travel within and/or around an incorporated city.
- d. **UCSC:** Routes which enter the University of California Santa Cruz campus during the school term.
- e. **Highway 17 Express:** A single, intercounty commuter express route with limited stops between Santa Cruz and San Jose.

Headway Standard

Routes	Weekday Peak	Weekday Base	Weekday Night	Weekend
Rural	30	60	90	30
Intercity	15	30	60	60
Local	60	60	60	60
UCSC	10	30	30	30
Highway 17 Express	20	60	60	60

Note: Peak hours are 7:00am - 9:00am and 2:00pm - 7:00pm.
Night service hours are 8:00pm - 12:00am. Not all routes in a route group will operate at all times of a day

Monitoring will be done prior to the beginning of each bid. Vehicle headways will be improved first on routes that exceed the load factor standard.

4.03 **On-Time Performance Standard:** The Santa Cruz METRO has a 72% on-time performance standard.

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- a. Santa Cruz METRO buses are considered on time if the actual departure is no earlier than zero seconds before and no later than five minutes after the scheduled departure time.
- b. Santa Cruz METRO buses are considered on time if the actual arrival is within five minutes of the scheduled arrival time.

Currently, Santa Cruz METRO does not have the technology or staffing to regularly track on-time performance. Santa Cruz METRO will collect on-time performance data twice a year using a point check with surveyors stationed at the three major transit centers (Santa Cruz, Capitola Mall and Watsonville) to record arrivals and departures. This policy is in place until Santa Cruz METRO is able to implement an Automatic Vehicle Locator system.

- 4.04 **Service Availability.** The Santa Cruz METRO Service Availability Standard considers the range of geographic variability within the service area.

Santa Cruz METRO serves the County of Santa Cruz, which encompasses 445.2 square miles with an average density of 589 persons per square mile and a total population of 262,382. Urban development in the county lies primarily within the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville which serve as the predominant employment and residential centers in the service area. Numerous unincorporated places within the County separated by extensive rural areas lend for a generally low-density service area with medium densities within the incorporated cities. In addition, Santa Cruz METRO serves a non-urban university campus of approximately 20,000 students and staff which require a high level of transit service due to travel restrictions, even though the vast campus does not approach urban densities.

In consideration of the varied service area geography, Santa Cruz METRO will implement a service availability standard such that:

- a. Ninety percent (90%) of all residents living within the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville are within a ½ mile of a bus stop.
- b. Ninety percent (90%) of all residents of Santa Cruz County are within 1 mile of a bus stop.

V. SERVICE POLICIES

FTA requires all fixed route transit providers to develop policies to ensure that the assignment of buses and distribution of transit amenities do not result in discrimination. Service policies do not have a quantitative threshold; rather, they govern how service is implemented.

- 5.01 **Vehicle Assignment.** Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout Santa Cruz METRO's service area.

- a. Santa Cruz METRO assigns buses to vehicle tasks and blocks based on the following criteria:

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1. Ridership/vehicle capacity;
 2. Whether the bus is being operated during peak periods;
 3. Whether there are topographical or geographical limitations that would prohibit a specific bus from being operated in that area;
 4. Availability.
- b. Santa Cruz METRO assigns suburban style buses with overhead bins to the Highway 17 Express.
- 5.02 **Transit Amenities**. Implementation of the following transit amenities will occur at bus stops and transit centers based on the objective criteria cited below:
- a. **Signs:** Bus stop information signs shall be installed at all Santa Cruz METRO bus stops. To promote accessibility and readability, the signs shall be located at a minimum of two (2) feet from the curb face; with the top of the information sign positioned no more than seven (7) feet from ground level.
 - b. **Benches/Shelters:**
 1. Proximity to hospitals, schools, senior centers, shopping centers, medical centers, transit transfer centers, and transit centers;
 2. Frequency of service (shorter headways, no bench; longer headways, benches);
 3. Adjacent land use compatibility (e.g. apartment complexes, senior and/or disabled communities/housing);
 4. Availability of space to construct shelters and waiting areas is required. The location must accommodate a concrete pad and is required to set back two feet from the roadway. The bench/shelter must not block the view of vehicular traffic and site must comply with all federal, state and local legal requirements;
 5. Passenger/Public requests;
 6. Existing bench or shelter locations will be considered for equity in distribution within the service area.
 - c. **Bike racks:** Bike racks will be installed at all transit center locations. Bike racks will be installed in bus stops located in major shopping centers.
 - d. **Trash Cans:** Santa Cruz METRO provides trash cans at all urban and inner city bus stops and upon request in interconnecting and rural routes.
 - e. **Lighting:** All new sheltered bus stops will receive solar lighting.
- 5.03 **Replacement of Existing Amenities**. Existing bus stops with vandalized, defective or damaged bus shelters or benches will receive priority for a new and/or repaired to a state of good repair bus shelter or bench.

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VI. REQUESTS FOR NEW SERVICE

- 6.01 Requests for new bus service received from a resident when the request is supported by community organizations, a majority of the residents, and/or political representatives of the community will be considered and evaluated.

VII. USE OF SERVICE STANDARDS

- 7.01 These system-wide service standards will be used by Santa Cruz METRO's Planning Department and Operations Department to ensure that service is distributed across the system in a nondiscriminatory manner which affords users equal access to public transit assets.
- 7.02 Santa Cruz METRO's Planning Department and Operations Department are responsible for monitoring Santa Cruz METRO's service standards and notifying the Board of Directors if changes are necessary.

VIII. ADMINISTRATION OF REGULATION

- 8.01 The Operations Manager is responsible to administer and enforce this policy within the respective department.
- 8.02 This policy will be updated as needed as determined by the Operations Manager or the General Manager.
- 8.03 Santa Cruz METRO will integrate these System-Wide Service Standards and Policies into its Administrative Regulations and procedures.

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Número de Reglamento: AR-1033
Título de Computadora Normas del Sistema
Fecha Efectiva: 25 de enero de 2013
Páginas: 8

TÍTULO: NORMAS Y POLÍTICAS DE SERVICIO DE TODO EL SISTEMA

Historia de Procedimiento

NUEVA POLÍTICA	RESUMEN DE LA POLÍTICA	APROBADO
25 de enero, 2013	Nuevo Reglamento	

I. POLÍTICA

- 1.01 Es la política del Santa Cruz METRO, como recipiente de fondos de la Administración Federal de Tránsito (FTA), que deberá cumplir con el Título VI de la Acta de Derechos Civiles de 1964, que establece que: "Ninguna persona en los Estados Unidos será, por motivos de raza, color u origen nacional, excluida de participar o ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera Federal. "
- 1.02 Santa Cruz METRO asegura que el nivel y la calidad de su servicio de transporte público se proporciona de manera no discriminatoria. Santa Cruz METRO promueve la participación plena y justa en el transporte público de tomar de decisiones, sin distinción de raza, color u origen nacional. Además, Santa Cruz METRO asegura acceso significativo a los programas relacionados con el tránsito y las actividades de las personas con Dominio Limitado del Inglés (LEP).
- 1.03 Santa Cruz METRO no utilizará los criterios o métodos de administración que tienen el efecto de someter a las personas a la discriminación por motivos de raza, color u origen nacional. Santa Cruz METRO aplicará estas Normas y Políticas de Servicio de Todo el Sistema para asegurar que el diseño de servicios y la operación no dé lugar a la discriminación por motivos de raza, color u origen nacional.
- 1.04 Normas y políticas de servicio del Santa Cruz METRO dirigen como el servicio y las instalaciones están distribuidas en todo el sistema de tránsito. Santa Cruz METRO creó estas normas y políticas de servicio para evitar la discriminación en el enrutamiento, la programación y la calidad del servicio de transporte proporcionado a través de su área de servicio. Santa Cruz METRO asegura que la forma de distribución de sus servicios de transporte brinda a todos los usuarios el mismo acceso a estos bienes.

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- 1.05 Es la política del Santa Cruz METRO que la ubicación de las rutas, nivel de servicio, calidad y edad de sus vehículos y la calidad de los servicios de tránsito que sirven áreas diferentes no puede determinarse sobre la base de raza, color u origen nacional.

II. APLICABILIDAD

- 2.01 Esta política y las normas de servicio de todo el sistema y las políticas de servicios establecidas en este documento se aplican a los empleados del Santa Cruz METRO en la creación de su servicio de transporte de acuerdo con las normas para la ubicación de las rutas, progreso entre los autobuses, cargas de pasajeros y el rendimiento a tiempo, y las políticas para la asignación de los autobuses y la instalación de los servicios de tránsito.

III. DEFINICIONES

- 3.01 **CNG:** Gas Natural Comprimido
- 3.02 **Highway 17 Express:** Una ruta regional que da servicio entre el Condado de Santa Cruz y el Condado de Santa Clara a lo largo de la ruta estatal SR-17.
- 3.03 **Interurbanos:** Las líneas troncales primarias con mejor servicio cada hora en las carreteras principales que unen los centros de tránsito o los centros importantes de actividad (Santa Cruz, Watsonville, Scotts Valley). Una ruta interurbana tiende a tener alta frecuencia y un largo período de servicio
- 3.04 **Local:** Una ruta urbana que conecta las zonas residenciales o generadores de viaje principales con los centros de tránsito
- 3.05 **Origen Nacional:** La nación particular en que nació una persona, o donde nacieron los padres o antepasados de la persona.
- 3.06 **No Pico:** Las horas de cualquier día con la demanda de viajes más baja.
- 3.07 **Rendimiento de Puntualidad:** Una medida de corridas de tránsito que se completan como programadas.
- 3.08 **Pico:** El nivel más alto de la demanda de viajes al día generalmente entre las horas de 7am-9a.m. y entre las horas de 2pm - 7pm.
- 3.09 **Programa o Actividad:** Una faceta del servicio proporcionado por Santa Cruz METRO.
- 3.10 **Raza:** Un grupo de personas unidas o clasificadas juntas sobre la base de la historia común, la nacionalidad o la distribución geográfica.
- 3.11 **Recipiente:** Una agencia de transporte o agencia de transporte que recibe asistencia financiera federal de la Administración Federal de Tránsito. El término incluye a los beneficiarios secundarios de un beneficiario designado.
- 3.12 **Rural:** Una ruta de tránsito que da servicio a las zonas rurales más allá de los límites de las áreas urbanizadas dentro del Condado de Santa Cruz. Una ruta rural que ofrece el único medio de transporte disponible para los dependientes de tránsito es un servicio de línea de vida. Una ruta rural tiende a tener baja frecuencia y un corto periodo de servicio

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- 3.13 **Área de servicio:** El área geográfica en la que Santa Cruz METRO opera servicios de transporte público.
- 3.14 **Disponibilidad del servicio:** Una medida general de acceso de las personas al transporte público en el Condado de Santa Cruz.
- 3.15 **Política/Norma de Servicio:** Una medida de rendimiento del servicio establecido o la política utilizada por el Santa Cruz METRO para planear o distribuir servicios y amenidades dentro de su área de servicio.
- 3.16 **Servicios de Tránsito:** Los artículos de comodidad, conveniencia y seguridad que están disponibles para el público viajero en general. Los ejemplos incluyen las señales de paradas de autobús, bancas, marquesinas, basureros e iluminación.
- 3.17 **Rutas UCSC:** Una ruta sirviendo al campus de la Universidad de California Santa Cruz. Algunas rutas UCSC operan solamente durante el período escolar UCSC y no están en servicio durante los meses de verano. Las rutas UCSC tienden a tener la mayor frecuencia y la distancia más larga de servicio en categorías de rutas del Santa Cruz METRO.
- 3.18 **Norma de Avance de Vehículo:** La cantidad de tiempo programado entre dos vehículos de tránsito que viajan en la misma dirección a lo largo de la misma calle. Un avance más corto corresponde a un nivel más alto de servicio. Avanzar vehículo es un componente de la cantidad de tiempo de viaje gastado por un pasajero para llegar a su destino. Normas de Avance pueden afectar la carga del vehículo.
- 3.19 **Norma de Carga de Vehículo:** Expresada como la relación de los pasajeros y el número total de asientos en el vehículo. Por ejemplo, en un autobús de 40-asientos, la carga de un vehículo de 1.5 significa que todos los asientos están ocupados y hay 20 pasajeros de pie. La intención de la norma de carga de vehículo es para proporcionar niveles de seguridad adecuados, confort y servicio en todo el sistema.

IV. NORMAS DE SERVICIO

FTA requiere que todos los proveedores de transporte de ruta fija desarrollen normas cuantitativas para los siguientes indicadores: carga del vehículo, avances del vehículo, rendimiento de puntualidad y disponibilidad de servicios.

- 4.01 **Norma de Carga de Vehículo.** La Norma de Carga de Vehículos del Santa Cruz METRO se basa en los factores que se enumeran a continuación. El promedio de todas las cargas en una ruta no debe superar los factores de carga que se muestra a continuación.

Factores de Carga

Tipo de Vehículo	Sentado	Parado	Total	Factor de Carga
25' Mini Autobús	19	9	28	1.5
40' Autobús de Piso Bajo	39	19	58	1.5

Exhibit A

35' Autobus	30	15	45	1.5
40' Autobús Highway 17*	36-43	12	48-55	1.2-1.3

Nota: El último viaje de la noche en cualquier ruta puede tener un factor de carga mayor en el esfuerzo de no dejar a los pasajeros varados.

* Santa Cruz METRO cuenta con un número de diferentes autobuses del Highway 17 de 40' que tienen diferentes capacidades de asientos

Si una ruta excede las normas mencionadas, será objeto de seguimiento. En el caso de que una sobrecarga está documentada en quince (15) días, durante un período de seis meses, la acción correctiva se considerará para lograr una carga de vehículo equilibrada dentro de los límites aceptables de estas normas, pero depende de la capacidad financiera de Santa Cruz METRO .

4.02 **Normas de Avance de Vehículo:** Santa Cruz METRO se esfuerza por lograr un equilibrio entre avances y palmos de servicio. Santa Cruz METRO utiliza las siguientes cinco categorías de ruta para delinear las diferentes características de servicio y establece las diferentes normas de avance de vehículo como se muestra en la tabla siguiente para cumplir con las características de actuación de cada categoría.

- a. **Rural:** Rutas que sirven áreas poco pobladas y no incorporadas, aunque las rutas pueden empezar dentro de una ciudad incorporada.
- b. **Interurbano:** Las rutas que viajan entre ciudades incorporadas y pueden viajar a través de zonas rurales y / o áreas no incorporadas.
- c. **Local:** Las rutas que viajan dentro y / o alrededor de una ciudad incorporada.
- d. **UCSC:** Las rutas que entran en la Universidad de California en Santa Cruz durante el término escolar.
- e. **Highway 17 Express:** Una sola ruta expresa entre condados con paradas limitadas entre Santa Cruz y San José.

Norma de Avance

Rutas	Pico Día entre Semana	Base Día entre Semana	Noche Fin de Semana	Fin de Semana
Rural	30	60	90	30
Interurbano	15	30	60	60
Local	60	60	60	60
UCSC	10	30	30	30
Highway 17 Express	20	60	60	60

Exhibit A

Nota: Las horas pico son 7a.m.-9 a.m. y 2:00 pm - 7:00 pm. Horas de servicio nocturno son de 8:00 pm - 12:00 am. No todas las rutas en un grupo de ruta se operan durante todo el día.

El seguimiento se realizará antes del comienzo de cada oferta. Avances de vehículos serán mejorados primero en las rutas que exceden el factor de normas de carga.

4.03 **Norma de Rendimiento de Puntualidad:** El Santa Cruz METRO tiene un estándar de 72% de rendimiento de puntualidad.

- a. Autobuses del Santa Cruz METRO se consideran a tiempo si la salida real es no antes de cero segundos y no más tarde de cinco minutos después de la hora de salida programada.
- b. Autobuses del Santa Cruz METRO se consideran a tiempo si la llegada real está durante cinco minutos de la hora de llegada prevista.

Actualmente, Santa Cruz METRO no tiene la tecnología ni el personal para hacer un seguimiento con regularidad de rendimientos de puntualidad. Santa Cruz METRO recogerá los datos de rendimiento de puntualidad dos veces al año usando un punto de control con inspectores destacados en los tres principales centros de tránsito (Santa Cruz, Capitola Mall y Watsonville) para registrar las entradas y salidas. Esta política está en su lugar hasta que Santa Cruz METRO sea capaz de implementar un Sistema Automático de Localizador de Vehículos.

4.04 **Disponibilidad del servicio.** La Norma de Disponibilidad de Servicio del Santa Cruz METRO considera el alcance de variabilidad geográfica dentro del área de servicio.

Santa Cruz METRO sirve el condado de Santa Cruz, que abarca 445.2 millas cuadradas con una densidad media de 589 habitantes por milla cuadrada y una población total de 262,382. El desarrollo urbano en el condado se encuentra principalmente dentro de las ciudades incorporadas de Capitola, Santa Cruz, Scotts Valley y Watsonville que sirven como las áreas de empleo y centros residenciales predominantes en el área de servicio. Numerosos lugares no incorporados dentro del Condado son separados por amplias zonas rurales para prestar un área de servicio en general de baja densidad con densidades medias dentro de las ciudades incorporadas. Además, Santa Cruz METRO sirve un campus universitario no urbano de aproximadamente 20,000 estudiantes y personal que requieren un alto nivel de servicio de tránsito debido a las restricciones de viaje, a pesar de que el enorme campus no se acerca a la densidad urbana.

En consideración de la geografía de área de servicio variado, Santa Cruz METRO implementará una norma de disponibilidad de servicio de tal manera que:

- a. El noventa por ciento (90%) de todos los residentes que viven dentro de las ciudades incorporadas de Santa Cruz, Santa Cruz, Scotts Valley y Watsonville se encuentran a media milla de una parada de autobús.
- b. El noventa por ciento (90%) de todos los residentes del Condado de Santa Cruz están a 1 milla de una parada de autobús.

Exhibit A

V. SERVICE POLICIES

FTA requiere que todos los proveedores de transporte de ruta fija desarrollen políticas para asegurar que la asignación de buses y la distribución de los servicios de tránsito no den lugar a la discriminación. Políticas de servicio no tienen un umbral cuantitativo, sino que gobiernan cómo el servicio del Santa Cruz METRO se lleva a cabo.

5.01 **Asignación de vehículos.** Asignación de vehículos se refiere al proceso por el cual los vehículos de transporte se ponen en servicio en las rutas a través del área de servicio

a. Santa Cruz METRO asigna autobuses para tareas de vehículos y bloques basado en los siguientes criterios:

1. El número de pasajeros / capacidad de vehículo;
2. Si el autobús está en funcionamiento durante las horas pico;
3. Si existen limitaciones topográficas o geográficas que prohíben a un autobús específico de ser operado en esa zona;
4. Disponibilidad

b. Santa Cruz METRO asigna autobuses estilo suburbano con compartimentos superiores al Highway 17 Express.

5.02 **Servicios de Tránsito.** Implementación de los servicios de tránsito siguientes ocurrirán en las paradas de autobuses y centros de tránsito en base a los criterios objetivos citados a continuación:

a. **Signos:** Los signos informativos de paradas se instalarán en todas las paradas de autobuses del Santa Cruz METRO. Para promover la accesibilidad y legibilidad, los signos, se colocarán en un mínimo de dos (2) pies del bordillo, con la parte superior del cartel informativo colocado no más de siete (7) metros desde el nivel del suelo.

b. **Bancas / Marquesinas:**

1. Proximidad a hospitales, escuelas, centros de ancianos, centros comerciales, centros médicos, centros de transferencia de tránsito y centros de tránsito;
2. Frecuencia del servicio (avances cortos, no hay bancas, avances largos, bancas);
3. Compatibilidad de uso de tierra adyacente (por ejemplo, complejos de apartamentos, viviendas de comunidades mayores y / o discapacitados);
4. Disponibilidad de espacio para construcción de marquesinas y áreas de espera es necesario. La localidad debe acomodar una base de concreto y es necesario retrasarla dos pies de la carretera. La banca / marquesina no deben bloquear la vista del tráfico vehicular y el sitio debe cumplir con todos los requisitos federales, estatales y locales legales;
5. Pasajeros / solicitudes públicas;

Exhibit A

6. Los actuales ubicaciones de bancas o marquesinas serán consideradas para la equidad en la distribución dentro del área de servicio.
 - c. **Bastidores de bicicletas:** Los portabicicletas se instalarán en todas las ubicaciones de los centros de tránsito. Bastidores de bicicletas se instalarán en las paradas de autobús ubicadas en centros comerciales importantes.
 - d. **Basureros:** Santa Cruz METRO ofrece basureros en todas las paradas de autobuses urbanos e interior de la ciudad y bajo petición en las rutas rurales interconexiónadas.
 - e. **Iluminación:** Todas las nuevas paradas de autobús protegidas recibirán iluminación solar.
- 5.03 **Sustitución de Servicios Existentes.** Paradas de autobús existentes con vandalismo, marquesinas o bancas defectuosas o dañadas tendrán prioridad para un nuevo y / o reparado a un estado de buen reparo de marquesinas de autobús y bancas.

VI. SOLICITUDES DE NUEVO SERVICIO

- 6.01 Las solicitudes de nuevo servicio de autobús recibido de un residente, cuando la solicitud esté apoyada por organizaciones de la comunidad, la mayoría de los residentes, y / o representantes políticos de la comunidad serán considerados y evaluados.

VII. UTILIZACIÓN DE LAS NORMAS DE SERVICIO

- 7.01 Estas normas de servicio de todo el sistema serán utilizados por el Departamento de Planificación y de Operaciones del Santa Cruz METRO para garantizar que el servicio se distribuya a través del sistema de una manera no discriminatoria, que ofrezca a los usuarios acceso igual a los bienes de transporte público.
- 7.02 El Departamento de Planificación y Operaciones del Santa Cruz METRO es responsable de supervisar las normas de servicio del Santa Cruz METRO e informar a la Junta Directiva si los cambios son necesarios.

VIII. ADMINISTRACIÓN DEL REGLAMENTO

- 8.01 El Gerente de Operaciones es responsable de administrar y aplicar dicha política en el departamento respectivo
- 8.02 Esta política se actualizará cuando sea necesario según lo determine el Gerente de Operaciones o el Gerente General.
- 8.03 Santa Cruz METRO integrará estas normas y políticas de servicio de todo el sistema en su Reglamento y Procedimientos Administrativos.

Exhibit A



Public Participation Plan

The Santa Cruz Metropolitan Transit District (METRO) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In May 2015, the METRO Board of Directors adopted "Notice Requirements and Procedures for Public Hearings and Public Comments on Ordinances and Resolutions by the Board of Directors" (Public Hearing Requirements), which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the rules identified in the Public Hearing Requirements to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise meetings and hearings in English and Spanish, and provide notice of the availability of language assistance. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

Engaging Minority Populations

METRO engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its Language Assistance Plan to do so, and as set forth in METRO's "*Language Assistance Plan for Limited English Proficient (LEP) Persons – Four Factor Analysis*". At a minimum, METRO translates all public hearing information and notices into Spanish, and provides copies in the *Headways Magazine*, on METRO's website, and at the two Transit Centers in downtown Santa Cruz and in Watsonville. Notices are posted in English and Spanish onboard all METRO buses. These notices are also available throughout METRO's service area and in local newspapers.

Following our recent assessment to identify concentrations of LEP persons in our service area, Santa Cruz METRO now has a second language, which is within the Safe Harbor threshold. According to the 2016-2020 American Community Survey (ACS), there are 1,257 Chinese-

Exhibit A



speakers (including Mandarin and Cantonese) who speak English “*less than very well*”. Santa Cruz METRO is required to provide written translation of its vital documents into all of its Safe Harbor languages. According to FTA Circular 4702.1B Chp. III-9, Vital written documents include, but are not limited to: (1) Title VI Notice of Rights and Complaint Forms and procedures; (2) Notices of proposed and approved fare and service changes; (3) Notices advising LEP individuals of free language assistance services. Santa Cruz METRO plans to implement these written language changes, as noted in the Updated *Language Assistance Plan for Limited English Proficient (LEP) Persons*.

Exhibit A

Public Outreach and Involvement Activities: 2019-2022

Date of Activity	Activity	Low-Income/ Minority / LEP Population
<p>MAC Meetings shall be held not more than once each calendar quarter (March, July, Sept. & Dec). on the third Wednesday of the assigned month. Meetings are held at 110 Vernon Street, Santa Cruz CA 95060</p>	<p><u>METRO Advisory Committee Meetings:</u> The METRO Advisory Committee (MAC) provides recommendations to Santa Cruz METRO’s Board of Directors on matters of Santa Cruz METRO policy and operations referred to the Committee by the Board or Secretary/General Manager and to perform such additional duties as assigned by the Board. The Committee may also address issues which members or the public raise with respect to the quantity and quality of services provided by Santa Cruz METRO.</p> <p>*Due to the COVID-19 Pandemic, beginning in June 2020, these meetings have gone from in-person meetings to virtual. These meetings are open to the public and the meeting Notices & Agendas are posted on METRO’s website: https://www.scmted.com/en/agency-info/mac/mac-meeting</p>	
<p>E&D TAC Meetings are generally held at 1:30pm on the 2nd Tuesday of even numbered months (i.e., Feb, April, June, Aug, Oct, Dec.).</p>	<p><u>Elderly and Disabled Transportation Advisory Committee (E&D TAC):</u> A Santa Cruz METRO staff member represents the agency on E&D TAC, which advises the Regional Transportation Commission (RTC) and other transportation agencies on the network of specialized transportation services for seniors and people with disabilities in Santa Cruz County as well as about the transportation needs of these members of our community.</p> <p>In addition, the E&D TAC serves as the local Social Services Transportation Advisory Council (SSTAC), a state-required entity that seeks input - from transit-dependent and transit disadvantaged persons, including seniors, people with disabilities, low income persons, and youth -regarding transit needs in Santa Cruz County. These meetings are open to the public and the meeting Notices & Agendas are posted on the RTC website: https://sccrtc.org/meetings/elderly-disabled/agendas/</p>	
<p>Meetings are held once a month with the exception of July, when there are no meetings.</p>	<p><u>METRO’s Board of Directors’ Meetings:</u> Prior to the COVID-19 Pandemic & California’s Shelter-in-Place Order, the Board meeting location changed on a monthly basis. The meetings were held at varying locations throughout METRO’s service area (i.e., Capitola, Scotts Valley, Santa Cruz and Watsonville).</p>	<p>Low income, Minority and LEP</p>

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Public Outreach and Involvement Activities: 2019-2022

	<p>Effective in March of 2020, the Board Meetings are now held virtually on Zoom. Customers can access the monthly public meetings from their smartphones, laptops or computers by clicking on the link on the front page of the Board Agenda.</p> <p>*Customers can also sign-up to receive email notification when the Agenda is posted each month.</p> <p>http://scmted.com/en/agency-info/board/board-of-directors</p> <p>At this time, we expect to return to in-person meetings by March 2023.</p>	
8/4/20	<p>COVID-19 Prevention Measures Press Event- Metro held a press event to inform the public of the disinfecting measures that we are taking on our buses & paratransit vehicles to help protect our passengers & employees. Social media, gov delivery, press releases and Bus Ads were used to notify the public of METRO's enhanced safety measures taken due to the Pandemic.</p>	
10/29/20	<p>Watsonville Transit Center Mural Unveiling Event (Watsonville). Santa Cruz METRO & the Arts Council of Santa Cruz County unveiled the restored Mural at the Watsonville Transit Center, located at 475 Rodriguez Street.</p> <p>The public was invited to this event. Public input revealed that the majority of the public supported restoring the existing mural and adding a new section of mural. The mural tells a historical story of the culture & tradition in our local community and it will be there for generations to enjoy. The public was invited to attend this event. Flyers were posted in English & Spanish on METRO's website, at transit centers and in local newspapers. Spanish-speaking translators were at the event. In addition, some speakers at the event spoke Spanish.</p>	Low income, Minority and LEP
November 2020	<p><u>Splash Pass App Launch:</u></p> <p>Metro launched the "Splash Pass" contactless mobile ticketing app (available on Android and iOS) to make it easier & faster for our customers to get their tickets! It's cash-free and COVID-19 safe. This mobile ticketing solution allows customers to purchase fares & display tickets on their smartphone devices anytime, anywhere. Riders can purchase local & Hwy17 tickets including full price and discounted pass options (1-Ride, 15-Ride, Day, 3 Day, 7-Day and 31-Day passes) using a debit, credit card, or digital payment service. Visit www.scmted.com/apps (Spanish & English)</p> <p>Riders can also access bus schedules and routes on the app, as well as check the arrival time at a specific bus stop.</p>	LEP

Exhibit A

Public Outreach and Involvement Activities: 2019-2022

	Flyers were posted in English & Spanish on METRO’s website and at transit centers. Additional information was published in the <i>Headways Magazine</i> . Brochure was placed on fixed route buses in English & Spanish. Notices were posted on social media (English). Web banners were posted on METRO’s homepage in English & Spanish.	
7/4/21	Scotts Valley 4th of July Parade (Scotts Valley) – A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use.	
7/4/21	Watsonville Fourth of July Parade (Watsonville) - A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use. The parade was held in Watsonville, which has a high LEP population of Spanish-speakers.	Low income, Minority and LEP
8/17 – 8/19/21	Hartnell College (Salinas, CA) – Classroom presentation given to the Automotive Program and the Accounting Program by Metro Staff. This event was targeted to reach students currently enrolled in the automotive and accounting programs who might be looking for jobs within Santa Cruz County following their graduation. The student body was culturally diverse.	Low income, Minority
9/15 – 9/19/21	Santa Cruz County Fair (Watsonville) – A Santa Cruz Metro Bus and several employees attended the fair to help promote public transit use, answer transit-related questions and to inform members of the public of the current job openings at Santa Cruz Metro. Bilingual employees (Spanish-speakers) were available at the Booth each day. Flyers were posted in English & Spanish on METRO’s website and at transit centers. Brochures (English & Spanish) were also created regarding the Free Fares available to the Fair.	Low income, Minority and LEP
9/16/21	Watsonville Circulator Route - Ribbon Cutting Ceremony (Watsonville Transit Center) - On Sept. 16, 2021, Santa Cruz Metro deployed two all-electric Zero Emission buses on a new circulator route in downtown Watsonville. This service includes a FREE FARE Pilot Program to all riders for one year from its opening.	Low income, Minority and LEP

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Public Outreach and Involvement Activities: 2019-2022

	Flyers were posted in English & Spanish on METRO’s website and at transit centers. Direct Mailer was sent to Watsonville residents in English & Spanish. Press Release was posted on METRO’s website in English & Spanish.	
9/24/21	UCSC Downtown Day – On Pacific Ave. in downtown Santa Cruz. This was the first ever Downtown Day. The event was held to help welcome UCSC students back as they return to campus & downtown Santa Cruz after a period of distance learning due to the COVID-19 Pandemic.	
10/6/21	California Clean Air Day – FREE FARES on all Fixed Route Service throughout Santa Cruz County.	Low income, Minority and LEP
10/28/21	Hartnell College (Salinas, CA) – Classroom presentation given to the Automotive Program and the Accounting Program by Metro Staff. This event was targeted to reach students currently enrolled in the automotive and accounting programs who might be looking for jobs within Santa Cruz County. Recruitment opportunity for open positions.	Low income, Minority
10/29/21	Downtown Farmers’ Market (Santa Cruz) – HR Staff set up a booth at the farmers’ market to inform residents of the open job opportunities available at Metro. This was also an opportunity to receive feedback from the community. A Spanish-speaking employee attended the event.	Low income, Minority and LEP
12/11/21	Holiday “Stuff the Bus” Donation Program – Santa Cruz METRO partnered with Toys for Tots (local non-profit) to collect new, unwrapped toys for disadvantaged and low-income children Ages 0-14 years of age. The donations were collected through December 11th by Santa Cruz Metro, Toys for Tots and the Watsonville Fire Dept.	Low income, Minority and LEP
During February 2022	Direct Mailer (English/Spanish) was sent to residents in Watsonville to inform them of the NEW Watsonville Circulator Route. This new route operates a clockwise loop and a counter-clockwise loop from the Watsonville Transit Center, serving Main St., Green Valley Road, Freedom Centre, Freedom Blvd., and Lincoln Street, connecting commuters with existing local & intercity bus lines 69A, 69W, 71, 72/72W, 74S, 75, 79 and 91X.	Low income, Minority and LEP
4/7/22	Pajaro Valley Chamber of Commerce Business Expo & Job Fair at Santa Cruz County Fairgrounds (Watsonville) – HR Staff	Low income, Minority and LEP

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Public Outreach and Involvement Activities: 2019-2022

	attended this event to recruit candidates for Metro's open positions. Spanish-speaking staff attended the event.	
4/22/22	Earth Day – FREE FARES ! In support of Earth Day, Metro offered FREE FARES countywide on all fixed route, Paracruz, and Highway 17 Express services on Friday, April 22, 2022.	Low income, Minority and LEP
Throughout May 2022	Splash Pass / Dump the Pump Direct Mailer – A direct mailer (English/Spanish) was sent to residents in Santa Cruz and Watsonville.	Low income, Minority and LEP
5/16/22	Hartnell College (Salinas, CA) – Classroom presentation given to the Automotive Program and the Accounting Program by Metro Staff. This event was targeted to reach students currently enrolled in the automotive and accounting programs who might be looking for jobs within Santa Cruz County. Recruitment opportunity for open positions.	Low income, Minority
6/16/22	Dump the Pump Day – FREE FARES ! – In support of the 17 th annual national Dump the Pump Day, Metro offered free fares countywide. Residents are encouraged to park their car and ride public transit to help reduce greenhouse gas emissions and traffic congestion on our roadways.	Low income, Minority and LEP
7/3/22	Fourth of July Parade (Scotts Valley) - A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use.	
7/4/22	Fourth of July Parade (Watsonville) - A bus was decorated by Staff and driven in the parade. Several Metro employees and their children participated in the parade to promote public transit use.	Low income, Minority and LEP
9/14 – 9/18/22	Santa Cruz County Fair (Watsonville) - A Santa Cruz Metro Bus was taken to the fairgrounds and several employees were at the Metro Booth to help encourage public transit use, as well as to inform members of the public of the current job openings at Santa Cruz Metro. Bilingual employees (Spanish-speakers) were present at the booth on all days.	Low income, Minority and LEP
9/14 – 9/18/22	METRO Announces FREE FARES to the Santa Cruz County Fair (Watsonville).	Low income, Minority and LEP

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Public Outreach and Involvement Activities: 2019-2022

9/15 – 9/29/22	<p>FREE FARES the First 2 weeks of Fall Service!</p> <p>Metro offered free fares countywide on all fixed route, Paracruz and Highway 17 Express services from Sept. 15th – Sept. 29th to kick-off the start of the Fall Semester! This 2 week promotional event was held to encourage ridership & allow riders to get acquainted with the New Fall Service changes.</p>	Low income, Minority and LEP
10/5/22	<p>California Clean Air Day – FREE FARES on all Fixed Route Service throughout Santa Cruz County.</p> <p>To address community health concerns related to air quality, Metro offered free fares countywide on all fixed route, Paracruz and Highway 17 Express services on October 5th. The free fares were offered to the community to help encourage the use of public transit as a way of reducing air pollution.</p>	Low income, Minority and LEP
10/7/22	<p>UCSC Downtown Day – On Pacific Ave. in downtown Santa Cruz. This was the 2nd annual Downtown Day. The event was held to help welcome UCSC students back as they return to campus & downtown following summer break.</p>	
10/28/22	<p>Trunk-or-Treat Event (Watsonville) Santa Cruz County Fairgrounds from 3pm – 7pm.</p> <p>This is a FREE event of fun-filled Trunk-or-Treating, games, candy, decorated trunks, costumes, food vendors and more!</p>	Low income, Minority
10/28/22	<p>Trunk-or-Treat Event (Soquel) 5pm – 8pm.</p> <p>This is a FREE event of fun-filled Trunk-or-Treating, games, candy, decorated trunks, costumes, food vendors and more!</p>	Low income, Minority
2019 to Date	<p>Metro has promoted its open job opportunities with the following Organizations within the community:</p> <ul style="list-style-type: none"> • Center for Employment Training (CET) – San Jose • Center for Employment Training (CET) – Soledad • EDD Office – Capitola • Community Bridges – Watsonville • Disabledperson.com • Hartnell College • Cabrillo College • Adult School in Watsonville • Various laundromats in Santa Cruz County • Veterans’ Transition Center (Monterey County) 	Low income, Minority

SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

LANGUAGE ASSISTANCE PLAN

UPDATED IN 2022



Exhibit A



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

Introduction

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a public transit agency that provides fixed route and paratransit services throughout the County of Santa Cruz (County) and its regional area, including Capitola, Scotts Valley and Watsonville. In addition, Santa Cruz METRO runs Highway 17 Express Service from Santa Cruz Metro Center to Diridon Station in downtown San Jose. Customers arriving at Diridon Station can connect to Valley Transportation Authority (VTA) buses and light rail trains, as well as Amtrak, Caltrain and Greyhound services. The Highway 17 inter-county express service is a joint effort among VTA, Santa Cruz METRO, Capitol Corridor Joint Powers Authority (CCJPA), San Joaquin Joint Powers Authority (SJJPA) and Amtrak.

Santa Cruz METRO receives funding from the federal government, and therefore must comply with requirements under Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin by any recipient of federal financial assistance. National origin discrimination can occur when individuals with limited English proficiency (LEP) are not provided meaningful access to the information and services provided by funding recipients.

Issued in 2000, *Executive Order 13166* “Improving Access to Services for Persons with Limited English Proficiency” requires each federal agency that provides financial assistance to develop guidance for its recipients on the Title VI obligation to provide meaningful access to LEP individuals. Accordingly, in 2005, the Department of Transportation (DOT) issued its *Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons* (“DOT LEP Guidance”). Further, in 2012, the DOT’s Federal Transit Administration (FTA) released Circular 4702.1B to provide specific guidance on how recipients can comply with Title VI requirements, including the requirement to provide meaningful access to LEP persons.

In response to these requirements, Santa Cruz METRO prepared, and periodically updates, its Language Assistance Plan (LAP), with an emphasis on meeting its requirements under Title VI of the Civil Rights Act of 1964, to comply with the DOT LEP Guidance, and to ensure that no person is excluded from participation in, is denied the benefits of, or is subjected to

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discrimination under any Santa Cruz METRO program or activity on the basis of limited English proficiency.

With each update of its Language Assistance Plan, Santa Cruz METRO is better able to determine the appropriate mix of language assistance measures to allow its customers and potential customers to access public transportation services.

Four-Factor Analysis

The DOT LEP Guidance directs federal recipients to conduct a four-factor analysis, which provides information to be used to ensure LEP populations have equal access to all of the recipient's programs and activities. This analysis requires recipients to examine the needs of LEP populations, and to determine whether it is necessary to provide additional language services to improve their level of access. Santa Cruz METRO's analysis is based on the DOT LEP Guidance, utilizes several data sources, and analyzes the needs and concerns of individuals who are LEP and use, or could use, Santa Cruz METRO.

Analysis Using Four-Factor Framework:

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

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

For the first step of the four factor needs assessment, the individuals who would be considered LEP are defined as those persons who reported to the U.S. Census Bureau that they "*Speak English less than very well.*"

In sum, Factor 1 analysis, research and field work reveal that:

- Whites and Latinos who combine to make up nearly 89% of the County's total population of 259,509 dominate the ethnic make-up of the County of Santa Cruz (Santa Cruz METRO's service area).
- Within the County, approximately 32.4% of the population speaks a language other than English, and 12% or 30,965 are individuals with LEP.¹ Of the LEP population, 87% speak Spanish or Spanish-Creole, and 4.0% speak Chinese (including Mandarin and Cantonese).²
- A large proportion of the Spanish-speaking LEP persons, approximately 16,724 people, reside within the City of Watsonville.³ Refer to Exhibit 2 for further details for each city.

¹ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

² American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

³ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

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

To put this data into context, the 2019 On-Board Transit Ridership Survey and Ride Check conducted by Moore & Associates showed that:

- The typical Santa Cruz METRO passenger: is between the ages of 18 and 44 years of age, is employed, has access to the internet, lives with at least one other person and has access to a vehicle.
- The largest percentage of Santa Cruz METRO’s passengers are those in the 18 to 24 age group (38.7%) and the second largest group of passengers are in the 25 to 44 age group (32.3%). This means that 74.2 percent of Santa Cruz METRO’s passengers are younger than 45 years of age.
- The average passenger has a household income below \$24,000. In addition, 44 percent of passengers reported making under \$15,000 annually, and 20.7 percent reported making \$15-24,000.
- The most frequently cited reasons for riding public transit were “work” (30.8%) and “school” (30.8%).

Factor 1, Step 1: Examine prior experiences with individuals who are LEP to determine how LEP persons interact with Santa Cruz METRO

This step involves reviewing the relevant benefits, services and information provided by Santa Cruz METRO and determining the extent to which individuals who are LEP have come into contact with these functions.

Of the 259,509 residents living within Santa Cruz County, approximately 32.4% (age 5 years and over) speak a language other than English at home.⁴

Santa Cruz County’s ethnic makeup continues to be dominated by whites and Latinos, who combine to make up 89 percent of the population.⁵ The Latino population in the County has grown over the last two decades. The City of Watsonville experienced minimal growth from 2010 to 2020, increasing from 51,199 people to 52,590.⁶ The Hispanic and Latino communities account for 82.3% of the population within Watsonville according to the 2020 U.S. Census. In

⁴ U.S. Census Bureau 2016-20 American Community Survey 5-year Estimates.

⁵ 2020 U.S. Census.

⁶ 2020 U.S. Census.

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addition, approximately 76.6% of Watsonville residents reported that they speak a language other than English at home. Within Watsonville, 72.9 percent of the residents (age 5 years and over) speak Spanish at home, and of those Spanish-speakers, 47.6 percent stated they have Limited English proficiency.⁷

Santa Cruz County is home to the University of California at Santa Cruz (UCSC), which has a total student enrollment of 19,161 undergraduate and graduate students. UCSC attracts primarily students from the Central Valley, Southern California and the East Coast. According to the UCSC Institutional Research Office, the ethnic makeup of the undergraduate and graduate population is predominantly White, Asian and Latino. When polled during the 2020-21 academic year, 30.8% of the students identified themselves as White, 27.1% Asian, 24.7% Latino, 4.5% African American and 0.7% Native American. Less than 10% of the student population identified as international students from countries other than the U.S.⁸ In addition, Cabrillo College in nearby Aptos has an enrollment of 11,321 students. The majority of the student population at Cabrillo is Latino and White. 46% of the students identified as Latino/Hispanic, 43% identified as White, 3% Asian, and 5% as two or more Races.⁹

Concentrations of LEP Spanish-speaking riders use Santa Cruz METRO fixed routes 71, 75 and 69W. In addition, routes 72, 74, 79 and 69A, which either begin or end in Watsonville, have high concentrations of Spanish-speaking riders. Santa Cruz METRO's fixed-route transit operators report daily interactions with LEP persons, who are primarily Spanish-speakers. In addition to interacting with the LEP community via the transit service (fixed route and Paratransit), Santa Cruz METRO staff report they have interactions with LEP persons who call into the Customer Service Call Center and go to the Customer Service Booths with questions. Throughout 2021, Santa Cruz METRO conducted 732 paratransit eligibility assessments and, of those, 25 individuals required a Spanish/English translator.

Factor 1, Step 2: Become familiar with data from the U.S. Census to identify LEP communities and assess the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group

This step involves collecting the most recent U.S. Census data for Santa Cruz County, including the cities of Capitola, Watsonville and Scotts Valley, which are included in Santa Cruz METRO's service area. The Census data used throughout this document is 2016–2020 American Community Survey (ACS). This data is available online at <http://www.census.gov/>.

⁷ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates (Table S1601).

⁸ UCSC Institutional Research, Assessment and Policy Studies (IRAPS Dashboard) website.

⁹ <https://www.usnews.com/education/community-colleges/cabrillo-college-CC00887>

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According to the ACS data, 12% of Santa Cruz METRO’s service population is LEP. In other words, of the 259,509 people that live in Santa Cruz County, approximately 30,965 individuals speak English *less than very well* and are therefore considered LEP.

The top non-English languages spoken in households in Santa Cruz County are shown in Table 1 below.

TABLE 1: Top Languages Spoken in Santa Cruz County

Language Spoken	Estimate	Percent
Total population (5 years of age and over)	259,509	***
English only	175,436	68%
Spanish	66,868	26%
Chinese (incl. Mandarin, Cantonese)	3,324	1.3%
Other Indo-European languages	4,546	1.8%
Other Asian/Pacific Island languages	1,818	0.70%
Tagalog	1,142	0.44%

Source: ACS 2016-2020 5-year estimates.

The top non-English language spoken in the County is Spanish (26%). The highest concentration of Spanish-speakers is in Watsonville, which is located in the south part of the County and is also the home of a high rate of foreign-born residents. Thirty-six percent of Watsonville residents are foreign-born, which is higher than the foreign-born population in California as a whole, which is 26.6%.¹⁰

The second most popular non-English language spoken in the County is Chinese (1.3%). Although the ACS data does not break this group down by language spoken, data from the Santa Cruz County Strategic Plan: 2020 Census found that 807 individuals in the County speak Chinese, with 387 speaking Mandarin, and 202 speaking Cantonese. (See Exhibit 3.)

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

Santa Cruz METRO’s service area is defined by the County of Santa Cruz boundaries, plus a regional commuter route (Highway 17) which extends into Santa Clara County. Exhibit 1 on the next page shows the boundary of Santa Cruz METRO’s service area.

¹⁰ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

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

This step involves using the Census website to obtain ACS information showing the LEP population in Santa Cruz METRO’s service area. As stated above, individuals who are considered LEP are those who reported that they “*Speak English less than very well.*”

Exhibit 2 contains ACS data on English proficiency in Santa Cruz County, listing population by language spoken at home and the number of people who speak English “*very well*” and “*less than very well.*”

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

ACS data has been used to determine the languages most frequently spoken by individuals who are LEP in Santa Cruz County.

Non-proficiency is determined by counting those who speak English in any category other than *very well*. According to the 2016 – 2020 ACS data, 84,073 people (age 5 years and over) in Santa Cruz Metro’s service area speak a language other than English at home. Of those individuals who speak a language other than English, 30,965 people (5 years and over) speak English “*less than very well.*” This means that almost 12% of the service population is LEP and additional language assistance measures may be needed to ensure equal access to this portion of the population.

DOT's Title VI Guidance includes a Safe Harbor Provision, which states that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. According to the ACS data, 1,257 persons or 1.3% of the total population of persons eligible to be served or likely to be affected or encountered speak Chinese (including Mandarin and Cantonese), which make up 4.0% of the LEP population.¹¹ The number of Chinese-speaking LEP persons is just over the safe harbor threshold. Based on this data, Santa Cruz METRO will make efforts to translate vital documents into Cantonese and/or Mandarin. This information is considered in further detail at the end of this document, where language assistance measures are analyzed.

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

The chart below shows the language spoken at home by the population (age 5 years and over) in each of the four cities that Santa Cruz METRO serves. In the City of Watsonville, approximately 76.6% of the population speaks Spanish/ Spanish-Creole at home. In contrast, only 6% of the population in Scotts Valley speak Spanish/Spanish-Creole at home.¹²

¹¹ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

¹² American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

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TABLE 2: Language Spoken at Home for the Population 5 Years and Over (Cities within the County)

Language Spoken at home for the population 5 yrs. old and over¹³	<u>City of Santa Cruz</u>	<u>City of Scotts Valley</u>	<u>City of Capitola</u>	<u>City of Watsonville</u>
Total Population	62,966	11,442	9,719	48,165
People who speak <u>only English at home</u>	46,143	9,890	7,750	11,257
Spanish/Spanish-Creole	9,008	686	1,621	35,130
Chinese (incl. Mandarin, Cantonese)	2,297	317	52	125
Other Indo-European languages	1,710	332	102	707
Asian/Pacific Island languages	886	19	115	241
Total population who speak a language other than English at home	16,823	1,552	1,969	36,908
Percent of population who speak Spanish/ Spanish-Creole at home	14.3%	6.0%	16.7%	76.6%

Source: ACS 2016-2020 5-year estimates for each city.

The data from the ACS confirms that the majority of people who are Spanish speakers live in the City of Watsonville. The number of Spanish-speaking residents is significantly less in the City of Santa Cruz (14.3%). Within the City of Santa Cruz, there is a small percentage of individuals who speak Chinese (including Mandarin and Cantonese) and Indo-European languages at home.

In the City of Santa Cruz, there is a concentration of low- to moderate-income residents in the Beach Flats area which is close to the Santa Cruz Beach Boardwalk. This area also has the highest concentration of minority households in the City of Santa Cruz.¹⁴

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

This step involves locating data sources from local government entities, comparing it to Census data, and noting similarities and differences.

¹³ American Community Survey of the U.S. Census Bureau (2016-2020) 5-year Estimates.

¹⁴ City of Santa Cruz (2007 -2014) Draft Housing Element.

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According to the Santa Cruz County Office of Education, there are over 18,000 students whose families speak a language other than, or in addition to, English. This represents 45 percent of the student population, slightly more than the state average.

Information received from the California Department of Education (CDE) supports the conclusion that larger concentrations of Spanish speaking people live in the south portion of the County. During the 2021-22 school year, the CDE reported a total of 9,304 English Learners (EL) for grades K-12 countywide. Of those EL students, 8,554 (91%) were Spanish speakers (See Exhibit 4). The second highest concentration of non-English speakers (426 students) for grades K-12 speak Mixteco (an indigenous language of the Aztecs). Pajaro Valley Unified School District, which is in Watsonville, reported a total of 7,207 EL students for grades K-12 for the 2021-22 school year. Of those EL students, 6,697 children are Spanish speakers (See Exhibit 5).¹⁵

Table 3: English Learner Students by Language for Grades K-12 in Santa Cruz County

Language	Number of Students	Percent
Spanish	8,554	91.94%
Mixteco	426	4.58%
Arabic	63	0.68%
Russian	51	0.55%
Other non-English languages	46	0.49%
Zapoteco	17	0.18%
Mandarin	15	0.16%

Source: California Department of Education (2021-22 school year).

To view all languages spoken by EL students, see Exhibit 4. Pajaro Valley Unified School District had 118 bilingual teachers providing English Language Development (ELD) instruction to EL students in grades K-12 during the 2021-22 school year in Watsonville.

¹⁵ California Dept. of Education, (2021-22 school year).

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Factor 1, Step 4: Contact Community Organizations that serve LEP persons to understand the LEP populations that may be served by or likely to be encountered by Santa Cruz METRO

This step involves conducting community outreach with organizations in Santa Cruz METRO's service area that work with LEP populations.

Factor 1, Step 4A: Identify community organizations

This step involves identifying resources to help identify community organizations that serve individuals who are LEP.

LEP persons are served by many organizations in the Santa Cruz County community. Santa Cruz METRO identified community organizations and churches that provide services to LEP individuals within Santa Cruz County (See Exhibit 6), including organizations that Santa Cruz METRO has associations with, such as La Manzana Community Resource Center in Watsonville, and Live Oak Community Resources. La Manzana is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzana provides translation services for persons speaking limited English, as well as English classes for Spanish speakers. In recent years, Santa Cruz METRO has held focus groups at La Manzana to reach out to the minority, LEP community, and traditionally transit-dependent groups within the Watsonville community.

The Live Oak Community Resources provides health services, parenting classes and paraprofessional counseling to low-income and LEP persons.

Factor 1, Step 4B: Contact relevant community organizations

This step involves contacting community organizations that serve individuals who are LEP to ask if their clients are willing to provide feedback on Santa Cruz METRO's public transit services.

The organizations listed on Exhibit 6 are involved in providing assistance and translation services to minority, low-income and LEP persons within the community.

In October 2011, a letter and survey were sent to each of these organizations requesting information to assist Santa Cruz METRO on improving its LEP services. For a sample of the survey questions, see Exhibit 7 on the next page. Santa Cruz METRO

While making the recent updates to this LAP, Santa Cruz METRO was not able to thoroughly assess our LEP community's needs via surveys, public outreach and pop-up events throughout the County due to the COVID-19 pandemic and California's Shelter-in-Place Order. However, Santa Cruz METRO hopes to build upon prior outreach to community organizations in the next

Exhibit A

year and continues to provide language assistance services, including translated documents to facilitate vital communications with our LEP community. Our goal is to conduct passenger surveys in 2023, the results of which Santa Cruz METRO will incorporate into the next Language Assistance Plan update in 2025.

Factor 1, Step 4C: Obtain Information

This step involves communicating with representatives of the agencies who participated in Santa Cruz METRO's outreach efforts, and gathering general information on the clients they serve. Following is a summary of the 2011 survey results.

Survey Results

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

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

Mountain Community Resources is a family resource center serving San Lorenzo and Scotts Valley residents. This organization assists individuals with housing, employment, counseling, domestic violence prevention and child care services. They also provide bilingual services to LEP persons. The most frequently traveled destinations are the Health Clinic on Emeline Street, the Santa Cruz County Courthouse, and the Watsonville Courthouse. The group expressed concern about the timing of bus service. According to their Community Advocate, the best means of communicating with this group would be a community survey or a community forum to receive public input.

Community Action Board (Santa Cruz County Immigration Project) is a resource center that provides free general information regarding immigration topics. They provide assistance with replacement green cards and citizenship papers, as well as offering workshops on immigrant topics. Most individuals in this group speak Spanish or one of the indigenous languages of Mexico. The educational level of this group is low and most of their clients have less than six years of formal education. Public transit is used by this group to attend medical appointments,

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access local schools, and travel to the county court house. In addition, this group relies on public transit to get to/from work, school, shopping and appointments.

Although current data on the native language literacy skills of LEP populations within Santa Cruz METRO's service area is not available at this time, Santa Cruz METRO will consider implementing language assistance measures designed to minimize literacy issues, such as visual aids, in-person or telephone-based interpreter services, and community meetings.

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

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

This step involves listing Santa Cruz METRO's programs, activities, and services which LEP individuals come into contact with most frequently. Please refer to the Introduction and Factor 1 analysis for an overview of Santa Cruz METRO's transit services.

As identified in Factor 1, LEP individuals inquire about, use, and are affected by the services that Santa Cruz METRO provides on a daily basis, and a cross-section of Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, ParaCruz ADA paratransit operators, paratransit reservationists and customer service personnel at the Customer Service call, dispatchers, transit supervisors, customer service personnel working at the Customer Service Call Center and customer service booths at Pacific Station and in Watsonville, and administrative staff. Some LEP individuals in the community also use Santa Cruz METRO's website www.scmttd.com.

Santa Cruz METRO subscribes to a Language Line (telephonic interpreting service) for staff to use to assist LEP persons in accessing Santa Cruz METRO's public transit system. Currently, Santa Cruz METRO is preparing to provide certain staff with additional training on how to most effectively use the Language Line to assist LEP persons. When a Santa Cruz METRO employee encounters a customer needing language assistance in a language other than English, the employee should follow one of the two options below:

Option 1: If you are on-board a Bus or Paratransit van on-duty (but not authorized to use/view a mobile device) and/or do not have access to a phone:

- ⇒ Provide customer with the "I Speak" card.
- ⇒ Help determine the customer's desired language.
- ⇒ Have customer point to the specific language on the "I Speak" card or say the language.
- ⇒ Direct customer to call **METRO Customer Service at (831) 425-8600**.

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- ⇒ Outside of Language Line Call Center office hours, employee may choose to seek voluntary language assistance from others.
- ⇒ Engage in additional assistance as needed.
- ⇒ Reminder: *Be patient and kind to all LEP customers.*

Option 2: If you have access to a phone, are authorized to use a mobile device while on duty, and have additional time to help a customer (i.e. while at a Transit Center or in the Admin office):

- ⇒ Provide customer with the "I Speak" card.
- ⇒ Help determine the customer's desired language.
- ⇒ Have customer point to the specific language on "I Speak" card or say the language.
- ⇒ Call the **METRO Customer Service at (831) 425-8600**.
- ⇒ Talk to the Customer Service Representative and inform him/her of which language is needed for interpreting. Once you confirm that a qualified bilingual/multilingual Customer Service Representative or Language Line Interpreter has been reached, give the phone to the customer for assistance in the applicable language.
- ⇒ Engage in additional assistance as needed.
- ⇒ Reminder: *Be patient and kind to all LEP customers.*

Santa Cruz METRO will monitor how the Language Line is used as employees gain more experience with this resource. This information will be used to collect and study data on how often front-line employees are interacting with LEP persons and how Santa Cruz METRO can expand on the formats and techniques used to reach the LEP community more effectively in the future.

Factor 2, Step 2 and Step 3: Review information obtained from community organizations and consult directly with LEP persons to determine the frequency with which LEP persons come into contact with the Santa Cruz METRO's services, programs, and activities

This step involves reviewing the feedback obtained from the individuals and community groups contacted as part of prior Santa Cruz METRO LAP updates. When Santa Cruz METRO staff previously met with and surveyed the local community organizations in 2011 and 2016, the survey in Exhibit 7 was used to get feedback about Santa Cruz METRO's services. From these outreach activities, Santa Cruz METRO learned:

- Individuals served by the Live Oak Community Resources stated that their most frequently traveled destinations are downtown Santa Cruz, Capitola Mall and local routes

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within the Live Oak area. The group stated that the prices to ride the bus are expensive. The group also expressed a need for service to Portola and East Cliff Drive.

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

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

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

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

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request made by this low-income area.¹⁶

In the past 3 years, many of the bus stops on Green Valley Road, Freedom, Clifford and Pennsylvania Drive have been improved by adding bus benches or shelters with a bench. In addition, the Watsonville Circulator Route, which started in Fall of 2021, included a free fare

¹⁶ Santa Cruz Metro – Preliminary Results from Watsonville Transit Study conducted by Moore & Associates, Inc.

Exhibit A

pilot program for the first year that the service was running, so that the residents could become familiar with the service and determine if it would be beneficial to them. According to Santa Cruz METRO's planning department, the Circulator Route has become the second most-frequently traveled route in the local Watsonville area. In addition, the free-fare program has been extended through December 2022, made possible with external grant funding.

Overall, the data shows that Santa Cruz METRO staff most often come in contact with and assist Spanish-speaking LEP persons. On occasion, Customer Service Representatives have encountered LEP persons who speak Chinese and Tagalog.

In addition to its current efforts to reach the LEP community, Santa Cruz METRO plans to meet with some of the organizations listed in Exhibit 6 in 2023 to gather and study the following information:

- Determine which Santa Cruz METRO routes, services and programs are used most frequently by LEP populations, and which destinations are the most popular among LEP persons.
- Better understand whether the existing language assistance measures are effectively serving LEP populations and which, if any, additional language assistance measures would be beneficial to LEP persons in the community.
- Which forms of communication, and method of providing feedback to Santa Cruz METRO, are most helpful and convenient to LEP populations.
- Which Santa Cruz METRO outreach programs are the most beneficial to LEP persons.
- Fare media most commonly used by LEP persons.

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

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

This step involves identifying which Santa Cruz METRO services are most critical to LEP persons, and the consequences that would result if language barriers prevented a person from accessing these services.

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

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

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

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

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

This step involves documenting the importance of different services provided by Santa Cruz METRO to individuals who are LEP, as well as suggestions and requests these individuals have made. Please refer to Factor 1, Step 4C and [Factor 2, Step 2 and Step 3](#) for such information.

IV. Factor 4: The resources available to Santa Cruz METRO for LEP outreach, and costs associated with that outreach.

Factor 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs

This step involves consulting Santa Cruz METRO staff on the different language assistance measures provided to LEP individuals in order to help them access services and information.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to Santa Cruz METRO's LEP population on an as-needed basis with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides bilingual pay to those employees who qualify as able to speak/read and write in Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling their rides.
- In March of 2020, due to the pandemic, Santa Cruz METRO started holding its Board meetings virtually through Zoom instead of in-person. A bilingual Spanish-speaking interpreter had participated in Board meetings prior to the pandemic. Once the Board

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returns to in-person meetings, Santa Cruz METRO plans to bring back a bilingual Spanish-speaking interpreter to participate in such meetings .

- Santa Cruz METRO’s fixed-route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that Language assistance is available.
- Santa Cruz METRO’s Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO’s ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO’s website in both languages.
- Santa Cruz METRO has a sign provided in English, Spanish and Chinese on its bulletin board at the Administrative office and at the two (2) transit centers: Pacific Station (920 Pacific Avenue, Santa Cruz) and Watsonville Transit Center (475 Rodriguez Street, Watsonville), which states that *free language assistance is available if requested in a timely manner*.
- Information on all public hearings that require notification to the public is posted in English and Spanish throughout Santa Cruz METRO’s service area and published in local newspapers in both English and Spanish.
- Santa Cruz METRO’s *Headways Magazine* is provided in English and Spanish. The *Headways Magazine* contains all transit-related information on transit routes and schedules.
- Bilingual services are available at the Customer Service Booth at the two (2) transit centers: Pacific Station (920 Pacific Avenue, Santa Cruz) and Watsonville Transit Center (475 Rodriguez Street, Watsonville).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual Spanish-speakers.
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO’s bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO’s transit centers is in English and Spanish.
- Vital information, as well as those vital documents (*see list below*) are on Santa Cruz METRO’s website, and available in English and Spanish.
- The following vital documents are provided in English and Spanish:
 - Title VI notice of rights and complaint forms and procedures;
 - Notices of proposed and approved fare and service changes;
 - Notices advising LEP individuals of free language assistance services.

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The cost of providing these services – not including bilingual pay – has historically been less than \$30,000 annually depending on the number of public hearings that are held each year.

Factor 4, Step 2: Determine what, if any additional services are needed to provide meaningful access

This step involves reviewing the top languages spoken in Santa Cruz METRO’s service area and ensuring that an appropriate amount of language assistance services are being provided to individuals who are LEP and use Santa Cruz METRO.

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

- “I Speak” cards for each reception area.
- Training for Reception Staff and Customer Service Representatives to contact telephone translation services when needed.
- Santa Cruz METRO Staff will continue to encourage advertisers with Santa Cruz METRO to provide their advertisements in both English and Spanish.

Santa Cruz METRO will continue to analyze the effectiveness of its language assistance services by conducting community outreach and obtaining community feedback through in-person surveys, pop-up events, monitoring staff interactions with LEP persons, and soliciting public input from the LEP population. Based on the responses received, the Agency will determine if additional funds are needed to obtain more comprehensive services for those individuals who are LEP.

Factor 4, Step 3: Analyze your budget

This step involves determining what amount of Santa Cruz METRO’s budget is being devoted to language assistance measures for individuals who use Santa Cruz METRO services and are LEP.

Santa Cruz METRO spent \$121,944.56 in fiscal year 2022 (FY22) on bilingual pay for all bilingual staff (Spanish-speakers).

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Table 4: Santa Cruz METRO Bilingual Pay Differential FY20 – FY22

	FY20	FY21	FY22
Total Bilingual Pay	\$129,316.18	\$130,702.20	\$121,944.56
Fixed Route Operators	\$78,864.00	\$82,132.00	\$76,612.00
Paratransit Dept.	\$23,020.00	\$22,144.00	\$19,976.00
Customer Service Dept.	\$9,938.22	\$9,604.04	\$9,316.73
Operations (Supervisors & Administration)	\$16,245.41	\$15,016.75	\$14,338.81
HR Department	\$379.53	---	---
Planning Dept.	\$869.02	\$1,805.41	\$1,701.02

Source: SC Metro Budget from FY20-FY22.

The current subscription to the Language Line service is less than \$1,500 annually.

Like most public agencies, Santa Cruz METRO is constrained by several factors, including limited staff and funding resources. Santa Cruz METRO’s Planning & Grants Program Manager will be directed to seek additional funds for electronic translators that would assist with translation in any language. Santa Cruz METRO is evaluating additional locations to place electronic translators and “I Speak” cards.

Factor 4, Step 4: Consider cost-effective practices for providing language services

This step involves determining what cost-effective practices Santa Cruz METRO is utilizing to provide language assistance measures to individuals who are LEP.

Santa Cruz METRO’s employees who receive bilingual pay must go through a formal, established process for certifying employees who are proficient in Spanish.

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

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

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

Exhibit A

Conclusion:

Based on this analysis, we conclude that:

I. **Language assistance measures.**

Santa Cruz METRO currently has in place numerous language assistance measures that are set forth in the Four-Factor Analysis for the Spanish-speaking LEP population. Santa Cruz METRO's intentions are to continue to utilize these measures. In addition, Santa Cruz METRO staff needs to be prepared to communicate orally and in writing with LEP persons who speak Spanish and other languages. It is critical that Santa Cruz METRO connect in a clear, consistent and positive way with the LEP population to ensure that Santa Cruz METRO transit services are readily accessible to them.

Written Language:

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

- When a written communication in a language other than English is received at Santa Cruz METRO's Administration Offices, it is forwarded to the Executive Assistant, who will ensure that the document is provided to Metro's Chief Operations Officer (COO), and a copy is provided to METRO's contracted translator for translation into English and translation of Santa Cruz METRO's response into the native language.
- When a written communication in a language other than English is received at the Santa Cruz METRO's ParaCruz Offices, if the communication is written in Spanish, it is forwarded to a bilingual Customer Service Representative for translation into English and translation of the response into Spanish language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish. If the document is written in a language other than English or Spanish, it will be forwarded to the Executive Assistant.
- When a written communication in a language other than English is received at the Santa Cruz METRO's Operations Department, it is forwarded to the Executive

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Assistant for translation into English (via Metro's contracted translator) and translation of the response into the native language.

- When a written communication in a language other than English is received at the Santa Cruz METRO Customer Service Office, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. All legal documents and any documents written in a language other than English or Spanish will be forwarded to the Executive Assistant for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff are available to provide Spanish translation and interpreting services at (831-425-8600) or in person to customers at Pacific Station and the Watsonville Transit Center. 64 percent of METRO's Customer Service Representatives are bilingual Spanish-speakers.
- Currently, 56% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 60% of the ParaCruz Operators are receiving bilingual pay and able to provide assistance to Spanish-speaking passengers. In addition, 64% of Santa Cruz METRO's transit supervisors receive bilingual pay and are ready to assist Spanish speakers. In addition, there are other employees that do not receive bilingual pay, but are bilingual and may be able to assist LEP persons as needed.
- When a phone call from a Spanish-speaking LEP customer or a Spanish-speaking LEP visitor is received, bilingual staff will be contacted to assist the caller or visitor.
- When an LEP customer speaking a language other than Spanish contacts Santa Cruz METRO by phone, or seeks assistance from a Santa Cruz METRO representative in person, employees should utilize the Language Line (as discussed in [Factor 2, Step 1 of the four factor analysis](#)).

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. It is important for Santa Cruz METRO to ensure the competency of its oral and written translation services. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests

Exhibit A

for oral and written language skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as an interpreter, or the driver could provide the phone number to Santa Cruz METRO's Customer Service Dept. for interpreting assistance. If available, the bus operator could also direct the passenger to translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit operator, the operator may open one-on-one communication with a bilingual dispatcher utilizing the operator's hand-held radio.

Santa Cruz METRO Staff and Management are likely to come into contact with LEP persons. These include bus operators, paratransit personnel, dispatchers, transit supervisors, customer service personnel, and administrative staff. Please refer to Factor 2, Step 1 for additional information on the training of Santa Cruz METRO staff in their interaction with LEP persons.

II. Monitoring and Updating the LAP

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Santa Cruz METRO will monitor its LAP and provide updates as needed. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. In the Spring of 2023, Santa Cruz METRO will be making outreach efforts to the community organizations identified in Exhibit 6.

Ride checks are conducted annually, and a minimum of 104 checks are conducted each year by Santa Cruz METRO staff. These ride checks are a randomized sampling of Santa Cruz METRO's routes.

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

Exhibit A

elimination of measures that are proven to be ineffective for the LEP population. If Santa Cruz METRO expands service into areas with high concentrations of LEP persons, the agency will need to consider modifying the Language Assistance Plan, as needed, in order to ensure meaningful access by previously un-served LEP persons.

Santa Cruz METRO's Service Area

by Census Tract, Census 2010

Exhibit A

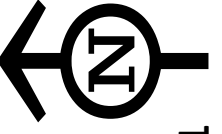
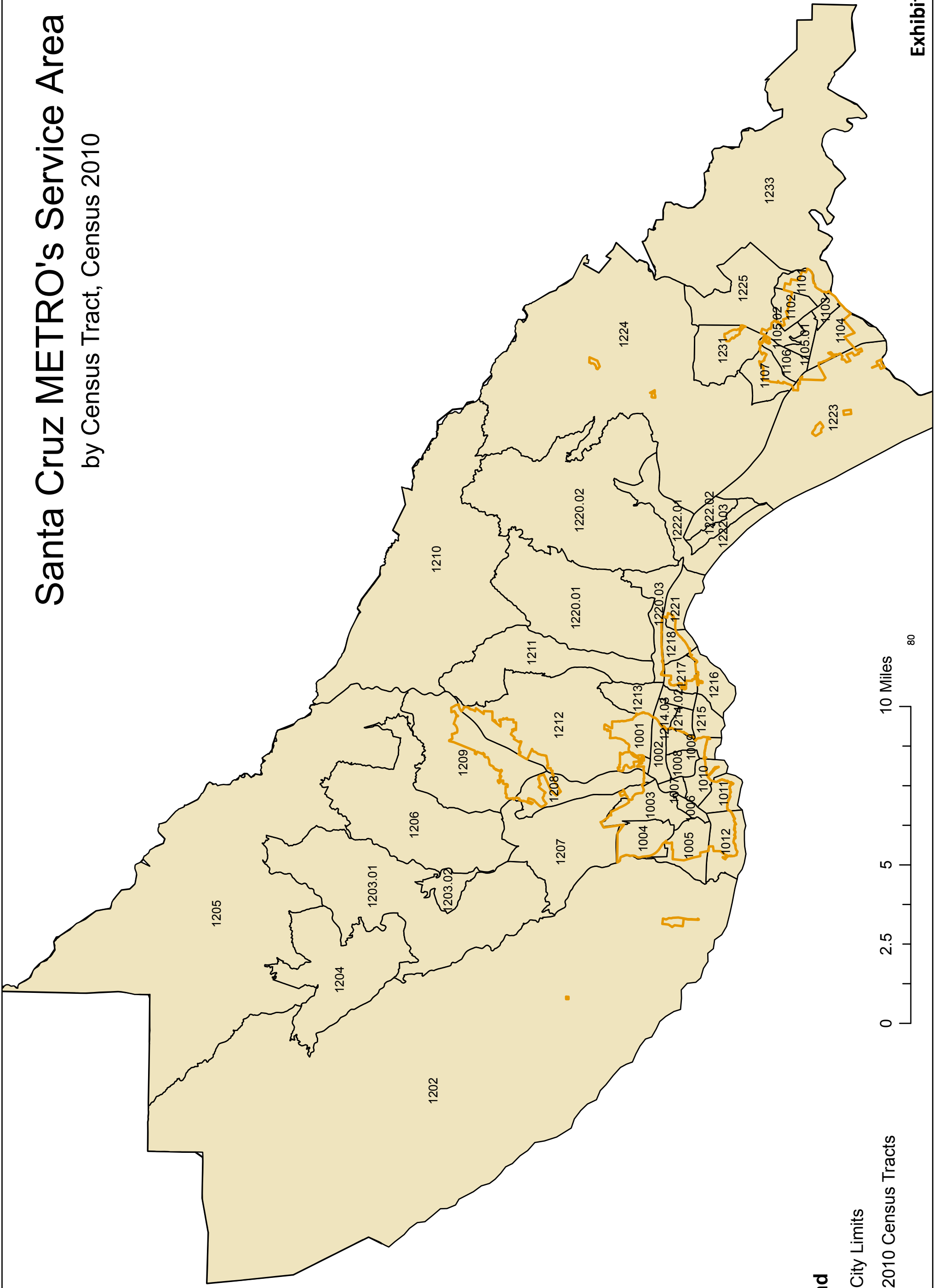


Exhibit 1



Legend

City Limits

2010 Census Tracts


LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER		
Note: The table shown may have been modified by user selections. Some information may be missing.		
DATA NOTES		
TABLE ID:	C16001	
SURVEY/PROGRAM:	American Community Survey	
VINTAGE:	2020	
DATASET:	ACSDT5Y2020	
PRODUCT:	ACS 5-Year Estimates Detailed Tables	
UNIVERSE:	Population 5 years and over	
FTP URL:	None	
API URL:	https://api.census.gov/data/2020/acs/acs5	
USER SELECTIONS		
GEOS	Santa Cruz County, California	
TOPICS	Language Spoken at Home	
EXCLUDED COLUMNS	None	
APPLIED FILTERS	None	
APPLIED SORTS	None	
PIVOT & GROUPING	None	
WEB ADDRESS	https://data.census.gov/cedsci/table?q=Santa%20Cruz%20County,%20California&t=Language%20Spoken%20at%20Home&tid=ACSDT5Y2020.C16001	

Exhibit A

Table: ACSDT5Y2020.C16001

<p>TABLE NOTES</p>	<p>Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, for 2020, the 2020 Census provides the official counts of the population and housing units for the nation, states, counties, cities, and towns. For 2016 to 2019, the Population Estimates Program provides estimates of the population for the nation, states, counties, cities, and towns and intercensal housing unit estimates for the nation, states, and counties.</p>
<p>Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Technical Documentation section.</p>	<p>Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.</p>
<p>Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates</p>	<p>Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.</p>
<p>In 2016, changes were made to the languages and language categories presented in tables B16001, C16001, and B16002. For more information, see: 2016 Language Data User note.</p>	<p>The 2016-2020 American Community Survey (ACS) data generally reflect the September 2018 Office of Management and Budget (OMB) delineations of metropolitan and micropolitan statistical areas. In certain instances, the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB delineation lists due to differences in the effective dates of the geographic entities.</p>
<p>Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.</p>	<p></p>

<p>Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available. median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-") median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+"). ** The margin of error could not be computed because there were an insufficient number of sample observations.*** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution.**** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.</p>	
<p>COLUMN NOTES</p>	<p>None</p>

Exhibit A

Exhibit A

Table: ACSDT5Y2020.C16001

Language Spoken at Home for the Population 5 Years and over

Label	Santa Cruz County, California		Watsonville city, California		Santa Cruz city, California	
	# of People	Margin of Error	# of People	Margin of Error	# of People	Margin of Error
Total:	259,509	±133	48,165	±516	62,966	±415
Speak only English	175,436	±1,969	11,257	±1,316	46,143	±1,233
Spanish:	66,868	±1,727	35,130	±1,246	9,008	±1,106
Speak English "very well"	39,957	±1,713	18,406	±1,270	7,124	±890
Speak English less than "very well"	26,911	±1,636	16,724	±1,294	1,884	±544
French, Haitian, or Cajun:	870	±266	46	±71	405	±147
Speak English "very well"	854	±265	46	±71	401	±146
Speak English less than "very well"	16	±21	0	±31	4	±7
German or other West Germanic languages:	1,920	±684	22	±26	430	±209
Speak English "very well"	1,690	±544	22	±26	430	±209
Speak English less than "very well"	230	±197	0	±31	0	±31
Russian, Polish, or other Slavic languages:	990	±264	11	±19	531	±216
Speak English "very well"	933	±252	11	±19	506	±203
Speak English less than "very well"	57	±43	0	±31	25	±40
Other Indo-European languages:	4,546	±727	707	±448	1,710	±391
Speak English "very well"	3,721	±669	574	±433	1,562	±367
Speak English less than "very well"	825	±267	133	±78	148	±89
Korean:	662	±233	34	±43	370	±138
Speak English "very well"	349	±133	7	±12	242	±106
Speak English less than "very well"	313	±141	27	±41	128	±62

12A.5.Exhibit A.87

Exhibit A

Table: ACSDT5Y2020.C16001 Language Spoken at Home for the Population 5 Years and over

Label	Capitola city, California		Scotts Valley city, California		LEP Totals
	# of People	Margin of Error	# of People	Margin of Error	
Total:	9,719	±156	11,442	±191	
Speak only English	7,750	±549	9,890	±361	
Spanish:	1,621	±577	686	±274	
Speak English "very well"	983	±385	651	±249	
Speak English less than "very well"	638	±306	35	±64	
French, Haitian, or Cajun:	0	±21	0	±21	
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	0	±21	
German or other West Germanic languages:	47	±64	43	±68	
Speak English "very well"	47	±64	43	±68	
Speak English less than "very well"	0	±21	0	±21	
Russian, Polish, or other Slavic languages:	0	±21	44	±51	
Speak English "very well"	0	±21	44	±51	
Speak English less than "very well"	0	±21	0	±21	
Other Indo-European languages:	55	±68	245	±163	
Speak English "very well"	55	±68	245	±163	
Speak English less than "very well"	0	±21	0	±21	
Korean:	0	±21	144	±171	
Speak English "very well"	0	±21	73	±80	
Speak English less than "very well"	0	±21	71	±99	

Exhibit A

Table: ACSDT5Y2020.C16001

Language Spoken at Home for the Population 5 Years and over

Label	Santa Cruz County, California		Watsonville city, California		Santa Cruz city, California	
	# of People	Margin of Error	# of People	Margin of Error	# of People	Margin of Error
Chinese (incl. Mandarin, Cantonese):						
Speak English "very well"	3,324	±365	125	±108	2,297	±311
Speak English less than "very well"	2,067	±291	68	±72	1,475	±227
Vietnamese:						
Speak English "very well"	1,257	±258	57	±45	822	±253
Speak English less than "very well"	541	±143	40	±60	346	±123
Tagalog (incl. Filipino):						
Speak English "very well"	390	±119	40	±60	271	±107
Speak English less than "very well"	151	±85	0	±31	75	±52
Other Asian and Pacific Island languages:						
Speak English "very well"	1,142	±327	372	±211	344	±152
Speak English less than "very well"	823	±266	253	±177	256	±115
Arabic:						
Speak English "very well"	319	±155	119	±88	88	±76
Speak English less than "very well"	1,818	±394	241	±166	886	±287
Other and unspecified languages:						
Speak English "very well"	1,226	±291	164	±133	670	±200
Speak English less than "very well"	592	±186	77	±67	216	±138
Other and unspecified languages:						
Speak English "very well"	625	±373	76	±115	131	±105
Speak English less than "very well"	408	±247	76	±115	131	±105
Other and unspecified languages:						
Speak English "very well"	217	±271	0	±31	0	±31
Speak English less than "very well"	767	±251	104	±90	365	±203
Other and unspecified languages:						
Speak English "very well"	690	±232	35	±60	365	±203
Speak English less than "very well"	77	±73	69	±72	0	±31

Exhibit A

Table: ACSDT5Y2020.C16001 Language Spoken at Home for the Population 5 Years and over

Label	Capitola city, California		Scotts Valley city, California		LEP Totals
	# of People	Margin of Error	# of People	Margin of Error	
Chinese (incl. Mandarin, Cantonese):					
Speak English "very well"	52	±50	317	±197	
Speak English less than "very well"	0	±21	229	±143	
Vietnamese:					
Speak English "very well"	52	±50	88	±95	
Speak English less than "very well"	0	±21	14	±26	
Tagalog (incl. Filipino):					
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	14	±26	
Other Asian and Pacific Island languages:					
Speak English "very well"	79	±98	40	±51	
Speak English less than "very well"	50	±78	40	±51	
Arabic:					
Speak English "very well"	29	±54	0	±21	
Speak English less than "very well"	115	±104	19	±28	
Other and unspecified languages:					
Speak English "very well"	84	±82	0	±21	
Speak English less than "very well"	31	±48	19	±28	
Other and unspecified languages:					
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	0	±21	
Other and unspecified languages:					
Speak English "very well"	0	±21	0	±21	
Speak English less than "very well"	0	±21	0	±21	

1.6 LANGUAGE ACCESS PLAN

According to 2013-2017 statistics from the U.S. Census Bureau, 31.9% of the population in Santa Cruz County speaks a language other than English at home. In south county, 72% of residents speak Spanish and of those 88.2% have limited English proficiency. The primary languages spoken in Santa Cruz County are English and Spanish; however, there is a sizable population of indigenous Latin American communities that speak in native languages including: Mixteco, Zapoteco, and Triqui. To improve communication efforts with our multilingual residents, the LCCC will partner with social service agencies that have staff readily available to offer translation services in the various dialects of our community. A very important lesson learned from 2010 Census efforts is the need to address the specific needs of the indigenous native populations early in the Census planning process.

The table on the following page (26) provides an overview of the languages spoken in Santa Cruz County with population estimates that speak these languages, percent of these populations with limited English proficiency (LEP), and whether they require specific support in the 2020 Census.

Strategies and methods of outreach to Limited English Proficiency (LEP) populations include recruiting individuals who are linguistically and culturally fluent in the pertinent languages to serve as “promotoras.” Our decades of work to confront and alleviate the effects of poverty in our communities have yielded strong collaborative bonds with others - faith communities, local school districts, parent groups, local community colleges and universities, DREAM clubs and parent groups - who help us reach the LLTR/HTC populations.

Furthermore, the County and CAB will work directly with the “benefits collaborative” in Santa Cruz County. The benefits collaborative includes department heads of County departments; it has articulated a “Language Plan,” which identifies services and strategies to address the LEP populations. Additionally, the County and CAB are working with the County Office of Education and school districts to help identify LEP languages and populations, and where they are most concentrated. Finally, the County and CAB have strong collaborative bonds with grassroots organizations such as faith-based community organizations, and community and student leaders from the LLTR/HTC communities who know the communities intimately. Other physical places that will provide in-language assistance are libraries, schools, community centers, church/parish centers and Head Start/Migrant and Seasonal Head Start centers.

In partnership with our local U.S. Census Bureau Partnership Specialists, the County and CAB are working to develop informational material, presentations, and outreach packets in Spanish. The language access plan is building on the work developed by City of Watsonville and NALEO Educational Fund and will expand on ideas generated at the LCCC and subcommittee meetings.

Exhibit A

Languages Spoken in Santa Cruz County

Language	Population Estimate	Percent of LEP	Support Required
Spanish	30,559	88.2	Yes
Chinese	807	2.3	no
Mandarin	397	1.1	no
Japanese	316	0.9	no
Tagalog	275	0.8	no
Portuguese	210	0.6	no
Cantonese	202	0.6	no
Other Central and South American languages	190	0.5	no
Arabic	171	0.5	no
Korean	147	0.4	no
Vietnamese	145	0.4	no
German	131	0.4	no
Farsi	121	0.3	no
Dutch	119	0.3	no
French	93	0.3	no
Italian	81	0.2	no
Thai	78	0.2	no
Russian	64	0.2	no
Uto-Aztecan languages	60	0.2	no
Hindi	53	0.2	no
Iloca	51	0.1	no
Hmong	48	0.1	no
Filipi	48	0.1	no
Turkish	46	0.1	no
Punjabi	43	0.1	no
Greek	34	0.1	no
Amharic	23	0.1	no
Burmese	22	0.1	no
Tibetan	21	0.1	no
Min Nan Chinese	19	0.1	no



California Department of Education

Select a Report

Select a Year

Select a District

Select Subgroup

Select Gender

English Learner Students by Language by Grade

44 Santa Cruz County

2021-22

Subgroup: All Students, Gender: All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	900	831	873	847	881	822	734	565	490	460	428	335	388	0	8,554	91.94%
49	Mixteco	26	37	53	60	33	41	35	28	23	33	26	17	14	0	426	4.58%
11	Arabic	4	3	7	6	6	7	5	4	1	6	3	5	6	0	63	0.68%
29	Russian	10	14	9	6	3	1	1	2	1	1	1	1	1	0	51	0.55%
99	Other non-English languages	11	2	4	4	3	5	3	6	3	3	0	2	0	0	46	0.49%
71	Zapoteco	0	2	2	9	0	1	0	2	0	0	0	1	0	0	17	0.18%
07	Mandarin (Putonghua)	2	3	3	0	2	0	1	2	0	0	0	1	1	0	15	0.16%
17	French	2	0	5	2	2	0	1	0	1	0	1	0	0	0	14	0.15%
05	Filipino (Pilipino or Tagalog)	0	0	2	1	3	0	2	0	2	0	1	1	0	0	12	0.13%
06	Portuguese	0	0	1	1	1	1	0	2	1	0	1	0	2	0	10	0.11%
02	Vietnamese	0	1	2	0	1	1	2	0	0	0	1	0	1	0	9	0.10%
18	German	1	1	2	2	2	0	1	0	0	0	0	0	0	0	9	0.10%

Exhibit A

09	Khmer (Cambodian)	3	3	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	9	0.10%
08	Japanese	3	0	1	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0.09%
03	Cantonese	2	1	0	0	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	7	0.08%
43	Gujarati	0	0	1	1	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	5	0.05%
40	Pashto	0	1	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	0	5	0.05%
22	Hindi	0	1	1	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	5	0.05%
04	Korean	1	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	5	0.05%
38	Ukrainian	1	0	0	0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	5	0.05%
28	Punjabi	0	1	0	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	5	0.05%
27	Italian	0	0	1	0	1	0	0	0	1	0	1	0	0	0	1	0	0	0	0	4	0.04%
16	Farsi (Persian)	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	3	0.03%
32	Thai	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0.02%
52	Serbo-Croatian (Bosnian, Croatian, Serbian)	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.02%
70	Swedish	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.02%
62	Telugu	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.02%
61	Bengali	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
13	Burmese	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
33	Turkish	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
66	Amharic	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.01%
35	Urdu	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.01%
64	Marathi	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
24	Hungarian	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
41	Polish	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
56	Albanian	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%

Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
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Countywide Total	All Languages	970	905	973	941	950	882	786	618	529	507	466	364	413	0	9,304
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Agency	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total
Statewide Total	All Languages	122,087	108,034	112,088	109,409	110,699	97,865	83,019	78,252	70,556	67,291	62,491	54,417	51,440	0	1,127,648

Web Policy

Exhibit A



California Department of Education

Select a Report

Select a Year

Select a School

Select Subgroup

Select Gender

English Learner Students by Language by Grade

4469799 Pajaro Valley Unified

2021-22

Subgroup: All Students, Gender: All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	692	657	684	680	686	670	571	471	397	385	343	218	243	0	6,697	92.92%
49	Mixteco	26	37	53	60	33	41	35	28	23	33	26	16	11	0	422	5.86%
11	Arabic	4	3	3	4	4	4	4	1	1	5	2	4	4	0	43	0.60%
71	Zapoteco	0	2	2	9	0	1	0	2	0	0	0	1	0	0	17	0.24%
99	Other non-English languages	5	0	1	0	0	1	1	0	0	2	0	1	0	0	11	0.15%
28	Punjabi	0	1	0	1	2	0	0	0	1	0	0	0	0	0	5	0.07%
05	Filipino (Pilipino or Tagalog)	0	0	2	0	1	0	0	0	0	0	0	0	0	0	3	0.04%
17	French	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2	0.03%
06	Portuguese	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0.03%
16	Farsi (Persian)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.01%
08	Japanese	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%
09	Khmer (Cambodian)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.01%

Exhibit A

Community Organizations serving Minority, Low-Income and LEP Individuals

Organization	Address	Phone	Email Contact
American Red Cross	2960 Soquel Ave., Santa Cruz, 95062	(831) 462-2881 (800) 733-2767	
California Grey Bears	2710 Chanticleer Ave., Santa Cruz, 95065	(831) 479-1055	info@greybears.org
Central California Alliance for Health	1600 Green Hills Road, Suite 101, Scotts Valley, 95066	(800) 700-3874 (831) 430-5500	
Child & Adult Food Care Program	18 W. Lake Avenue, Suite R, Watsonville, 95076	(831) 204-9520 (831) 688-8840	
Community Action Board of Santa Cruz County	406 Main Street #207, Watsonville, 95076	(831) 763-2147	info@cabin.org
Community Bridges	519 Main Street, Watsonville, 95076	(831) 688-8840	info@cbridges.org
Davenport Resource Center	150 Church Street, Davenport, 95017	(831) 425-8115	info@cabin.org
First 5 Santa Cruz County	4450 Capitola Road, Suite 106, Capitola, 95010	(831) 465-2217	Christine Sieburg, Program & Communications Manager csieburg@first5scc.org
LaManzana Community Resource Center	521 Main Street, Suite Y, Watsonville, 95076	(831) 724-2997	
Lift Line Transportation Services	236 Santa Cruz Ave., Aptos, 95003	(831) 688-9663	Catherine Patterson, Division Director LiftLine@cbridges.org

Exhibit A

Community Organizations serving Minority, Low-Income and LEP Individuals

Organization	Address	Phone	Email Contact
Live Oak Community Resources	1740 17 th Avenue, Santa Cruz, 95062	(831) 476-7284	
Meals on Wheels for Santa Cruz County: Live Oak Meal Site	Elana Baskin Live Oak Senior Center, 1777 Capitola Road, Santa Cruz, 95062	(831) 475-7177	MOWINFO@cbridges.org
Mountain Community Resources	6134 Highway 9, Felton, 95018	(831) 335-6600	
Nueva Vista Community Resources	711 East Cliff Drive, Santa Cruz, 95060	(831) 423-5747	
Our Lady Help of Christians Parish	2401 East Lake Avenue, Watsonville, 95076	(831) 722-2665	
Pajaro Valley Prevention & Student Assistance, Inc.	335 East Lake Avenue, Watsonville, 95076	(831) 728-6445	admin@pvpsa.org
Santa Cruz County Housing Authority	2160 41 st Avenue, Capitola, 95010	(831) 454-9455	
Santa Cruz Zen Center	113 School Street, Santa Cruz, 95060	(831) 457-0206	
Saint Patrick's Parish	721 Main Street, Watsonville, 95076	(831) 724-1317	
Scotts Valley Senior Center	370 Kings Village Road, Scotts Valley, 95066	(831) 438-8666	Darshana Croskrey, Center Coordinator
Valley Churches United	9400 Hwy. 9, Ben Lomond, 95065	(831) 458-9766	info@vistacenter.org
Volunteer Center of Santa Cruz County	1740 17 th Avenue, Santa Cruz, 95062	(831) 427-5070	Karen Delaney, Executive Director info@volunteercenter.org
Watsonville Family YMCA	27 Sudden Street, Watsonville, 95076	(831) 728-9622	Robin Schnekenburger, Executive Director

Exhibit A
Survey of Community Organizations serving LEP Persons

1. What are the languages spoken by the population you serve?
2. What needs for public transit services has your population expressed?
3. Has the population inquired about how to access public transit or expressed a need for public transit services?
4. What are the most frequently traveled destinations by the population that you serve?
5. Are there locations that the population has expressed difficulty accessing through the public transit system?
6. What is the best way to obtain input from the population?
7. Who would the population trust most in delivering language appropriate messages?
8. What is the education and literacy level of the population you serve?

Organization: _____

Telephone: _____

Address: _____

Your Name: _____

Title: _____

Exhibit A

Bilingual Employees by Department (September 2022)

Department	Number of Employees	Bilingual Employees
Administration	4	1
Finance	9	0
Customer Service	11	7
Human Resources	6	0
Information Technology	5	1
Grants Planning	5	1
Safety, Security & Risk	2	0
Purchasing	6	0
Facilities Maintenance	17	0
ParaCruz Non Drivers	7	1
ParaCruz Management / Supervisors	4	1
ParaCruz Van Drivers	25	15
Operations Non-Drivers	16	9
Operations Drivers	132	74
Fleet Maintenance	34	0
Total of Employees	283	110

**These numbers are based on employees who receive Bilingual Pay Differential. Additional staff speak Spanish and are also available.*

Percent of Bilingual Employees who speak Spanish: 39%

Percent of Fixed Route Operators who are bilingual: 56%

Percent of Paratransit Operators who are bilingual: 60%

Percent of Customer Service Representatives who are bilingual: 64%

Exhibit A

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
	ORAL LANGUAGE ASSISTANCE MEASURES	
1.	METRO maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative offices and within its two Customer Service booths for basic transit questions and trip planning assistance.	Job descriptions for Customer Service Supervisor and Customer Service Representative contain the following statement: <i>"Fluency in Spanish is desirable."</i>
2.	<p>More than 38% of METRO's employees receive Bilingual Pay Differential. These employees are available to assist Spanish-speaking customers.</p> <p>56% of our fixed route operators are bilingual (<i>Spanish-speakers</i>).</p> <p>60% of our ParaCruz operators are bilingual (<i>Spanish-speakers</i>).</p>	See attached Table entitled " <i>Bilingual employee's by Department</i> ".
3.	METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish. The visual (on screen) assistance and audio assistance are available in Spanish.	
	NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES	
1.	METRO has posted on its official bulletin board at its Administrative offices and at the following transit centers: Pacific Station, Cavallaro, Watsonville and the Capitola Mall, a sign which indicates that free language assistance is available, if requested in a timely manner.	2/8/19: NEW copies posted at all transit centers and on Admin bulletin board.
2.	METRO's fixed route buses and Paratransit vehicles have language assistance cards informing passengers that language assistance is available in Spanish, if needed.	1/31/19: Fleet is currently conducting an audit of all fixed route and Paratransit vehicles.

Exhibit A

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
	TRANSLATION OF VITAL DOCUMENTS / WRITTEN LANGUAGE ASSISTANCE MEASURES	
1.	All public hearings that require notification to the public are posted in English and Spanish throughout METRO's service area and in local newspapers.	METRO's Executive Assistant takes care of ensuring this happens.
2.	METRO's <i>Title VI Policy Statement</i> and <i>Complaint Form</i> is available in Spanish on METRO's website at www.scmtd.com .	2022 Update: METRO staff will have the Title VI Policy Statement & Complaint Form translated into Chinese by a certified translation service.
3.	METRO's <i>Title VI Policy Statement</i> (English & Spanish) is posted at the transit centers. The <i>Title VI Policy Statement</i> is also posted on the official METRO bulletin board at METRO's Admin. Office.	Currently posted. 2/11/19: NEW Policy Statement updated at all transit centers and on Admin bulletin board.
4.	METRO's fixed route buses have Bus Cards (English/Spanish/Chinese) informing passengers of their rights under <u>Title VI of the Civil Rights Act of 1964</u> .	1/31/19: Fleet is currently conducting an audit of all fixed route and Paratransit vehicles.
5.	METRO's Headways is provided in English and Spanish. Hard copies are available at the Administrative office and the two Customer Service Booths.	**
6.	The Board of Directors' Agenda has a statement on the first page, which reads: <i>"Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080."</i> <i>(provided in English & Spanish on Agenda)</i>	**
7.	METRO's ParaCruz Guide is provided on the website in Spanish.	**

Exhibit A

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
8.	<p>METRO’s Splash Pass App (available on Android and iOS). Metro launched the “Splash Pass” contactless mobile ticketing app in November 2020 to make it easier & faster for our customers to get their tickets. This mobile ticketing solution allows customers to purchase fares & display tickets on their smartphone devices anytime, anywhere. Riders can purchase local & Hwy17 tickets including full price and discounted pass options (1-Ride, 15-Ride, Day, 3 Day, 7-Day and 31-Day passes) using a debit, credit card, or digital payment service. Visit www.scmtd.com/apps</p> <p>Riders can also access bus schedules and routes on the app, as well as check the arrival time at a specific bus stop.</p>	**
9.	<p>METRO will provide written translations of vital documents for each LEP group that constitutes a minimum of 5% of the service area population or consists of at least 1,000 people.</p>	<p>METRO currently provides all vital documents in English and Spanish. METRO staff will have the Title VI Policy Statement & Complaint Form translated into Chinese by a certified translation service. METRO will also provide all future Notices of proposed and approved Fare & Service Changes translated into Chinese by a certified translator.</p>
9.	<p>In March 2023, METRO will go back to in-person Board Meetings. These meetings will be held at varying locations throughout Santa Cruz county to ensure that low-income, minority and LEP individuals have meaningful access to these meetings. These locations include Capitola, Santa Cruz, Scotts Valley and Watsonville.</p>	**
	<p>ADDITIONAL LANGUAGE ASSISTANCE MEASURES – METRO’S IMPLEMENTATION PLAN</p>	
1.	<p>Signage in Santa Cruz METRO’s bus shelters is in English and Spanish.</p>	
2.	<p>Most signage at Santa Cruz METRO’s transit centers is in English and Spanish.</p>	

Exhibit A

Oral Language Assistance Measures Currently Provided

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
3.	Training of Santa Cruz METRO staff, including bus operators and ParaCruz Operators for interactions with LEP speakers.	
4.	"I Speak" cards for each reception area at the Administration office & Customer Service Booths.	
5.	2022 Update: Availability for front-line Staff to telephone translation services when necessary. Training for METRO staff on how to use the Language Line Service for those customers who speak a language other than English and are LEP persons.	
6.	Companies who advertise on the outside of Metro buses are encouraged to provide their advertisements in English & Spanish.	**

***Task performed on an ongoing basis.*

Exhibit A



MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY SANTA CRUZ METRO

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

Membership on MAC

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

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

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

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

Exhibit A



MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY SANTA CRUZ METRO

Vacancies on MAC

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

Membership on E&D TAC

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

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

Body	Caucasian	Hispanic/Latino	African American	Asian	Native American
Service Area Population	53.7%	34.8%	1.0%	4.5%	0.30%
METRO Advisory Committee	6 members (86%)	1 member (14%)	0 members (0%)	0 members (0%)	0 members (0%)

Exhibit A

Title VI Program 2022 Update

Subrecipients

METRO has no subrecipients

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VERBAL PRESENTATION

CEO ORAL REPORT / COVID-19 UPDATE

Michael Tree

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NEWS CLIPS

October 29, 2022 – November 18, 2022

**SANTA CRUZ
COUNTY
ARTICLES**

LATEST HEADLINES

BREAKING: Cabrillo College board votes to change name

By **PK HATTIS** | pkhattis@santacruzsentinel.com |

PUBLISHED: November 14, 2022 at 4:48 p.m. | UPDATED: November 14, 2022 at 8:55 p.m.

APTOS – More than 60 years after its founding, Cabrillo College will begin the process of changing its name following a vote by its board of trustees Monday night.

The vote came after a recommendation to change the name from the board's name exploration subcommittee, formed in July 2020 when more than 100 students, faculty and staff submitted a petition to make the change after investigating the background of its namesake, Juan Rodriguez Cabrillo.

Trustee Rachael Spencer was the sole vote against the motion.

According to the subcommittee report, Cabrillo was a 16th-century Spanish explorer who amassed tremendous wealth and property in his lifetime and was famous for his expeditions along the California coast. However, these fortunes were built — in part — by slave labor practices and his expedition “set the stage for colonial conquest of California and the subjugation of natives who had lived in this region for centuries,” wrote the subcommittee.



“In all the years that I’ve been involved in campus politics, which is way more than three decades, ... I have to say this is the hardest decision I’ve ever had to make,” said Trustee Dan Rothwell ahead of the vote. “The fact (is) that we have now found out that he (Juan Rodriguez Cabrillo) wasn’t a hero, he wasn’t a nice person. He was in fact a pretty bad person. Morally and ethically it makes it impossible for me to say that we should keep the name as ‘Cabrillo College.’ I just can’t go along with keeping it.”

As per the report recommendation, the board committee will now work alongside College President and Superintendent Matt Wetstein to build fiscal reserves to address cost concerns for the change. They will also seek input for renaming the college with a focus on using a “values-driven or geographic reference” for the new name and a stated goal of selecting a new name by the August 2023 board meeting. The board aims to use the new name at the start of fiscal year 2024-25 or July 1, 2024.

**This story will be updated*

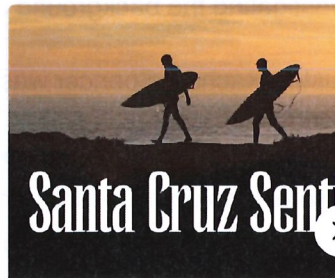
Tags: [Newsletter](#)



PK Hattis | Special to the Santa Cruz Sentinel

[More discussion on Santacruzsentinel.com](#)

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Letter | Twitter meltdown over Musk is humorous



Lookout Santa Cruz

Santa Cruz mayor: Fred Keeley to become first four-year major of Santa Cruz

By Christopher Neely
November 8, 2022

In the race to become Santa Cruz's first directly elected mayor, Fred Keeley found himself exactly where he and many others imagined he would be Tuesday night — in the lead by a wide margin and well on his way to victory over opponent Joy Schendledecker.

By midnight, Keeley was leading Schendledecker 77.8% (3,476 votes) to 21.6% (965 votes). Twenty-five votes were cast for an unnamed write-in. Polls closed at 7 p.m. and election results trickled in throughout the evening and will get finalized in coming days.

Keeley supporters packed into his Market Street home. Among them, a huddle of students from UC Santa Cruz College Democrats, the Democratic party's student organization on campus, ate cupcakes, sipped white wine and toasted Keeley's success.

The organization endorsed Keeley in the mayor's race because, according to president Laz Meian, he was the only candidate they felt acknowledged them as a legitimate voter base.

"Fred made a real effort to reach out to students and we appreciate that," Meian, a sophomore, said, adding that the relationship between students and the city has been a "difficult" one. "There is a lot of distance between local politicians and students. There is a lot of room for improvement."

Meian and the other four students at the party talked about the importance of getting students registered to vote locally.

"If you vote in Santa Cruz as a student, your vote really matters," Meian said. However, only one of the five students from UCSC College Democrats at Keeley's party said they changed their registration to be able to vote locally.

Voters approved a shift to district-based city council representation with an at-large mayor during the June primary. Keeley, a career politician with stints in the California State Assembly and on the Santa Cruz County Board of Supervisors, said he was

approached to seek the mayor's seat by "key community and civic leaders" who felt his experience would help guide Santa Cruz through this transition in governance.

The [race between Keeley and Schendledecker](#) reflected a larger trend in this election cycle of establishment candidates facing off against more progressive challengers. Schendledecker, an artist, mother and community organizer with ties to the Democratic Socialists of America, planned initially to run for the District 3 city council seat; however, that election was pushed to 2024. When she noticed Keeley failed to draw a challenger for the mayor's seat, she tossed her hat into the ring.

Keeley and Schendledecker have butted heads most explicitly on development, with Keeley supporting the larger redevelopment projects that Schendledecker has criticized for not doing enough to produce affordable housing. Their differences can most vividly be seen in how they voted on the ballot measures. Keeley opposed both the empty home tax proposed by Measure N, and Measure O's promise to stop the downtown library project and preserve downtown city parking lots for affordable housing. Schendledecker supported both measures.

Lookout Santa Cruz

UCSC inches closer to moving forward with controversial housing project

By Hillary Ojeda
November 8, 2022

Have something to say? Lookout welcomes letters to the editor, within our policies, from readers. Guidelines [here](#).

A UC Santa Cruz housing project — which a local environmental group has argued would harm natural habitats on the campus and not offer affordable housing — could be overcoming its [final legal challenger](#).

“We are pleased the Santa Cruz County Superior Court upheld our detailed environmental process and review of Student Housing West,” Scott Hernandez-Jason, assistant vice chancellor, wrote to Lookout on Monday about an Oct. 27 court decision.

He added that the lawsuit has [delayed the university’s efforts](#) to provide “much-needed housing support for students and reduce the housing pressure on the community.”

Opposing group Habitat and Watershed Caretakers supports housing on campus as long as it is affordable, [chair Don Stevens told Lookout in April 2021](#).

“High-priced campus housing drives students to seek more affordable housing off campus, exacerbates our housing crisis by pressuring rents upward and squeezing out other renters, and creates major impacts to our neighborhoods,” he said. “This lawsuit calls the bluff that UCSC is capable of supplying affordable housing.”

The project, called Student Housing West, would build about 3,000 new beds — or a net increase of 2,100 beds for students. University officials hope the project would bring upper-division students who live in the local housing market back to on-campus housing. “Habitat and Watershed Caretakers, the only remaining group challenging this project, will have 60 days from the date the judgment is entered to appeal the court’s decision,” said Hernandez-Jason. “We will begin to develop a project timeline once we are past all legal challenges.”

Student Housing West includes two sites: one at East Meadow at the corner of Hagar and Coolidge drives, and a second site on Heller Drive. In addition to housing, the project provides a child care center for students and staff.

Mass Transit

CA: Santa Cruz METRO aims to double ridership in 5 years

In a recent presentation to the Santa Cruz County Regional Transportation Commission, Santa Cruz METRO Planning and Development Director John Urgo said it is aiming to increase ridership to more than 6 million by 2028.

By PK Hattis

Source Santa Cruz Sentinel, Calif. (TNS)

Nov. 8, 2022

Nov. 7—SANTA CRUZ — After experiencing significant usage declines during the COVID-19 pandemic, Santa Cruz METRO has plans to double its ridership within five years, returning it to levels last seen in the early 2000s.

In a recent presentation to the Santa Cruz County Regional Transportation Commission, Santa Cruz METRO Planning and Development Director John Urgo said it is aiming to increase ridership to more than 6 million by 2028.

It is a tall task, but things are trending in the right direction, Urgo said.

In September, METRO ridership was back to 91% of its pre-pandemic levels; UC Santa Cruz specifically was at 104% of early 2020 numbers and non-student ridership at 87%.

Urgo acknowledged that the return of UC Santa Cruz students likely inflated these numbers, adding that the three-month average was about 71% compared to pre-pandemic rates. But overall, "it's all good news that I wanted to share with you today."

According to Urgo, the simple truth is that ridership tracks closely with the amount of service provided.

"Were there a way to maintain a stable source of operational funding, ridership would stay more or less stable," Urgo said. "Achieving the goal that we've set will likely require an increase of service to previous service levels as well."

METRO spoke to roughly 900 individuals that use its service less than once per month and found that 49% were likely to use it once per month or more if buses arrived on a more frequent basis and had stops in more convenient locations. The study's more than 1,000 respondents also preferred an increased frequency of service compared to a larger number of stops, Urgo said.

Two additional goals in METRO's 5-year strategic plan are an investment in zero-emission vehicles and the development of affordable housing.

Urgo said that the transit agency will only be purchasing zero-emission vehicles moving forward and plans to convert its entire 96-bus fleet to zero-emission by 2037.

It also set a goal of developing 175 housing units at METRO transit centers across the county. Included in this effort is a joint project with the city of Santa Cruz to redevelop Pacific Station North, which will have more than 100 extremely low and low-income units.

METRO is also in a "conceptual phase" to develop its Soquel Park and Ride and Watsonville Transit Center stations, where an estimated 75 additional units can be included.

Measure D spending

The commission also unanimously approved an annual update to its five-year spending plan for 2016 Measure D funds proposed by its staff.

Three significant updates arose from previously approved projects:

- Adding \$2.4 million to leverage grants for the Complete Streets project in SLV.
- Funding for staff and consultant work for an electric passenger rail project.
- Adding \$24 million for a Highway 1 project from State Park to Freedom Boulevard that includes bus-on-shoulder/auxiliary lanes and development of Rail Trail segment 12.

"We're focused on leveraging other grants, looking at opportunities to utilize these funds to secure significantly more funding from state and federal agencies," said Senior Transportation Planner Rachel Moriconi during a staff presentation.

Guy Preston, the commission's executive director, also shared an update regarding the status of a contract recommendation for an early phase electric passenger rail analysis along the Branch Rail Line. He said the recommendation was originally intended for the Nov. 3 meeting, but the application process was competitive and led to a second round of interviews.

"Staff now has a top-ranked firm and has started negotiations. We now expect to make a recommendation at the December RTC meeting," Preston said.

SANTA CRUZ SENTINEL

METRO Aims to Double Ridership

RTC approves updated 5-year project spending

11/08/22

BY PK HATTIS

PKHATTIS@SANTACRUZSENTINEL.COM

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Santa Cruz Sentinel

Regional Transportation Commission to share spending updates

BY PK HATTIS

PKHATTIS@SANTACRUZSENTINEL.COM

11/2/2022

SANTA CRUZ >> Recipients of 2016 Measure D funds will open their books this week and detail for the public how they plan to spend taxpayer money for ongoing transportation initiatives in Santa Cruz County.

Transportation agencies, including the county's Regional Transportation Commission, that benefit from the voter-approved 30-year half-cent sales tax meant for transportation projects must detail a five-year spending plan on an annual basis. While all programs under review at the transportation commission's upcoming Thursday meeting were previously approved, the plans being presented will reflect updated cost estimates and requests for additional funding in some cases.

According to the staff report, there are five total programs and general categories of projects that will be detailed for commissioners and the public.

The first is the San Lorenzo Valley Highway/9 Complete Streets Corridor Plan, which seeks to improve pedestrian, bicycling, transit infrastructure and generally reduce traffic congestion in the region. The effort includes the 2019 SLV Schools Complex Access and Circulation project, which is holding public workshops this week for input on its draft engineering design.

The project is seeking an additional \$2.4 million for preconstruction and match grant application efforts based on projections through fiscal year 2027, according to the meeting agenda.

Staff is also recommending a placeholder of \$2.5 million to partially fund preconstruction phases, project management and community outreach for the Electric Passenger Rail Transit and Trail project. The funding will also serve as the local match for future competitive grant opportunities.

In August, the commission asked its staff to proceed with an early phase analysis for a 22-mile electric passenger rail project stretching from Watsonville to Natural Bridges in Santa Cruz.

Financial updates for several highway corridor programs are also expected Thursday, including auxiliary lanes and bus on shoulder work along Highway 1. The update includes a request for an additional \$34 million to continue implementation of Coastal Rail Trail Segment 12 in South County.

No additional funding is being requested for a wildlife undercrossing on Highway 17 near Laurel Curve. The project is expected to be completed by the end of the year.

Elizabeth Rocha-Rocha

From: Danielle Glagola
Sent: Monday, October 31, 2022 3:46 PM
Subject: Trunk or Treat Events
Attachments: Staff-1.jpg; 2-1.jpg; 3-1.jpg; 4-1.jpg; 5-1.jpg; Exterior-1.jpg; Staff_Tent-1.jpg

Hi everyone,

HAPPY HALLOWEEN

Thank you to all staff who participated and helped set-up the Trunk or Treat events this past Friday in Watsonville and Capitola. It was great to get back out into the community and we couldn't have done it without staff involvement.

METRO even won "Best Vehicle Decoration" for the event in Watsonville.

Attached are some photos.

Danielle Glagola
Marketing, Communications & Customer Service Director
(831) 420-2550
[Santa Cruz METRO](#)



From: Danielle Glagola <DGlagola@scmtd.com>
Sent: Wednesday, October 26, 2022 5:01 PM
Subject: Trunk or Treat Events

Hi everyone,

I wanted to let you know that METRO will be participating in two Trunk or Treat events this Halloween season taking place this Friday, October 28th in case you would like to come out and join us.



Event # 1 Watsonville Fairgrounds 3PM – 7PM

The County Probation Office is hosting a free Trunk or Treat event Friday, 10/28 at the Watsonville Fairgrounds from 3PM – 7PM. The event includes different vehicles decorated in Halloween theme. METRO will be participating by decorating the interior and exterior of one of our buses in a spooky spider theme and also setting up a tent to pass out candy,

Event #2 Sherriff's Dept. Headquarters, Santa Cruz 5PM – 8PM

The Sherriff's Department is also hosting a Trunk or Treat event Friday, 10/28 at their headquarters at 5200 Soquel Ave, Santa Cruz from 5PM – 8PM. Parking is limited so METRO will be providing shuttle service from the Capitola Mall Bank of America parking lot to the event, every 15 minutes starting at 4:45PM. We will also be decorating the interior of our bus used for shuttle service.

We look forward to seeing you there.

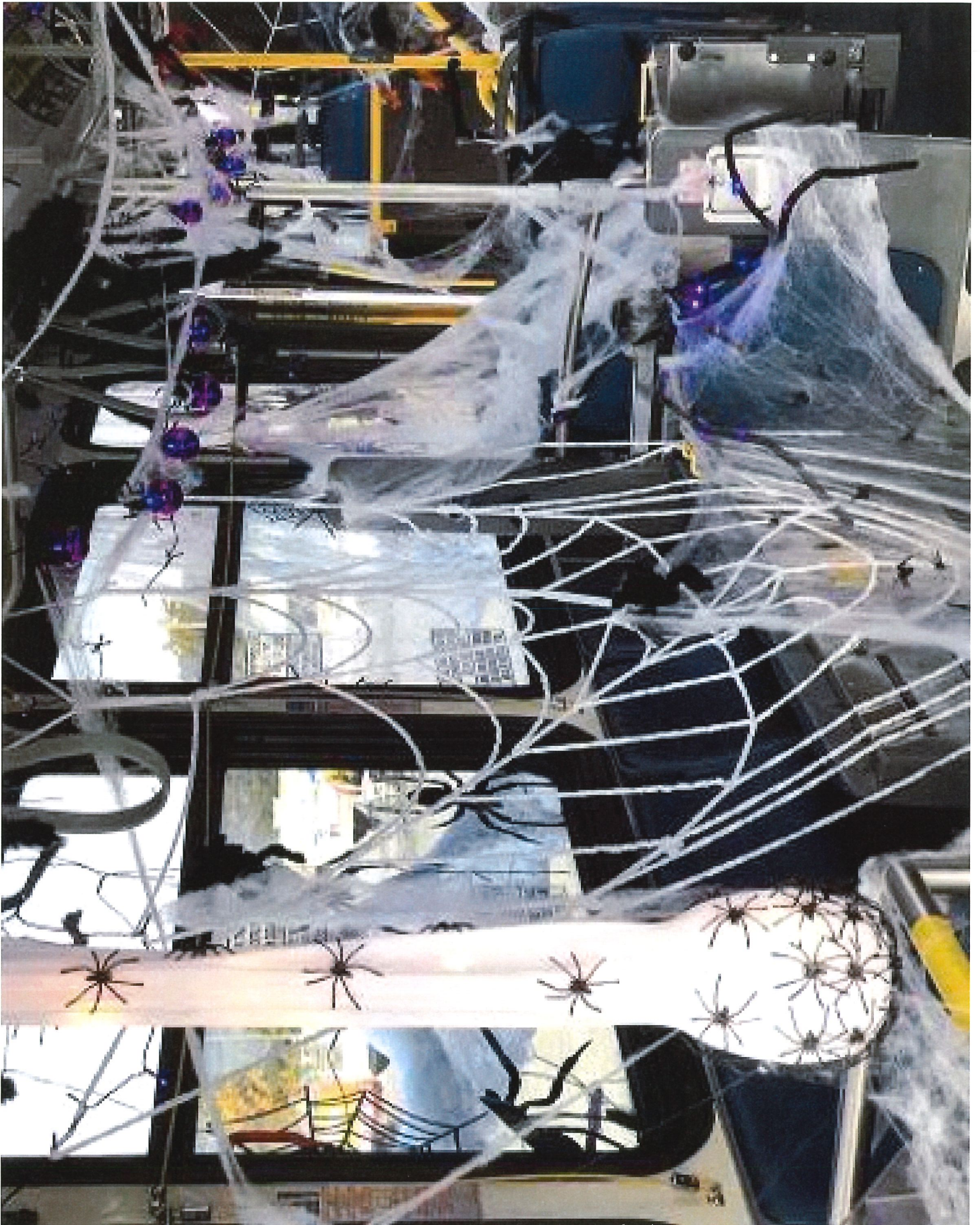
Danielle Glagola
Marketing, Communications & Customer Service Director
(831) 420-2550
[Santa Cruz METRO](#)

















SANTA CRUZ SENTINEL

Highway 9 Workshops Happening Next Week

Input sought for transportation design at SLV schools complex

BY PK HATTIS

PKHATTIS@SANTACRUZSENTINEL.COM

10/28/2022

SAN LORENZO VALLEY >> Santa Cruz County transportation leaders are honing in on a plan to bring improved access and safety to an especially busy stretch of roadway in the San Lorenzo Valley. But as their work begins to pick up speed, they are hoping to hear from local stakeholders.

The Santa Cruz County Regional Transportation Commission, in partnership with the San Lorenzo Valley Unified School District, Santa Cruz County, Santa Cruz Metro and Caltrans, is seeking input on its San Lorenzo Valley Schools Circulation and Access Study.

The study aims to improve safety and ease traffic congestion along nearly 2 miles of Highway 9 ranging from the southern intersection of Glen Arbor Road to Graham Hill Road and it includes a complex of three schools.

The workshops will make draft engineering concepts available to the public for review and feedback on two separate occasions next week.

“If you come up into the valley, you’ll know that this segment has particularly high traffic volumes,” Brianna Goodman, who is managing the project for the transportation commission, told the Sentinel. Goodman added that throughout the valley there is a narrow right-of-way, meaning, there is little room for bicyclists and pedestrians outside of the vehicle travel lane.

“We are looking to have those two transportation options available for that whole route, as part of the plan to have it available for students to walk and bike to school,” Goodman said.

The latest project builds on the foundation set by the 2019 Highway 9/San Lorenzo Valley Complete Street Corridor Plan, which broadly assessed the multimodal transportation needs of the region.

During the 2019 study, Goodman said the community voiced a desire for increased bicycle and pedestrian access for students commuting to San Lorenzo Valley's high school, middle school, and elementary school campuses. Additionally, the segments lack of circulation for motorized vehicles was a concern.

Goodman said the transportation commission held a meeting in June where public feedback was gathered, "but of course once you've got a design on the table, it's a lot easier to talk about how you think it should be modified based on your on-the-ground experience." A virtual workshop will take place from 6-7 p.m. Nov. 2, followed up quickly by an in-person event on Nov. 3 at the Felton Community Hall from 6-7:30 p.m.

"I'm really encouraging people, if they can and if they feel comfortable with it, to attend the in-person workshop," said Shannon Munz, a communications specialist for the transportation commission. "They'll really be able to interact a lot more with the project managers — it'll be a lot more interactive."

Santa Cruz Sentinel

Santa Cruz County Planning For Housing Element Update

By PK Hattis | pkhattis@santacruzsentinel.com |

10/26/22

SANTA CRUZ – Santa Cruz County is preparing to update its housing plan as required by state law and the number of new housing units it has been assigned is more than three times greater than what was expected in the previous cycle.

The county's General Plan Housing Element must be updated every eight years and submitted to the State Department of Housing and Community Development. Included in this update is the Regional Housing Needs Allocation, which details a specific number of units for very low, low, moderate and above moderate housing. The last update, approved in 2016, had a total requirement of 1,314 units and the new program asks for 4,634 new units from 2023 to 2031, according to a county staff report.

Program details were presented to the Santa Cruz County Board of Supervisors at its Tuesday meeting, where it was met with a mixture of apprehension and a desire to quickly begin plans for public outreach.

"With our limitations of infrastructure, water sewage, transportation and power, this is going to be interesting to see how we can meet this challenge," said Supervisor Bruce McPherson. "It's overwhelming."

The county's Community Development & Infrastructure Department is responsible for developing a program to prepare the update, which must be submitted to the state agency no later than Dec. 15, 2023. According to the staff report, housing element updates have a number of required considerations including assessment of housing needs, accommodating special needs populations, addressing housing affordability and options, identifying constraints and barriers to housing and facilitating robust community engagement in the update process.

When asked by McPherson how strictly the state will monitor the update and its progress, County Principal Planner Stephanie Hansen said it is critical that the housing element itself get updated by the December 2023 deadline.

"Having a compliant housing element is often tied to state funding and grants both for housing projects and transportation," Hansen said. "So it's very important that we try to stay on schedule."

Supervisor Greg Caput voiced a desire for an even spread of new developments across the county's five districts and also that considerations be made for including high

density housing in affluent regions to prevent a sequestration of low and very low income units to a few regions. Supervisor Zach Friend supported Caput's comments and also lauded the county for housing project efforts in Aptos and Live Oak that are already in line with the equitable practices Caput mentioned.

Board Chair Manu Koenig emphasized the need for robust community consultation and involvement and suggested a deliberative body of community members be created to help steer the process.

"We have an opportunity here to try something like a citizen assembly, which is both representative and deliberative," Koenig said. "Ultimately, as we roll out the housing element and some of the rezoning ... it will continue to help us all be on the same page as a community."

As motioned by McPherson, county staff will return to the board before Jan. 31 for another study session and the added direction that a request for proposal be submitted for a public engagement process that is both representative and deliberative.

KION 46 News Channel

Bus lines reopen after structure fire on Front Street

By Derrick Ow
October 25, 2022



SANTA CRUZ, Calif. (KION-TV): UPDATE AT 10/25/22 AT 12:35 PM: Santa Cruz Fire Department confirmed with KION that bus lines have reopened after a structure fire occurred on Front Street.

Firefighters said they reported to the scene after hearing calls of flames being seen from the sides of the old Yoga Center.

Firefighters said they arrived to a partially extinguished fire on the second floor of the building that is vacant. Construction workers working on the vacant project taking place at the location helped removed debris that was burned.

Santa Cruz Fire said that the cause of the structure fire is still under investigation.

Santa Cruz Metro said there are delays to certain routes due to police and fire activity around Front Street near Pacific Station.

This road leads access to the Metro Store. We are working to get more information and a reporter is on the way to the scene.

Other Transit Related Articles

Mass Transit

2022 election results: Voters support 14 out of 19 transit ballot initiatives

The initiatives passed this year will add billions in transit investment and brings the 2022 wins rate for public transit initiatives to 80.56 percent.

[Mass Transit Staff Report](#)

Nov. 10, 2022

The November 2022 midterm election in the United States saw voters approve 14 of the 19 transit measures put before them in communities across the country.

Among the measures approved are a tax on high income earners in Massachusetts, with a portion of the revenues supporting transit investments, a more than \$52-million bond in Arlington County, Va., where transit will benefit from the funds and various millage renewals in Michigan.

The measures passed add to the 15 that have already been passed by voters in 2022, bringing the total to 29 out of 36 wins for transit, which is an 80.56 percent win rate and represents billions in transit investment.

“Almost one year ago, [President Biden signed the historic Infrastructure Investment and Jobs Act](#) to provide state and local communities with long overdue funding for transportation, including public transit. In the year since, communities have met the moment and stepped up with bold visions for their transportation futures and asked voters for local funding to match,” said American Public Transportation Association (APTA) President and CEO Paul P. Skoutelas. “We’re heartened to see that voters have once again put trust in their communities with overwhelming victories for measures funding public transit across the nation last night and throughout the past year, and we’re excited to see even more communities follow suit in 2023 and 2024.”

Tuesday’s results add to a string of historic years for transit at the ballot box, with more than 85 percent of measures winning for public transit from 2017 to 2022. At a time when the federal government is more committed than ever to funding transit and infrastructure, APTA says voters agree and are putting their money where their mouth is to provide a local match.

“For years, the [public’s support for transit has been on a roll](#), and 2022 is no different,” said Josh Cohen, executive director of APTA’s Center for Transportation Excellence. “Voters support transit at the ballot box because it can transform a community and create pathways to a more equitable and accessible future. Transit is the only issue that unites leaders from all walks of society, from elected officials to transit agencies, to business, to labor, to the grassroots, around a common vision that benefits all of us.

While some of the larger measures suffered a setback, the results from the 2022 elections reflect a years-long trend toward greater investment.”

Some of the biggest victories for public transit during the 2022 midterm election include:

- An extension of a half-cent sales tax for 30 years in San Francisco, Calif. This measure will allow the local transportation authority to issue up to \$1.91 billion in bonds for transportation projects.
- A statewide ballot initiative in Massachusetts that would place an additional four percent tax on earners over \$1 million – in addition to the existing five percent flat-rate state income tax – to generate a total revenue of \$1.3 billion. The revenue can be used for education, roads, bridges and public transportation.
- A \$52.6 million bond to fund a variety of transportation, road, pedestrian enhancement and transit projects across Arlington County, Va.
- Two propositions to stay with Capital Metro (CapMetro) and maintain public transit service in Lago Vista and Manor, Texas, joining a similar victory earlier this year in Leander, Texas.

CapMetro issued a statement following the results that read, “The agency is appreciative of the support and is eager to continue connecting our region through a variety of services, such as Pickup, MetroAccess, bus and rail. Although CapMetro services are strongly utilized across the region, cities are faced with tough choices due to limited funding. The agency understands why these measures are placed on ballots, but time and time again, Central Texans have strongly voiced their support for sustainable, equitable and robust public transportation. As the region continues to grow, CapMetro is prepared to grow with it by increasing and providing more services throughout our communities.”

In Michigan, multiple transportation millage renewals and initiatives were approved, including:

- A levy of 0.478-mill to continue the Bay Area Transit Authority’s bus service in both Grand Traverse and Leelanau County for four years.
- A six-year renewal of 0.2 of one-millage for the Huron Transit Corporation in Huron County.
- A renewal of a 0.95-mill rate to maintain and increase SMART transit services for five years in Macomb County.
- A 10-year, countywide 0.95-mill rate to fund SMART bus transportation system and expand mass transit in Oakland County.

- A four-year 0.996-mill tax for SMART services in Wayne County.

Following the successful passage of the transit millages in Wayne, Oakland and Macomb counties, Regional Transit Authority Board of Directors Chair Paul Hillegonds said, “Residents let their voices be heard and opted to enhance vital transportation services that will provide the ability to improve transit options in their communities. This vote is a win for the future of transit and mobility in our region. It sets us on a path of improved quality of life, better job access and development opportunities, environmental sustainability and job creation. The Regional Transit Authority looks forward to working with regional leaders, transit riders and citizens to make Southeast Michigan a leader in transit and mobility.”

Several countywide sales tax measures in Colorado, such as:

- An extension of the 0.1 percent countywide transportation sales tax in Boulder County.
- A 0.5-cent sales tax increase to fund a new transit authority in Eagle County.
- An extension of the Pikes Peak Regional Transportation Authority's one-cent sales tax for 10 years in El Paso County.

The transit measures that fell short include:

- The early renewals of Measure C sales tax for transportation in Fresno County, Calif., and Measure T sales tax in Madera County, Calif. Both measures required two-thirds supermajority support to pass and both fell short of that mark. The current tax in each county does not expire until 2026, so the counties still have time to pursue another renewal without a loss of funding.
- A sales tax measure for transportation in Hillsborough County, Fla., which faced legal challenges in the past few weeks, with a judge removing the item from the ballot until the court of appeals issued a stay of that order.
- A [sales tax measure for transportation in Orange County, Fla.](#)
- A sales tax measure for transportation in New Hanover County, N.C.

A sales tax initiative in Sacramento County, Calif., that would raise the county sales tax by one-half of one percent for 40 years and raise \$8.5 billion to fund dozens of transportation projects has not officially been called. However, the measure is currently trailing with 53 percent voting against the measure and 46 percent to approve.

STREETSBLOG

How Did Transit and Transportation Ballot Measures Fare in California?

By Damien Newton | Nov 9, 2022 | 11 COMMENTS



Car-Free JFK in San Francisco was a major victory Tuesday for livable streets advocates everywhere. Image: Walk SF

While control of the federal, state and local governments were all on the ballot Tuesday, there were also a series of statewide, countywide and local ballot measures that will control how the state grows and whether or not it has even a chance to live up to its promise to lead the country on fighting Climate Change. Here's a quick breakdown of the major ballot propositions and where they stand. Streetsblog will update this post as more results come in. Several measures updated Sunday November 13.



Proposition 30

Status: It's going to lose. Currently down 59-41.

Where: Statewide

Who Endorsed: Coalition for Clean Air, Move L.A., Active SGV, California Democratic Party

Who Opposed: Gavin Newsom, California Teachers Association, California Chamber of Commerce

What Would It Do: Via [Calmatters](#): **Prop. 30 would** impose a 1.75% personal income tax increase on the top-earning Californians — for the share of their income above \$2 million — per year to fund a suite of climate programs. The goal is to clean up the state's dirty air and help meet ambitious greenhouse gas reduction targets. Most of the money — about 80% — would go towards rebates for people buying zero-emission cars and to build more charging stations. Half of that funding will go to low- and middle-income residents, who are disproportionately affected by poor air quality and heavy pollution.

Proposition I/J

Status: Car-free, JFK Promenade wins! (**I Fails, J Wins!**)

Where: San Francisco

Who Supported I: Dow Chemical Heiress Dede Wilson/de Young Museum

Who Supported J: Streetsblog San Francisco, Mayor London Breed, San Francisco Bike Coalition

What Would It Do: Via [Streetsblog San Francisco](#): Prop I reverses the Board of Supervisors vote and returns cars to JFK and the Great Highway. Prop I is countered by Prop J, which reaffirms the JFK Promenade as a recreational space.

Prop L

Status: L wins!

Where: San Francisco

Who Endorsed: San Francisco Transit Riders, San Francisco Democratic Party, the Sierra Club

Who Opposed: Coalition for San Francisco Neighborhoods,

What Would It Do: Via [Streetsblog San Francisco](#): Prop L maintains the same tax that brought new Muni buses, improved BART stations, eliminated private vehicles from Market Street, and created bus-only lanes, crosswalk improvements, and protected bike routes. If passed, the sales tax would work to make streets safer by calming traffic, expanding the bike network, investing in the Safe Routes to Schools Program, and extending the city's Paratransit program for seniors and people with disabilities. It would electrify Muni's bus fleet, increase rider capacity, and support community-led planning efforts to prioritize those

that most rely on walking, biking, and transit but lack adequate infrastructure to make that dependence efficient or safe.

United to House L.A. – Measure ULA

Status: Appears to have passed (Ballots still to count, but, as of Sunday 11/13, ULA lead has grown to nine percent: 54.8 percent to 45.2 percent. Needs majority to pass.)

Where: City of Los Angeles

Who Endorsed: Streetsblog L.A., United Way, Move L.A.

Who Opposed: Howard Jarvis Taxpayers Association, Los Angeles County Business Federation

What Would It Do: Via [Streetsblog Los Angeles](#): United to House L.A. (Measure ULA) would enact a new tax on the sale of high value property in L.A. City. According to [proponents' initiative overview](#), 97 percent of recent property sales were not valuable enough for the new assessment to apply. Properties selling for \$5-10 million dollars would be taxed once at 4 percent. Properties selling for more than \$10 million would be taxed once at 5 percent. Proponents estimate that this would generate \$8 billion over 10 years, which they term “the largest long-term housing funding ever considered in the city of Los Angeles.”

Measure U

Status: It passed. 70 percent yes so far, only needs a majority.

Where: City of Oakland

Who Endorsed: Streetsblog SF, Bike Oakland, Walk Oakland, SPUR

Who Opposed: Oakland Tribune

What Would It Do: Via [Streetsblog SF](#) : Measure U, which will issue bonds to raise \$850 million, including almost \$300 million to continue repaving and repairing Oakland streets.

Measure C

Status: Likely to fail. It has roughly 60 percent of the vote, but needs 2/3 to pass.

Where: Fresno County

Who Endorsed: Fresno Chamber of Commerce, California Association of Realtors

Who Opposed: NRDC, Fresno County Republican Party Fresno County Democratic Central Committee

What Would It Do: Via [Streetsblog California](#) : Measure C seeks to renew the county's half-cent transportation tax five years before it is set to expire. The measure, put on the ballot by the Fresno Council of Governments, drastically changes the shares of funding going to roads vs. transit, cutting transit funds by almost forty percent. [The City of Fresno objected](#)

vehemently to this change, as it would cause deep cuts in transit service. Fresno COG claimed that area residents want the money to be spent on fixing highways.

Measure A

Status: Appears to have failed. As of Sunday 11/13, approval is only at 46 percent, below the simple majority required to pass.

Where: Sacramento County

Who Endorsed: Darrell Steinberg, California Alliance for Jobs and Cordova Hills Development Corp.

Who Opposed: Sacramento Taxpayers Association, Coalition for Clean Air

What Would It Do: Via [Streetsblog California](#): Measure A, the “Roads and Air Quality Sales Tax Initiative,” is a half-cent sales tax its backers say will “improve roads and air quality,” but which the Sacramento Council of Governments says will dramatically increase air pollution, violate state climate laws, and jeopardize the region’s ability to access other state and federal funding.

Measure T

Status: Likely to fail. It has a clear majority (54 percent) but that’s well short of the 2/3 it needs to pass.

Where: Madera County

Who Endorsed: California Alliance for Jobs, Madera County Chamber of Commerce, Madera County Democratic Party

Who Opposed: Leadership Counsel for Justice and Accountability

What Would It Do: Via [Streetsblog California](#): Renewing [Measure T](#) would put 62.5 percent of the funding raised towards community and neighborhood streets and roads, including pothole repair and repaving, and “eliminating bottlenecks ... caused by inconsistent growth patterns, additional lanes, bridge improvements, and operational improvements.” 25 percent would go towards major county routes and arterials, including highway interchanges. Four percent would go to transit services, and four percent would be set aside for Safe Routes to Schools improvements.

Filed Under: [Streetsblog California](#), promoted

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Mass Transit

CA: Veo gets OK to deploy 300 e-scooters in Santa Clara

Dozens of new e-scooters will soon line Santa Clara streets in an eco-friendly move aimed at contributing to a greener and more sustainable city through alternative transit options.

By Vandana Ravikumar

Source Silicon Valley, San Jose, Calif. (TNS)

Nov. 8, 2022

Nov. 4—Dozens of new e-scooters will soon line Santa Clara streets in an eco-friendly move aimed at contributing to a greener and more sustainable city through alternative transit options.

E-scooter vendor Veo, based in Santa Monica, received an operating permit to deploy 300 of its scooters this fall as part of the city's Shared Mobility Program. It will follow the Miami-based Bird, which received a permit in August to distribute 800 e-scooters and 200 e-bikes around the city.

Bird's bikes and scooters have already been dispersed. Adding Veo's scooters to the mix will bring the number of e-bikes and scooters to 1,300.

Veo's scooters will be phased in over the next few weeks, according to Michelle Templeton, acting director of communications for the city. The dockless scooters will be placed around the city where the company anticipates the highest demand, Templeton said.

The company plans to pick up and periodically redistribute them according to residents' transit demands, Templeton said.

"The city has many efforts underway to create a more sustainable Santa Clara," Templeton said. "Increasing access to clean mobility and alternative modes of transportation provides a sustainable way for community members and visitors to get around, reduces greenhouse gas emissions that cause climate change and supports reduction in traffic congestion."

The new scooters will be a mix of Veo's Cosmo seated e-scooters and Astro standing e-scooters, a representative from the company said. The vehicles cost \$3 to unlock for the first five minutes, and riders will be charged 39 cents for each minute afterward. To end a trip, riders must park the scooter in an approved location and take an "end-of-ride" photo in the Veo app.

To celebrate the program's launch, Veo is offering riders a \$5 credit that can be redeemed on the app until the end of November, the company said.

Veo also has a discounted pricing plan for Santa Clara residents who receive federal, state or local assistance, as well as FAFSA-eligible students. The program waives the scooters' unlock fee and allows riders to take one free 30-minute ride per day. Additional rides after that are 20 cents per minute.

Under the Shared Mobility Program, which was approved last winter, private operators can distribute e-bikes and e-scooters throughout the city to provide the public with another way to "sustainably access transit, shopping, and entertainment areas," the city said in a news release.

Those using the bikes and scooters must follow basic operating rules: riders must be at least 18 and hold a valid driver's license, they must ride in bike lanes and follow traffic laws, and park the vehicles appropriately. No riding under the influence of drugs or alcohol is allowed, the city said.

Those who come across devices that are parked incorrectly or damaged should contact the operator, who will be responsible for retrieving the devices, the city said. Riders can reach Veo by calling 1-855-836-2256 or emailing hello@veoride.com, and they can reach Bird by calling 1-866-205-2442 or emailing hello@bird.co.

Mass Transit

CA: Catalytic converters stolen from San Francisco Bay Area paratransit buses

At 2:05 a.m. on Oct. 27, thieves sawed off and stole the converters from three Solano County Transit public buses that are used to transport people with cognitive or physical disabilities in Vallejo and Benicia, officials said.

By Amy Graff

Source SFGate, San Francisco (TNS)

Nov. 7, 2022

Nov. 4—Four paratransit buses are the latest vehicles to have their catalytic converters stolen in the San Francisco Bay Area.

At 2:05 a.m. on Oct. 27, thieves sawed off and stole the converters from three Solano County Transit public buses that are used to transport people with cognitive or physical disabilities in Vallejo and Benicia, officials said. The thieves allegedly tried to take the device from a fourth bus and damaged the vehicle, Mandi Renshaw, a spokesperson for SolTrans, wrote in an email.

The buses were parked at a yard in Vallejo at 1850 Broadway, and surveillance video showed two people removing the converters, Renshaw said.

The bus that still had its converter was repaired by Oct. 28. Two of the buses will have new catalytic converters by Friday; the agency is still waiting on parts for the fourth bus. "Because they were different brands and types of paratransit vehicles, the repairs were not a generic fix," Renshaw said.

The new catalytic converters and repairs are costing the public agency just over \$10,000 — "money that could be used in many other productive ways," Renshaw said.

"We are now exploring investing in equipping our vehicles with products that protect the catalytic converters so this won't happen again," she said.

The theft impacted one of the agency's "most transit-reliant populations," people who can't drive or use regular transit operations, Renshaw said. The paratransit buses are specially adapted for people with disabilities and provide 30 to 40 trips per day.

SolTrans said its paratransit service, which operates seven days a week, has not been impacted and the agency is continuing with normal operations using three other paratransit buses and an accessible van.

"This incident required us to pull our accessible vans from our road supervisors, who help us provide reliable transit service, to not affect the daily scheduled paratransit trips," Renshaw said.

The Vallejo Police Department did not respond to a request for comment.

TransitTalent

Livermore Amador Valley Transit Authority selects Christy Wegener as its new executive director

For the past four years, Wegener has been the director of planning for the San Mateo County Transit District (SamTrans).

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November 7, 2022

Source: Livermore Amador Valley Transit Authority

The board of Livermore Amador Valley Transit Authority in Livermore, Calif., has selected Christy Wegener to serve as the agency's new executive director. She replaces Michael Tree, who left the position in April to become the general manager of Santa Cruz Metropolitan Transit District.

Wegener previously worked at LAVTA from 2014 through 2018 as the director of planning and operations. For the past four years, she has been the director of planning for the San Mateo County Transit District (SamTrans), responsible for strategic and operations planning for the district.

"The Wheels bus system is near and dear to my heart and I am thrilled for the opportunity to return," Wegener said. "I am excited to work with my former LAVTA colleagues and to improve mobility options throughout the Tri-Valley."

"We are very pleased that Christy was interested in returning to LAVTA," said Alameda County Supervisor David Haubert, who serves as chair of the LAVTA board. "During her previous tenure here, she helped lay the groundwork for many of the innovative projects that have been implemented over the past few years, including the introduction of shared autonomous vehicle technology, the Go Tri-Valley partnership with Uber and Lyft, and a fixed route system redesign that led to increased ridership."

Wegener has spent over 20 years in the transit industry, having previously worked for the Sacramento Regional Transit District and the Fairfax County (Virginia) Department of Transportation. She holds a master's degree in public policy from California State University, Sacramento, and a bachelor's degree in psychology and sociology from the University of California, Davis.

Mass Transit

US: Why Are U.S. Transit Projects So Costly? This Group Is on the Case.

For the last two years, a group of researchers at the New York University Marron Institute of Urban Management has been building a big database of transit projects around the world. Their goal: To understand what drives the costs of transit project.

By Jared Brey

Source Governing (TNS)

Nov. 2, 2022

Nov. 1—For the last two years, a group of researchers at the New York University Marron Institute of Urban Management has been building a big database of public transit projects around the world. Their goal: To understand what drives the costs of transit projects, what makes some places more expensive than others, and how costs can be brought down.

The Transit Costs Project is led by Eric Goldwyn, an assistant professor and program director in the Transportation and Land Use Program at the NYU Marron Institute, along with research scholars Alon Levy, Elif Ensari, Marco Chitti and a group of international contributors. To date, the group has built a database with details on hundreds of projects, sourced from popular media, trade publications and official plans. And they've begun publishing in-depth case studies on a handful of individual cities, including projects in Boston and New York in the high-cost category, and Stockholm, Italy and Istanbul in the low-cost category, based on additional data gathering and hundreds of interviews.

This month, the Transit Costs Project is planning to publish an overview of its findings. Among them: The United States is the sixth most expensive country in the world when it comes to building rapid rail projects. The reasons why range from the politicization of project management to the expanding role of consultants, the costs of labor, and efforts to limit disruption to normal traffic flow during construction. In this Q&A, Goldwyn speaks with Governing about what makes transit building so expensive in the U.S., and what might be done to improve costs. The conversation has been edited.

Governing: Can you tell me briefly about this research group and why you started digging into this topic?

Eric Goldwyn: We're all transport researchers and we've been following this stuff for years. We noticed that in America the costs seem to be higher than they are in other parts of the world. My colleague Alon, who has been collecting some of this data since 2008, started to see that U.S. projects across the board were more expensive. The first thing that we wanted to do was create a comprehensive database of these costs. Alon had been collecting a couple projects at a time and I had a database of probably 200

projects. So when we finally launched our project we hired some Chinese-speaking people and some people who can read Arabic: People who can cover a lot of places we couldn't cover on our own.

Our database is now something like 900 projects in 58 or 59 countries. And, unsurprising to us, America has, I think, the sixth highest costs in the world. And it's actually worse than that, because the thing that's really expensive is building things underground versus at-grade or elevated. In the countries that are more expensive than the U.S., they're building 65 percent or more of their projects underground, and in the U.S., we're only building like 37 percent of our projects underground. So we're choosing a less expensive method and we're still very close to being the most expensive in the world.

Governing: So, at a broad level, why do costs matter? You mention that the U.S. is the sixth most expensive. Why shouldn't it be?

Eric Goldwyn: If it costs \$1 billion a mile or \$2 billion a mile, depending on the city you live in, it's very hard to scale at more than a mile or two at a time. It's very hard to raise those sums of money to build something. If you're moving toward a more global average of, say, \$350 million to \$400 million a mile, then a total of \$4 billion or \$5 billion can get you 10 or 12 miles of rail instead of 2 miles. All of a sudden that's a big line. You can do a lot more with it.

I can give an example from our Boston case. We looked at the Green Line extension, and the plan in the earliest phases was to build seven stations, going up to Medford, Mass. And because the costs became so prohibitive, they just cut that last station and didn't extend it all the way. That reduces the amount of access people have to transit. And that means people in that part of Medford are still more likely to drive. So from our perspective, if you want to be serious about getting people out of cars, you need to come up with a public transport system that provides anywhere-to-anywhere connectivity, and for bigger cities, subways are really good at that.

Governing: Is it also the case that high costs give opponents ammunition to oppose transit projects and turn political will against them?

Eric Goldwyn: In general, if you want to build confidence in public works, you have to be able to do them on schedule and on budget. And if those budgets are artificially inflated or veer dramatically from global averages or peer city averages — which they do in a lot of ways — it just begs the question of, what's going on? I think people's conclusions tend to be incompetence, corruption or a combination of the two. I'm not saying I agree with them. But that does not breed positive feelings for transit or public works in general.

Governing: One of the things that comes up in the reports is that politicization of decision-making at the micro-scale raises costs. Can you describe an example of how that works?

Eric Goldwyn: There are a couple different ways. If you look at Seattle, for instance, their board at Sound Transit is all elected officials. And they have to approve the decision to pick a locally preferred alternative. Building transit is sometimes controversial at a very local level. Some people maybe want the train to go here or there or don't want it to cut through this or that sensitive area. So when you have elected officials who feel the heat on those things, they might say, you know, "Let's study this alternative." Or "Let's not make a decision on this for another three months." Or, "Let's extend the comment period so people can air whatever they want to air." You can look at the West Seattle and Ballard project — they've extended the comment period one or two times and they've postponed making a decision on the locally preferred alternative. That's just kicking the can down the block.

To use simple numbers, if you have a \$5 billion project and you assume 5 percent inflation per year, then every year you're not making a decision, it costs \$250 million. Every six months you're not making a decision, it's \$125 million. So if you decide to study something for six more months, OK, we can do that, but you have to understand that's going to add, at a minimum, \$125 million to this project cost. It's useful to understand some of those tradeoffs. Delaying something that you're going to do, after you said you're going to do it, comes at a cost.

The same is true of building an expensive station. In Boston, if they'd agreed to build cheaper stations from the outset, the money saved on building the six stations a little bit cheaper could have been used to build that seventh station. You could have had seven stations that are less ornate and less bespoke and customized, but, you know, it's transit: You're not supposed to stand there and gaze at the murals. You're supposed to get on a train and get on with your life.

Governing: Is there a relationship between previous efforts to cut costs and the high costs we have now? One thing I was noticing in your reports was that the outsourcing of design and professional work can raise costs when public employees don't have the in-house expertise to manage those projects.

Eric Goldwyn: Consultants are usually more expensive than in-house staff. And you need consultants for certain things. If you look at New York or Boston, you don't need to have a station designer in-house because you don't build that many stations. But oftentimes what we've found is that consultants are brought on to answer the questions of, what do we need to be doing? Rather than an agency telling the consultant what they need to be doing, the consultant starts to do stuff and the agency is like, "Well, that's not really what we want. We need you to go study this other thing." They're billing you by the hour and those costs accumulate.

There was a light rail project in North Carolina that never advanced into getting federal money. Because this agency had never really built anything, they had to hire a consultant. They spent like \$150 million just on the consultants doing the design work and the meetings. That's \$150 million that's gone to nothing; the project is dead. In that example, what you would like to see is if the federal government had like a SWAT team of experts who could come in and help a city that is thinking about doing a light rail or a

streetcar and has never done something like that before. In the Italian case that's exactly what they've done. There's a group in Milan called Metropolitana Milanese which has existed since the 1950s. They have built, planned and designed a 60- or 70-mile metro subway system. They've been hired out by other cities in Italy to help them with their planning and design work.

You're always going to need to hire people to build this stuff, but some of the design, planning and early engineering is within the realm of what a professional civil servant could do. These are somewhat standardized, off-the-shelf technologies. You've got to fit them into the city and there are unique quirks that need to be dealt with, from geology to utilities to property owners, but fundamentally it's some track either buried in the ground, elevated, or underground. And the stations are just boxes with different flourishes.

Governing: You mentioned Milan. What are the commonalities, if there are any, in cities that have lower costs for these transit projects?

Eric Goldwyn: The one thing we see is a heavy emphasis on standardization of design and really trying to economize as much as possible. In Istanbul, they're building something like 300 kilometers of subway. And they've been making changes and optimizing things as they go. They've learned lessons about how to build the most efficient station for their circumstance. Using different tunneling technologies, they've figured out ways to do less excavation but still create all the space they need for passengers and platforms.

In the U.S., where labor costs are quite high, wherever you can have a better interaction between time and labor, the cheaper a project is going to be. So if you're doing something that is very time intensive, it's going to be very expensive. If you're building something large, it's more time-intensive than something that's small. And if you're doing it with expensive labor, those things multiply.

Governing: How should officials approach the question of labor? People often don't want to make labor cheaper because you don't want to pay people less. There's positive aspects of having high labor costs too.

Eric Goldwyn: One of the reasons we did our Stockholm case is that it's a low-cost city, but their labor costs are very high. I think we figured out that their tunnel workers make basically the equivalent of \$90,000 a year, and then double that in benefits. In this industry there are lots of labor-saving technologies, like tunnel-boring machines, for instance. But the way that our project agreements in the U.S. are often structured, they don't really capture all of the benefits of that labor-saving technology. It's not about paying people less. It's about, don't spend as many hours doing something, and don't use as many people to do that thing. You know, I don't want to work in a tunnel: Those people that do should get paid well and get good health benefits.

We also have very generous overtime, and that is not a common occurrence in other places we've looked at. In France it's capped at 25-50 percent of the hourly rate, but you

can only work 10 hours of overtime or something. In New York, if you work Saturday and Sunday, you get paid double time. If you work after the standard eight hours you get bumped up. And the way we do work, we only let them do work on some awkward hour on the weekend, so that means you're automatically paying the double rate.

There are a lot of things that are very mundane and people wouldn't think are that important, but if you don't let a lane or two of traffic be shut down so they can dig a big hole, that just means they're going to dig it much more slowly and they're going to have to dig it at weird hours of the day, so it's going to be much more expensive. If you just said, "yeah it's going to be annoying, but let's just do it and get it over with," that would be, I would argue, a better way to go.

Governing: So what are the recommendations, and what levels of government should be implementing them?

Eric Goldwyn: At the federal level, it would be nice to see some sort of group of experts who have built mass transit work as a public-sector consultant. They could be hired out at a discounted rate by different municipalities or transit agencies.

At the top level, the politics in decision-making, we see that as the most important part of all this. We need to have champions in office who are cheerleading these projects. One of the things that's interesting in this research is how often government agencies or utility companies gum up these projects because they want something. If you want to shut down a street to cut a hole and build your subway station, you need a department of transportation to approve that. But you're most likely going to hit some sewer pipes or electric lines or whatever. So if you need to have those moved or power them down, you need to get the utility to sign off on that. Getting all those people to agree is not easy. Sometimes they'll say, "We'll do it, but you have to give us new pipes, or you have to replace a mile in each direction." There's all these opportunities for extraction, and there needs to be someone at a high enough power, like a mayor, who is saying, "Cut the crap. We need to get this done. They'll replace whatever it is that they're taking out but they're not going to do extra stuff." You can't keep trying to extract more and more bribes from these megaprojects.

We also argue a lot in favor of making things transparent in terms of costs. One of the big things that they did in Italy to combat increasing costs from corruption — they had a big corruption scandal in the 1980s — was making what's known as reference prices. This is what it costs to pour a cubic yard of concrete, what it costs to build a mile of embedded track, and so on. Because that information is public it has this two-way effect. The contractors now know this is what we can build to, and the public knows and the agency knows that when they get in a bid and it looks very different from these numbers, something must be up. That transparency, we think, is really quite useful.

Governing: Can politicians depoliticize things?

Eric Goldwyn: Well, it's not that exactly. You want it to be more politicized in some sense, because you want people to say this is important and we care about this. And you

want them to say that continuously. You don't want them to say it once and then give up on the project, because that's often what happens. But you don't want them meddling into the project. What you want is a governor who is like, "Yes, I approve the spending on this, it achieves the goals I want to achieve. You, the technical experts, are empowered to figure out how to get there." You want someone who will macromanage, not someone who will micromanage.

It all comes down to having people at the top that are like, "it's important that we build this thing in a cost-effective, speedy fashion." If you have a governor, mayor, head of agency who is laser-focused on that stuff, it solves all of these downstream problems. Because they won't tolerate the operating agency saying they need to build all this other stuff. At the political level it's got to be a recognition that our costs are whacky and we have to get a grip on some of this stuff if we're serious about building transit and decarbonizing the transport system and, from my perspective, building better cities.



Transit California

Transit Cybersecurity Mineta Transportation Institute Report Flags Industry Vulnerability, Suggests Solutions

By **Jacob Herson**
Managing Editor
Transit California

A [July 2022 report](#) from the Mineta Transportation Institute at San José State University warned the transit industry of increasing cybersecurity threats. The recent integration of new technologies to improve service has also introduced new vulnerabilities. “Unfortunately, many U.S. public transit agencies are not prepared for these risks,” says the report. “Transit agencies of all sizes have found themselves subject to cyber incidents, most notably ransomware attacks that resemble those experienced by larger, more prominent companies and critical infrastructure providers.”

Several California agencies know this all too well. San Francisco Municipal Transportation Agency (SFMTA) was the victim of a 2016 ransomware attack in which the perpetrators demanded \$73,000 worth of Bitcoin. The agency reported at the time: “On Friday, Nov. 25 we became aware of a potential security issue with our computer systems, including email. The malware used encrypted some systems mainly affecting office computers, as well as access to various systems. However, the SFMTA network was not breached from the outside, nor did hackers gain entry through our firewalls. Muni operations and safety were not affected. Our customer payment systems were not hacked. Also, despite media reports — no data was accessed from any of our servers.”

Sacramento Regional Transit District (SacRT) was hit a year later in 2017. “It was simply a ransom attack where they were going to delete files if we didn’t pay via bitcoin of \$7,000,” SacRT spokesperson Wendy Williams said at the time. “It didn’t really affect service; it may have affected people’s ability to pay,” SacRT Deputy General Manager Mark Lonergan said at the time. “We’ve had malware attacks and viruses get into the system before; this was our first cyber attack.”

In April 2021, it was Santa Clara Valley Transportation Authority's (VTA) turn. The breach did not affect service but interrupted the agency's systems for communicating with riders. Scott Belcher, a Research Associate at Mineta Transportation Institute and one of the authors of this year's report, said at the time that the VTA breach likely occurred as a result of an email or phishing scheme.

Belcher told *Transit California*, "The largest current risks to transit agencies are from criminal organizations looking to access customer, operational, or employee data through phishing or ransomware attacks. Once a criminal gets into a network, they encrypt the data and demand a ransom payment from the agency. Of the agencies we've spoken with, most were attacked via malicious links in emails. The transit agencies we spoke to that suffered a significant attack range from the very largest to the smallest."



Mineta found that many U.S. transit agencies are not prepared for cybersecurity attacks.

Belcher explained, "Cybersecurity used to be something that only larger organizations had to worry about. Now every organization is at risk, regardless of size. What changed? The cyber criminals have become franchise operations using modern technology that does not distinguish among organizations based on size or resources. Moreover, as agencies continue to modernize and become more connected, they create new threat vectors."

While many transit agencies across the U.S. are not adequately prepared for cyber attacks according to Mineta research, Belcher said many of the larger agencies have made significant investments in this area while many of the smaller and mid-size operators have not. "Many small to mid-sized agencies lack the resources and sophistication to address their cybersecurity limitations and most simply did not see themselves as likely cybersecurity targets," said Belcher.

What Should Agencies Do?

Belcher said that first, agencies must understand that cybersecurity will be an ongoing and constant threat. "Transit agencies cannot secure their organization against cyber attacks, rather they must factor cyber risk into their overall enterprise risk management activities," he said. "As such, they must identify their risks, prioritize them, and address those that will provide the greatest protection within their available resources. Moreover, cybersecurity must become front of mind for everybody in the organization from the receptionist to the Board Chair."

Second, as part of what he calls "good cybersecurity hygiene," Belcher said agencies need to identify an executive in charge of cybersecurity. "While not all agencies have the resources to have a Chief Information Security Officer, all agencies should identify an individual at an executive level that has broad responsibility for cybersecurity and can cross organization boundaries to implement necessary changes (e.g., security, IT, HR, legal)," he said. "Cyber hygiene also means having basic written policies in place to address such topics as security management, document retention, password protection, two-factor authentication, differentiated access, and breach response. Agencies need to regularly train and test against these policies, and they should participate in appropriate local and regional information sharing organizations."

Third, Belcher said transit agencies should adopt the Transportation Security Administration (TSA) recommended practices for surface transportation agencies. These include:

1. Designate a cybersecurity coordinator;
2. Report cyber breaches to the Cybersecurity and Infrastructure Security Agency (CISA) within 24 hours;
3. Develop and implement a cybersecurity incident response plan;
4. Complete a cybersecurity vulnerability assessment to identify potential gaps or vulnerabilities in their systems.

"These recommendations are already required of certain critical infrastructure segments such as pipeline, rail (including transit rail), and maritime operations and will likely soon become required of all surface transportation operations," said Belcher.

He went on to point out that "cyber assessment tools, training, and other useful information is currently available from the TSA, the Department of Transportation, the National Institute of Standards and Technology (NIST), transportation trade associations, and private vendors. In fact, the Federal Transit Administration (FTA) will soon be releasing a free, open source, non-technical cybersecurity assessment tool for small to mid-sized transit agencies based on the NIST Cyber Resilience Review (CRR)." FTA currently provides [these resources](#).

Belcher pointed out that some FTA grant programs can support cybersecurity activities, including FTA's Urbanized Area Formula Program, the Formula Grants for Rural Areas Program, and State of Good Repair Program. "Larger agencies that qualify can take advantage of the Department of Homeland Security's Transit Security Grant Program, which provides competitive grants to transit agencies for security-related projects," he said. "A good place to start is the [FTA's cybersecurity webpage](#)."

The major focus of the July report is the need for agencies to align with their vendors. An agency is only as secure as its vendors are. "If a vendor is cyber mature, they are passing that protection on to their customers," said Belcher. "Unfortunately, the reverse can also be true." Sometimes, however, vendors could provide greater levels of cyber security if agencies specified these requirements in the procurement process. "Through the procurement process, transit agencies can seek additional protection," said Belcher. "Transit agencies should also engage their legal and IT departments in the procurement process to make sure they are seeking appropriate and consistent cybersecurity protection in the procurement process and are using the vendor's response to cybersecurity requirements as a differentiator in the selection process."

One of the issues highlighted by the report is the difference in lifecycles between hardware and software. "An agency, for example, may purchase several new buses for their fleet with the intent that those buses will have a lifecycle of at least 15 years," says the report. "Traditionally, with good mechanics, the safety of the vehicle could be maintained for a long period of time. Today, the technology built into buses — everything from video cameras to location tracking — requires updates aligned to advances in technology and the ever-evolving list of threats that could undermine the security of their operations. The software and firmware used to manage and operate these devices, however, require updates on a timeline counted in months, not decades.

"The result of misaligned lifecycles between hardware and software is that transit agencies are increasingly finding themselves the owners of technology for which vendors no longer provide security updates." This leaves agencies vulnerable to cyber threats.

The solution is to address this problem in procurement. "When technology advances at a rate that far outpaces public sector budget cycles and costly hardware investments, as the industry is experiencing today, changes need to be made to the agency-vendor contract terms and the expectations of both parties," says the report. "The authors heard in multiple interviews that vendors want to provide the best possible service to their transit customers, but the expectation to maintain software and firmware on anything other than a technology-driven timeline needs to be built into the contract such that the business can take steps to ensure they allocate the time and resources to do so."

This changes the cost, however, and "transit agencies, therefore, need to explicitly cite the need for this level of ongoing service in their RFPs so that vendors can compete based on the actual required scope of work. It is equally important for agencies to incorporate the cost-of-service contracts into their budgets and capital planning."

Finally, Belcher recommended cybersecurity insurance as something to consider: “Today, obtaining and maintaining cybersecurity insurance itself can often require a cybersecurity assessment, a cybersecurity response plan, and progress reports. These newer requirements can force an agency to take action that they might not have taken otherwise. Moreover, if covered by cybersecurity insurance, the insurance can provide legal support to the agency so that it understands its reporting obligations and can advise the transit agency during the negotiations.”

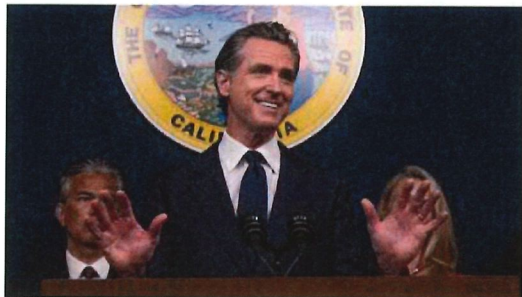
Unfortunately, cyber attacks are an experience that more transit agencies will face as time goes on, and with agencies struggling financially due to decreased farebox revenue and the costs of meeting zero-emission vehicle mandates, the resources to address this threat can seem nonexistent. Agencies must at least adopt the necessary mindset with regard to cybersecurity and identify the most critical actions relative to their resources. The state and federal governments must meanwhile expand the support they provide.

The Sacramento Bee

California is about to become the world's 4th largest economy. Here's how and when

By Andrew Sheeler

Updated October 25, 2022 11:38 AM



California is set to become the world's fourth largest economy, according to a column from Bloomberg News. PHOTO: AMAZONIA/AMAZONIA/SACRAMENTO BEE

If California were a nation, it would be the world's fifth largest economy. Soon, it may become the fourth.

The Golden State is on track to overtake Germany for the No. 4 spot, according to an opinion column from Bloomberg News editor-in-chief emeritus Matthew Winkler. It became the fifth largest economy in 2015, surpassing the United Kingdom, France and Brazil.

California Gov. Gavin Newsom was quick to take a victory lap Monday afternoon.

"While critics often say California's best days are behind us, reality proves otherwise — our economic growth and job gains continue to fuel the nation's economy," Newsom said in a statement. "California's values and entrepreneurial spirit have powered this ascent to becoming the fourth biggest economy in the world, and we'll continue doubling down on industries of the future, like renewables and clean energy. I feel tremendous pride in California's resilience, leadership, and our formula for success."

Winkler's column states that California's trajectory of corporate revenues has risen 147%, while market capitalization has risen 117% over the last three years, compared to Germany's 41% and 34%.

"The margin of Germany's nominal GDP of \$4.22 trillion over California's \$3.357 trillion last year was the smallest on record and is about to disappear, with Europe's largest economy barely growing in 2022 and forecast to shrink in 2023," Winkler wrote.

The Bloomberg column cited the difference between California's top three industries (technology hardware, media and software) which all saw significant sales boosts over the last three years, while Germany's top three (health care, consumer discretionary spending and industrial products) saw either marginal gains or declining sales over the same period.

The column notes that California "is punching above its weight on the world stage," with job creation being a particularly strong area of growth for the state.

Unemployment fell to 3.9% in July, though it rose to 4.1% in August.

“The gap separating the state from the U.S. national rate of 3.5% is the narrowest since August 2021 and for the first time since 2006, California’s joblessness dipped below Texas (the largest two states for non-farm payrolls),” according to the column.

The column comes as California Republicans argue that Democratic policies are contributing to the downward decline of the state. They point to an exodus of middle income people from the state as evidence that California’s high tax burden and housing prices are driving people away.

The California Business Roundtable released its own analysis of the Bloomberg piece, arguing that the state’s high cost-of-living leaves residents behind.

It pointed to a Commerce Department index that analyzes buying power among different regions. In that so-called price parity index, California’s GDP by purchasing power would make it the 11th largest economy in the world.

“California’s competitiveness is hampered by its ongoing cost-of-living crisis. While the state’s GDP might be higher, the high and growing costs of housing, energy, food, and other essentials means the dollar here does not go as far as it does in other countries,” the roundtable statement read.