

AGENDA
SANTA CRUZ METRO BOARD OF DIRECTORS
REGULAR MEETING OF DECEMBER 14, 2012
8:30 AM



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

**THE BOARD MEETING AGENDA PACKET CAN BE FOUND ONLINE AT
WWW.SCMTD.COM AND IS AVAILABLE FOR INSPECTION AT SANTA CRUZ METRO'S
ADMINISTRATIVE OFFICES LOCATED AT 110 VERNON STREET, SANTA CRUZ, CALIFORNIA**


- | | | |
|--------------------------|--|------------------------------|
| <input type="checkbox"/> | <i>Director Margarita Alejo</i> | <i>City of Watsonville</i> |
| <input type="checkbox"/> | <i>Director Hilary Bryant</i> | <i>City of Santa Cruz</i> |
| <input type="checkbox"/> | <i>Director Dene Bustichi</i> | <i>City of Scotts Valley</i> |
| <input type="checkbox"/> | <i>Director Daniel Dodge, Vice Chair</i> | <i>City of Watsonville</i> |
| <input type="checkbox"/> | <i>Director Ron Graves</i> | <i>City of Capitola</i> |
| <input type="checkbox"/> | <i>Director Michelle Hinkle</i> | <i>County of Santa Cruz</i> |
| <input type="checkbox"/> | <i>Director Deborah Lane</i> | <i>County of Santa Cruz</i> |
| <input type="checkbox"/> | <i>Director John Leopold</i> | <i>County of Santa Cruz</i> |
| <input type="checkbox"/> | <i>Director Ellen Pirie</i> | <i>County of Santa Cruz</i> |
| <input type="checkbox"/> | <i>Director Lynn Robinson, Chair</i> | <i>City of Santa Cruz</i> |
| <input type="checkbox"/> | <i>vacant</i> | <i>County of Santa Cruz</i> |
| <input type="checkbox"/> | <i>Ex-Officio Director Donna Blitzer</i> | <i>UC Santa Cruz</i> |

Leslie R. White, General Manager / Secretary of the Board
Margaret Gallagher, District 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 Tony Tapiz, Administrative Services Coordinator 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 Tony Tapiz, Coordinador de Servicios Administrativos al numero 831-426-6080.

AMERICANS WITH DISABILITIES ACT

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

AGENDA
SANTA CRUZ METRO BOARD OF DIRECTORS
REGULAR MEETING OF DECEMBER 14, 2012
PAGE 2 OF 4

MEETING LOCATION:
SANTA CRUZ METRO ADMINISTRATIVE OFFICES
110 VERNON STREET, SANTA CRUZ

8:30 A.M.

NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER

SECTION I: OPEN SESSION

1. CALL TO ORDER & ROLL CALL

2. ANNOUNCEMENTS

3. COMMUNICATIONS TO THE BOARD OF DIRECTORS

This time is set aside for Directors and members of the general public to address any item not on the Agenda which is within the subject matter jurisdiction of the Board. No action or discussion shall be taken on any item presented except that any Director may respond to statements made or questions asked, or may ask questions for clarification. All matters of an administrative nature will be referred to staff. All matters relating to Santa Cruz METRO will be noted in the minutes and may be scheduled for discussion at a future meeting or referred to staff for clarification and report. Any Director may place matters brought up under Oral and Written Communications on a future agenda. In accordance with District Resolution 69-2-1, speakers appearing at a Board meeting shall be limited to three minutes in his or her presentation. Any person addressing the Board may submit written statements, petitions or other documents to complement his or her presentation. When addressing the Board, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

4. LABOR ORGANIZATION COMMUNICATIONS

5. 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.

6-1. CONSIDERATION OF 2013 BOARD OF DIRECTORS MEETING SCHEDULE
Submitted by Tony Tapiz, Administrative Services Coordinator

6-2. CONSIDERATION OF ADOPTING A RESOLUTION AUTHORIZING THE GENERAL MANAGER TO SUBMIT AN APPLICATION AND SIGN NECESSARY AGREEMENTS TO OBTAIN PROPOSITION 1B FUNDING FROM THE FY13 CALIFORNIA TRANSIT SECURITY GRANT PROGRAM
Submitted by Tom Hiltner, Grants & Legislative Analyst

AGENDA
SANTA CRUZ METRO BOARD OF DIRECTORS
REGULAR MEETING OF DECEMBER 14, 2012
PAGE 3 OF 4

- 6-3. CONSIDERATION OF AWARD OF CONTRACT WITH CLASSIC GRAPHICS FOR FLEET VEHICLE BODY REPAIR AND PAINTING SERVICES IN AN AMOUNT NOT TO EXCEED \$350,000
Submitted by Erron Alvey, Purchasing Agent
- 6-4. ACCEPT & FILE MONTHLY BUDGET STATUS REPORTS YEAR TO DATE AS OF SEPTEMBER 30, 2012
Submitted by Angela Aitken, Finance Manager
- 6-5. CONSIDERATION OF OWNED AND LEASED PROPERTY INVENTORIES TO DETERMINE IF THERE IS ANY PROPERTY IN EXCESS OF SANTA CRUZ METROPOLITAN TRANSIT DISTRICT'S FORESEEABLE NEEDS
Submitted by Margaret Gallagher, District Counsel
- 6-6. ACCEPT & FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF SEPTEMBER 2012
Submitted by Angela Aitken, Finance Manager
- 6-7. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT WITH GIRO, INC. TO THE HASTUS MAINTENANCE AND SUPPORT CONTRACT IN THE AMOUNT OF \$33,122 FOR ANNUAL MAINTENANCE COVERING THE REMAINING 2013 BALANCE.
Submitted by Frank Cheng, METROBase Project Manager, IT Manager
- 6-8. ACCEPT & FILE ACCESSIBLE SERVICES REPORT FOR OCTOBER 2012
Submitted by John Daugherty, Accessible Services Coordinator
- 6-9. CONSIDERATION OF TORT CLAIMS: REJECT THE CLAIM OF CARMIE MOREA, CLAIM #12-0024
Submitted by Margaret Gallagher, District Counsel

REGULAR AGENDA

- 7. CONSIDERATION OF APPOINTMENT OF ROCKY BARRERA TO THE METRO ADVISORY COMMITTEE (MAC)
Presented by Leslie R. White, General Manager
- 8. CONSIDERATION OF ACCEPTING A DRAFT TITLE VI PROGRAM REPORT FOR A 30-DAY PUBLIC COMMENT PERIOD
Presented by Tom Hiltner, Grants & Legislative Analyst
- 9. CONSIDERATION OF APPROVAL OF THE 2013 FEDERAL LEGISLATIVE ADVOCACY PROGRAM
Presented by Leslie R. White, General Manager
- 10. CONSIDERATION OF APPROVAL OF 2013 STATE LEGISLATIVE ADVOCACY PROGRAM
Presented by Leslie R. White, General Manager

AGENDA
SANTA CRUZ METRO BOARD OF DIRECTORS
REGULAR MEETING OF DECEMBER 14, 2012
PAGE 4 OF 4

11. CONSIDERATION OF AUTHORIZING THE CHAIR OF THE BOARD OF DIRECTORS TO EXECUTE AN EMPLOYMENT AGREEMENT WITH METRO DISTRICT COUNSEL LESLYN SYREN FOR THE PERIOD DECEMBER 17, 2012 THROUGH DECEMBER 31, 2015
Presented by Lynn Robinson, Chair
12. REVIEW OF SERVICE CHANGES FROM FY 2011 TO FY 2013
Presented by Erich Friedrich, Senior Transportation Planner
13. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION
Presented by Margaret Gallagher, District Counsel
14. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

SECTION II: CLOSED SESSION

1. CONFERENCE WITH DISTRICT COUNSEL
(Pursuant to Government Code Section 54957.6)
Claim of Stephen Abbene; # 12-0004

SECTION III: RECONVENE TO OPEN SESSION

15. REPORT OF CLOSED SESSION
16. ORAL ANNOUNCEMENT
The next regularly scheduled Board meeting will be held Friday, January 11, 2013 at 8:30 a.m. at the Santa Cruz METRO Offices, 110 Vernon Street, Santa Cruz, California.
17. ADJOURNMENT
Adjourn to the next Board of Directors meeting.

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



2013 BOARD OF DIRECTORS MEETING SCHEDULE

Meetings are scheduled for the 2nd and 4th Fridays of the month unless otherwise indicated.

**The first meeting of each month is TENTATIVE and will be held on an as-needed basis.*

📅	January 11, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	January 25, 2013	9:00 a.m. Santa Cruz City Council Chambers, 809 Center St., Santa Cruz
📅	February 8, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	February 22, 2013	9:00 a.m. Watsonville City Council Chambers, 275 Main St., Watsonville
📅	March 8, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	March 22, 2013	9:00 a.m. Santa Cruz City Council Chambers, 809 Center St., Santa Cruz
📅	April 12, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	April 26, 2013	9:00 a.m. Watsonville City Council Chambers, 275 Main St., Watsonville
📅	May 10, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	May 24, 2013	9:00 a.m. Capitola City Council Chambers, 420 Capitola Ave., Capitola
📅	June 14, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	June 28, 2013	9:00 a.m. Santa Cruz City Council Chambers, 809 Center St., Santa Cruz
<i>THERE ARE NO MEETINGS IN JULY</i>		
📅	August 9, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	August 23, 2013	9:00 a.m. Scotts Valley City Council Chambers, 1 Civic Center Dr., Scotts Valley
📅	September 13, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	September 27, 2013	9:00 a.m. Watsonville City Council Chambers, 275 Main St., Watsonville
📅	October 11, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	October 25, 2013	9:00 a.m. Santa Cruz City Council Chambers, 809 Center St., Santa Cruz
📅	November 8, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	November 15, 2013	9:00 a.m. Watsonville City Council Chambers, 275 Main St., Watsonville <i>(This meeting is scheduled for third Friday due to Thanksgiving Holiday)</i>
📅	December 13, 2013*	8:30 a.m. METRO Administrative Offices, 110 Vernon St., Santa Cruz
📅	December 20, 2013	9:00 a.m. Santa Cruz City Council Chambers, 809 Center St., Santa Cruz <i>(This meeting is scheduled for third Friday due to Christmas Holiday)</i>

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Thomas Hiltner, Grants/Legislative Analyst

SUBJECT: CONSIDER ADOPTING A RESOLUTION AUTHORIZING THE GENERAL MANAGER TO SUBMIT AN APPLICATION AND SIGN NECESSARY AGREEMENTS TO OBTAIN PROPOSITION 1B FUNDING FROM THE FY13 CALIFORNIA TRANSIT SECURITY GRANT PROGRAM

I. RECOMMENDED ACTION

Adopt a resolution authorizing the General Manager to submit an application and sign necessary agreements to obtain financial assistance from the FY13 California Transit Security Grant Program.

II. SUMMARY OF ISSUES

- In November 2006, Proposition 1B established \$1 billion for the California Transit System Safety, Security and Disaster Response Account, 60% of which is designated for the California Transit Security Grant Program (CTSGBP).
- For FY13, the State Controller's Office allocated \$440,505 in CTSGBP funds to Santa Cruz METRO and the Santa Cruz County Regional Transportation Commission (RTC).
- Santa Cruz METRO proposes to submit an application for transit security projects that will enhance safety and security at multiple facilities by installing an inter-operative land mobile radio system, video surveillance cameras and lighting.
- Applications for the FY13 CTSGBP allocation must be submitted through the Santa Cruz County Regional Transportation Commission and are due to the California Emergency Management Agency by January 15, 2013.
- Adopting the attached resolution designates the General Manager as the Authorized Agent to submit an application to and execute agreements with the California Emergency Management Agency for FY13 CTSGBP funds.

III. DISCUSSION

On November 7, 2006, California voters approved the Highway Safety, Traffic Reduction, Air Quality and Port Security Bond Act of 2006 (Proposition 1B) to finance public transportation infrastructure projects in California. Proposition 1B and its implementing legislation, SB 88, established the Transit System Safety, Security and Disaster Response Account with \$1 billion. SB 88 designated that 60% of this account be allocated to the California Transit Security Grant

Program (CTSGP) for transit system safety and security projects. In FY13, the California Legislature appropriated \$60 million in CTSGP funds to eligible agencies and transit operators.

The State Controller's Office determines the amount of CTSGP funds available to eligible Regional Transportation Planning Agencies (RTPAs) and Public Transit Operators by applying the same formula used to allocate State Transit Assistance (STA) funds. In Santa Cruz County, the Santa Cruz County Regional Transportation Commission (RTC) is the eligible RTPA and Santa Cruz METRO is the eligible transit operator. For FY13, the State Controller's Office allocated \$212,337 to the RTC and \$228,168 to Santa Cruz METRO, the same amount as in each of the five previous years from FY08 through FY12.

In the previous five years, the RTC delegated its share of CTSGP funds to Santa Cruz METRO's transit security projects. Santa Cruz METRO will request that the RTC again delegate its share of CTSGP funds to Santa Cruz METRO for transit security projects in FY13.

Santa Cruz METRO needs to install a new mobile radio system, a video surveillance system and new lighting to enhance security and safety at all of its facilities. These ongoing projects began with the FY08 CTSGP allocation and require continued grant funding to complete. If approved by the Board of Directors, staff will submit an Investment Justification (application) for financial assistance to continue installation of the mobile radio system, video surveillance system and security lighting at all of Santa Cruz METRO facilities. Grant funds will pay 100% of equipment costs, consultant design and staff costs exclusive of management and administration up to a maximum of \$440,505 for this project.

The California Emergency Management Agency (Cal-EMA) administers the CTSGP. CTSGP Guidelines require the RTC to approve and submit the application from Santa Cruz METRO. In accordance with the Guidelines, Santa Cruz METRO will prepare an application for the RTC to approve and submit to Cal-EMA.

Adopting the attached resolution will designate the General Manager as the Authorized Agent to submit an application for Santa Cruz METRO's security projects and to execute necessary agreements with the Cal-EMA for the FY13 allocation of CTSGP funds. The Board Chair must sign the Authorized Agent Form (Attachment B) for submission with the application.

IV. FINANCIAL CONSIDERATIONS

FY13 CTSGP grant funds will provide \$440,505 in capital funds to Santa Cruz METRO for radio, video surveillance and lighting projects. No local funds are required.

V. ATTACHMENTS

Attachment A: Resolution Authorizing Submission of an Application and Execution of Agreements for FY13 CTSGP funds.

Attachment B: Authorized Agent Form

**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 BOARD OF DIRECTORS OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
AUTHORIZING AN APPLICATION TO THE CALIFORNIA EMERGENCY
MANAGEMENT AGENCY'S FY13 CALIFORNIA TRANSIT SYSTEM GRANT
PROGRAM**

WHEREAS, California voters approved Proposition 1B, the Highway Safety, Traffic Reduction, Air Quality and Port Security Bond Act in November 2006; and

WHEREAS, Proposition 1B and its implementing legislation in Senate Bill 88 created the California Transit Security Grant Program (CTSGP) within the Transit System Safety, Security & Disaster Response Account to be funded with \$600 million from the sale of bonds; and

WHEREAS, the State Controller's Office is authorized under Sections 8879.55 and 8879.56 of the Government Code to allocate CTSGP funds to eligible Regional Transportation Planning Agencies and Public Transit Operators; and

WHEREAS, in accordance with Sections 99313 and 99314 of the Public Utilities Code, the Santa Cruz County Regional Transportation Commission and the Santa Cruz Metropolitan Transit District are eligible recipients of CTSGP funds; and

WHEREAS, CTSGP funds are allocated to eligible agencies for projects to increase protection from security and safety threats against public transit stations, facilities and equipment; and

WHEREAS, the Santa Cruz Metropolitan Transit District requests that the Santa Cruz County Regional Transportation Commission designate its allocation of CTGSP funds for the Santa Cruz Metropolitan Transit District's transit security projects; and

WHEREAS, the Santa Cruz Metropolitan Transit District proposes to use CTSGP funds allocated in FY13 Proposition 1B Grant #6561-0002 for transit security projects in conformance with the CTSGP Guidelines.

NOW, THEREFORE, BE IT RESOLVED, that the General Manager of the Santa Cruz Metropolitan Transit District is authorized to submit applications, provide

Resolution No. _____

Page 2

certifications and assurances and execute for and on behalf of the Santa Cruz Metropolitan Transit District any and all agreements necessary to obtain financial assistance provided to Santa Cruz County by the California Emergency Management Agency through the FY13 CTS GP Program.

PASSED AND ADOPTED this 14th Day of December 2012 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED _____
LYNN ROBINSON
Board Chair

ATTEST _____
LESLIE R. WHITE
General Manager

APPROVED AS TO FORM:

MARGARET GALLAGHER
District Counsel

Attachment B

APPENDIX D – Authorized Agent Signature Authority

Transit System Safety, Security and Disaster Response Account Program

AS THE Chair, Board of Directors
(Chief Executive Officer / Director / President / Secretary)

OF THE Santa Cruz Metropolitan Transit District
(Name of State Organization)

I hereby authorize the following individual(s) to execute for and on behalf of the named state organization, any actions necessary for the purpose of obtaining state financial assistance provided by the California Emergency Management Agency.

Leslie R. White, General Manager, *OR*
(Name or Title of Authorized Agent)

_____, *OR*
(Name or Title of Authorized Agent)

(Name or Title of Authorized Agent)

Signed and approved this 14th *day of* December, 2012

(Signature)

Must match the designation in the Resolution.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Erron Alvey, Purchasing Agent

SUBJECT: CONSIDERATION OF AWARD OF CONTRACT WITH CLASSIC GRAPHICS FOR FLEET VEHICLE BODY REPAIR AND PAINTING SERVICES IN AN AMOUNT NOT TO EXCEED \$350,000

I. RECOMMENDED ACTION

Authorize the General Manager to execute a contract with Classic Graphics for fleet vehicle body repair and painting services in an amount not to exceed \$350,000 and designate Robert Cotter, Maintenance Manager, as Contract Administrator.

II. SUMMARY OF ISSUES

- Santa Cruz METRO requires fleet vehicle body repair and paint services from an outside vendor due to the type of facility required.
- A formal request for proposals was conducted to solicit proposals from qualified firms.
- Two firms submitted proposals for Santa Cruz METRO's review.
- A two-member evaluation committee comprised of Santa Cruz METRO staff reviewed and evaluated the proposals.
- Santa Cruz METRO staff is recommending that a contract be established with Classic Graphics for vehicle body repair and paint services.

III. DISCUSSION

Santa Cruz METRO requires fleet vehicle body repair and paint services from an outside vendor as Santa Cruz METRO does not currently have the facility for them. These services range from minor scrapes and dings from normal wear and tear, to complete repaints from major accidents.

On October 26, 2012, Santa Cruz METRO Request for Proposal No. 13-11 was mailed to eleven firms, was legally advertised, and a notice was posted on Santa Cruz METRO's web site. On November 26, 2012, proposals were received and opened from two firms. A list of these firms is

provided in Attachment A. A two-member evaluation committee comprised of Shawn O'Donnell and Federico Rocha, Fleet Maintenance Supervisors, have reviewed and evaluated the proposals.

The evaluation committee used the following criteria as contained in the Request for Proposals:

Criteria	Priority
Cost Proposal	1
Experience and Qualifications	2
Proposed Turnaround Time for Repaints and Repairs	3
References	4

The evaluation committee is recommending that a contract be established with Classic Graphics for fleet vehicle body repair and painting services in an amount not to exceed \$350,000 with Robert Cotter, Maintenance Manager, to serve as the Contract Administrator. Contractor will provide all services meeting all Santa Cruz METRO specifications and requirements of the contract, and the Contract Administrator will ensure contract compliance.

IV. FINANCIAL CONSIDERATIONS

Funds to support contract are included in the Fleet Maintenance FY12 Out Repairs budget.

V. ATTACHMENTS

Attachment A: List of firms submitting proposals

Attachment B: Contract with Classic Graphics

Note: The RFP along with its Exhibits and any Addendum(s) are available for review at the Administration Office of Santa Cruz METRO.

Attachment A



List of firms that submitted a proposal in regards to

**RFP No. 13-11 for Fleet Vehicle Body Repair
and Painting Services**

1. Classic Graphics, Newark, CA
2. Fleet Body Worx, San Jose CA

Attachment B

PROFESSIONAL SERVICES CONTRACT FOR VEHICLE BODY REPAIR AND PAINTING SERVICES (13-11)

THIS CONTRACT is made effective on January 1, 2013 between the SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, a political subdivision of the State of California ("Santa Cruz METRO"), and CLASSIC GRAPHICS ("Contractor").

1. RECITALS

1.01 Santa Cruz METRO's Primary Objective

Santa Cruz METRO is a public entity whose primary objective is providing public transportation and which has its principal office at 110 Vernon Street, Santa Cruz, California 95060.

1.02 Santa Cruz METRO's Need for Vehicle Body Repair and Painting Services

Santa Cruz METRO has the need for Vehicle Body Repair and Painting Services. In order to obtain these services, Santa Cruz METRO issued a Request for Proposals, dated October 26, 2012, setting forth specifications for such services. The Request for Proposals is attached hereto and incorporated herein by reference as Exhibit A.

1.03 Contractor's Proposal

Contractor is a firm/individual qualified to provide Vehicle Body Repair and Painting Services and whose principal place of business is 7969 Enterprise Drive, Newark, CA 94560. Pursuant to the Request for Proposals by Santa Cruz METRO, Contractor submitted a proposal for Vehicle Body Repair and Painting Services, which is attached hereto and incorporated herein by reference as Exhibit B

1.04 Selection of Contractor and Intent of Contract

On November 29, 2012 Santa Cruz METRO selected Contractor as the offeror whose proposal was most advantageous to Santa Cruz METRO to provide the Vehicle Body Repair and Painting Services described herein. This Contract is intended to fix the provisions of these services.

Santa Cruz METRO and Contractor agree as follows:

2. INCORPORATED DOCUMENTS AND APPLICABLE LAW

2.01 Documents Incorporated in this Contract

The documents listed below are attached to this Contract and by reference made a part hereof. This is an integrated Contract. This writing constitutes the final expression of the parties' contract, and it is a complete and exclusive statement of the provisions of that Contract, except for written amendments, if any, made after the date of this Contract in accordance with Section 13.14 of the General Conditions to the Contract.

A. Exhibit A

Santa Cruz Metropolitan Transit District's "Request for Proposals" dated October 26, 2012.

B. Exhibit B (Contractor's Proposal)

Contractor's Proposal to Santa Cruz METRO for Vehicle Body Repair and Painting Services, signed by Contractor and dated November 19, 2012.

2.02 Conflicts

Where in conflict, the provisions of this writing supersede those of the above-referenced documents, Exhibits A and B. Where in conflict, the provisions of Exhibit A supersede Exhibit B.

2.03 Recitals

The Recitals set forth in Article 1 are part of this Contract.

3. DEFINITIONS

3.01 General

The terms below (or pronouns in place of them) have the following meaning in the contract:

3.01.01 CONTRACT - The Contract consists of this document, the attachments incorporated herein in accordance with Article 2, and any written amendments made in accordance with Section 13.14 of the General Conditions to the Contract.

3.01.02 CONTRACTOR - The Contractor selected by Santa Cruz METRO for this project in accordance with the Request for Proposals issued October 26, 2012.

3.01.03 CONTRACTOR'S STAFF - Employees of Contractor.

3.01.04 DAYS - Calendar days.

3.01.05 OFFEROR - Contractor whose proposal was accepted under the terms and conditions of the Request for Proposals issued October 26, 2012.

3.01.06 PROVISION - Any term, agreement, covenant, condition, clause, qualification, restriction, reservation, or other stipulation in the contract that defines or otherwise controls, establishes, or limits the performance required or permitted by either party.

3.01.07 SCOPE OF WORK (OR "WORK") - The entire obligation under the Contract, including, without limitation, all labor, equipment, materials, supplies, transportation, services, and other work products and expenses, express or implied, in the Contract.

4. TIME OF PERFORMANCE

4.01 Term

The term of this Contract will be for a period not to exceed **three (3)** years and shall commence upon the execution of the contract by Santa Cruz METRO.

At the option of Santa Cruz METRO, this contract agreement may be renewed for **two (2)** additional one (1) year terms upon mutual written consent.

5. COMPENSATION

5.01 Terms of Payment

Santa Cruz METRO shall compensate Contractor in an amount not to exceed the amounts/rates identified in the Pricing Proposal sheet of Contractor's Proposal and agreed upon by Santa Cruz METRO. Santa Cruz METRO shall reasonably determine whether work has been successfully performed for purposes of payment. Compensation shall be made within thirty (30) days of Santa Cruz METRO's written approval of Contractor's written invoice for said work. Contractor understands and agrees that if he/she exceeds the \$350,000 maximum amount payable under this contract, that it does so at its own risk.

5.02 Invoices

Contractor shall submit invoices with a purchase order number provided by Santa Cruz METRO on a monthly basis. Contractor's invoices shall include detailed records showing actual time devoted, work accomplished, date work accomplished, personnel used, and amount billed per hour. Expenses shall only be billed if allowed under the Contract. Said invoice records shall be kept up-to-date at all times and shall be available for inspection by Santa Cruz METRO (or any grantor of Santa Cruz METRO, including, without limitation, any State or Federal agency providing project funding or reimbursement) at any time for any reason upon demand for not less than four (4) years after the date of expiration or termination of the Contract. Under penalty of law, Contractor represents that all amounts billed to Santa Cruz METRO are (1) actually incurred; (2) reasonable in amount; (3) related to this Contract; and (4) necessary for performance of the project.

6. NOTICES

All notices under this Contract shall be deemed duly given upon delivery, if delivered by hand; or three (3) days after posting, if sent by registered mail, receipt requested, to a party hereto at the address hereinunder set forth or to such other address as a party may designate by notice pursuant hereto.

Santa Cruz METRO

Santa Cruz Metropolitan Transit District
110 Vernon Street
Santa Cruz, CA 95060
Attention: General Manager

CONTRACTOR

Classic Graphics
7969 Enterprise Drive
Newark, CA 94560

Attention: Tracy S. Lewis

7. **AUTHORITY**

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

Signed on _____

SANTA CRUZ METRO – SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White,
General Manager

CONTRACTOR – CLASSIC GRAPHICS

By _____
Tracy S. Lewis,
President

Approved as to Form:

Margaret Gallagher
Santa Cruz METRO Counsel

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012
TO: Board of Directors
FROM: Angela Aitken, Finance Manager
**SUBJECT: MONTHLY BUDGET STATUS REPORTS YEAR TO DATE AS OF
SEPTEMBER 30, 2012**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the monthly budget status reports year to date as of September 30, 2012

II. SUMMARY OF ISSUES

- **Operating Revenues** year to date as of September 30, 2012 were \$59K or 1 % over the amount of revenue expected for the same period year to date.
- **Consolidated Operating Expenses** year to date as of September 30, 2012 were \$691K or 7 % under budget.
- **Capital Budget** spending year to date through September 30, 2012 was \$633K or 2 % of the Capital budget.

III. DISCUSSION

An analysis of Santa Cruz METRO's budget status is prepared monthly in order to apprise the Board of Directors of Santa Cruz METRO's actual revenues, expenses and capital in relation to the adopted operating and capital budgets for the fiscal year. The attached revenue, expense and capital reports represent the status of Santa Cruz METRO's FY13 operating and capital budgets versus actual expenditures year to date.

The fiscal year has elapsed **25%**.

A. Operating Revenue

Operating Revenues year to date as of September 30, 2012 were \$59K or 1 % over the amount budgeted. Revenue variances are primarily due to lower than anticipated Passenger Fares (Special Transit Fares – Contract) and higher than anticipated Sales Tax Revenue.

- **Passenger Fares** are under budget due to lower than anticipated Special Transit Fares – Contract in September 2012 (UCSC Fall quarter begins September 22, 2012).
- **Sales Tax Revenue** is over budget due to higher than anticipated receipts year to date through September 2012.

B. Consolidated Operating Expenses

Consolidated Operating Expenses year to date as of September 30, 2012 were \$691K or 7 % under budget. Personnel Expenses, Services, Mobile Materials & Supplies, Casualty & Liability and Miscellaneous Expenses all contributed to the variance.

- **Total Personnel Expenses** are under budget due to vacant funded positions and extended leaves, as well as anticipated increase in Medical Insurance costs, effective in January 2013, while the budget is straight lined.
- The majority of the variance in **Services** is due to **Repair – Equipment and Repair-Rev Vehicle** costs. Repair – Equipment and Repair – Rev Vehicle are under budget due to the inability to anticipate when repair costs will be incurred, while the budget is straight lined.
- **Mobile Materials & Supplies** are under budget due to lower than anticipated prices of fuel.
- **Casualty & Liability** is under budget mostly due to less than anticipated settlement costs year to date as of September 30, 2012.
- **Miscellaneous** expenses are under budget primarily due to **Employee Training**. Training expenses will be incurred later in the year, while the budget is straight lined.

C. Capital Budget

Capital Budget spending year to date through September 2012 was \$633K or 2 % of the Capital Budget. Of this, \$441K or 45 % has been spent on the Video Surveillance Project – CCTV (State-1B), \$107K or 1% has been spent on the MetroBase Project – FY11 Allocation Operations Bldg., and \$51K has been spent on the State of Good Repair project.

IV. FINANCIAL CONSIDERATIONS

Funds from Carryover from Previous Years, STIC, STA, and Operating Reserves will be used in the listed order to bridge the budget gap at the end of the fiscal year, when the amount of the operating income/loss for the year is determined. In the meantime, the amount of operating income/loss year to date is reported in the monthly budget status reports.

Attachment A: FY13 Operating Revenue & Expenses Year to Date as of 09/30/12

Attachment B: FY13 Capital Budget Report for the month ending – 09/30/12

Prepared by: Kristina Mihaylova, Sr. Financial Analyst

Date Prepared: December 5, 2012

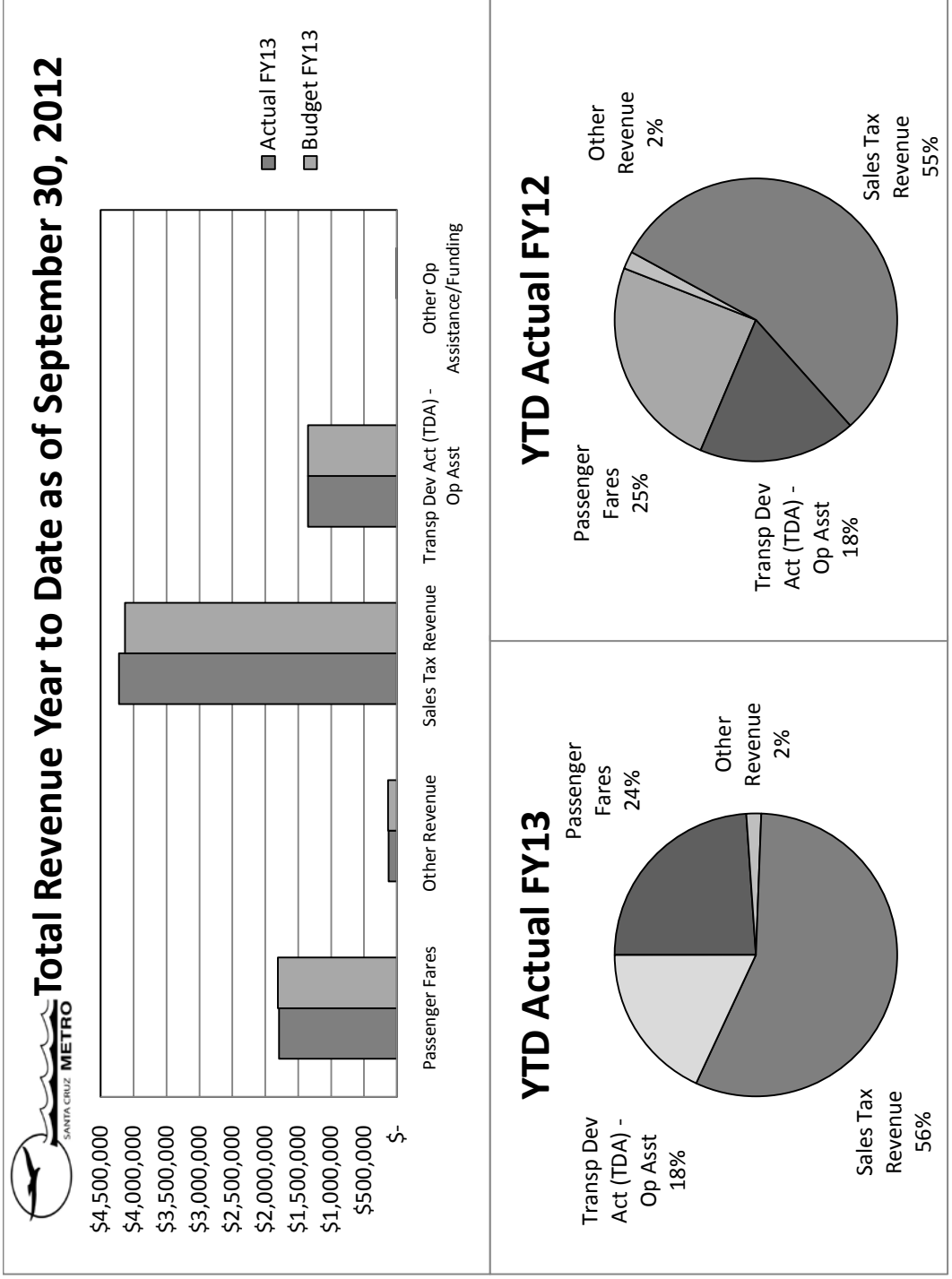
ATTACHMENT A

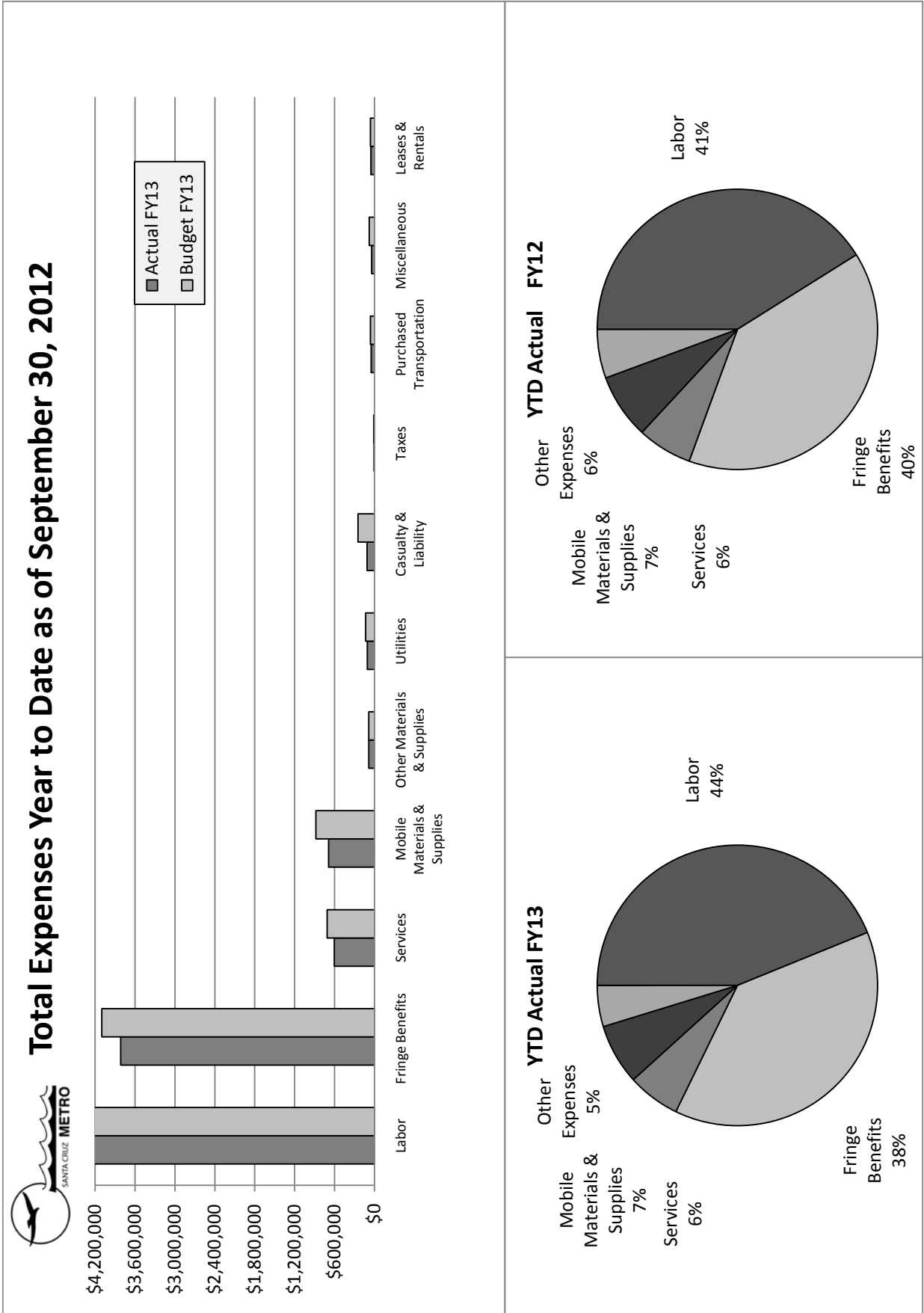


FY13

Operating Revenue & Expenses
Year to Date as of September 30, 2012

	Year to Date			YTD Year Over Year Comparison			
	Actual	Budget	\$ Var	% Var	Actual FY12	\$ Var	% Var
Revenue:							
Passenger Fares	\$ 1,791,193	\$ 1,808,768	\$ (17,575)	-1%	\$ 1,789,482	\$ 1,711	0%
Other Revenue	\$ 127,023	\$ 137,140	\$ (10,117)	-7%	\$ 145,985	\$ (18,962)	-13%
Sales Tax Revenue	\$ 4,220,571	\$ 4,130,894	\$ 89,677	2%	\$ 4,041,832	\$ 178,739	4%
Transp Dev Act (TDA) - Op Asst	\$ 1,353,330	\$ 1,353,330	\$ -	0%	\$ 1,311,241	\$ 42,089	3%
Federal Op Assistance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Other Op Assistance/Funding	\$ -	\$ 2,500	\$ (2,500)	-100%	\$ 2,043	\$ (2,043)	-100%
STA - Op Assistance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
STIC - Op Assistance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Fuel Tax Credit	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Transfers (to)/ from Reserves	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Total Revenue	\$ 7,492,117	\$ 7,432,631	\$ 59,485	1%	\$ 7,290,583	\$ 201,534	3%
Expenses:							
Labor	\$ 4,360,464	\$ 4,250,725	\$ 109,739	3%	\$ 3,766,691	\$ 593,773	16%
Fringe Benefits	\$ 3,815,042	\$ 4,098,471	\$ (283,429)	-7%	\$ 3,622,616	\$ 192,426	5%
Services	\$ 604,174	\$ 712,410	\$ (108,235)	-15%	\$ 578,554	\$ 25,621	4%
Mobile Materials & Supplies	\$ 691,753	\$ 880,812	\$ (189,060)	-21%	\$ 686,652	\$ 5,101	1%
Other Materials & Supplies	\$ 87,221	\$ 87,311	\$ (90)	0%	\$ 63,271	\$ 23,950	38%
Utilities	\$ 110,657	\$ 134,702	\$ (24,045)	-18%	\$ 118,088	\$ (7,431)	-6%
Casualty & Liability	\$ 113,189	\$ 250,000	\$ (136,811)	-55%	\$ 184,029	\$ (70,840)	-38%
Taxes	\$ 8,939	\$ 12,375	\$ (3,436)	-28%	\$ 7,239	\$ 1,700	23%
Purchased Transportation	\$ 50,590	\$ 62,500	\$ (11,910)	-19%	\$ 57,999	\$ (7,409)	-13%
Miscellaneous	\$ 43,737	\$ 81,321	\$ (37,585)	-46%	\$ 25,860	\$ 17,876	69%
Leases & Rentals	\$ 56,828	\$ 63,450	\$ (6,622)	-10%	\$ 57,844	\$ (1,016)	-2%
Total Expenses	\$ 9,942,594	\$ 10,634,078	\$ (691,484)	-7%	\$ 9,168,841	\$ 773,754	8%
Operating Income (Loss)	\$ (2,450,478)				\$ (1,878,258)		







SANTA CRUZ
METRO
25%

FY13

Operating Revenue

Year to Date as of September 30, 2012

Percent of Year Elapsed -

YTD Year Over Year Comparison

Year to Date

	Actual	Budget	\$ Var	% Var	FY12	\$ Var	% Var
Passenger Fares							
Passenger Fares	\$ 987,555	\$ 921,982	\$ 65,574	7%	\$ 921,011	\$ 66,545	7%
Paratransit Fares	\$ 73,781	\$ 77,385	\$ (3,604)	-5%	\$ 82,652	\$ (8,871)	-11%
Special Transit Fares - Contract	\$ 302,921	\$ 369,614	\$ (66,693)	-18%	\$ 362,680	\$ (59,759)	-16%
Highway 17 Fares	\$ 360,066	\$ 383,328	\$ (23,262)	-6%	\$ 363,170	\$ (3,104)	-1%
Highway 17 Payments	\$ 66,869	\$ 56,459	\$ 10,410	18%	\$ 59,970	\$ 6,900	12%
Subtotal Passenger Revenue	\$ 1,791,193	\$ 1,808,768	\$ (17,575)	-1%	\$ 1,789,482	\$ 1,711	0%

Other Revenue							
Commissions	\$ 816	\$ 1,400	\$ (584)	-42%	\$ 954	\$ (138)	-14%
Advertising Income	\$ 63,166	\$ 64,375	\$ (1,209)	-2%	\$ 72,770	\$ (9,604)	-13%
Rent Income - SC Pacific Station	\$ 24,209	\$ 26,765	\$ (2,556)	-10%	\$ 27,273	\$ (3,065)	-11%
Rent Income - Watsonville TC	\$ 10,407	\$ 10,100	\$ 307	3%	\$ 11,093	\$ (686)	-6%
Interest Income	\$ 23,575	\$ 30,000	\$ (6,425)	-21%	\$ 32,055	\$ (8,480)	-26%
Other Non-Transp Revenue	\$ 4,850	\$ 4,500	\$ 350	8%	\$ 1,840	\$ 3,011	164%
Subtotal Other Revenue	\$ 127,023	\$ 137,140	\$ (10,117)	-7%	\$ 145,985	\$ (18,962)	-13%

Sales Tax Revenue	\$ 4,220,571	\$ 4,130,894	\$ 89,677	2%	\$ 4,041,832	\$ 178,739	4%
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Transp Dev Act (TDA) - Op Asst	\$ 1,353,330	\$ 1,353,330	\$ -	0%	\$ 1,311,241	\$ 42,089	3%
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Federal Op Assistance							
FTA Sec 5307 - Op Asst	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
FTA Sec 5311 - Rural Op Asst	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Subtotal Federal Op Assistance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%



SANTA CRUZ **METRO**
 Percent of Year Elapsed - 25%

FY13

Operating Revenue
 Year to Date as of September 30, 2012

YTD Year Over Year Comparison

Year to Date

	<u>Actual</u>	<u>Budget</u>	<u>\$ Var</u>	<u>% Var</u>	<u>FY12</u>	<u>\$ Var</u>	<u>% Var</u>
Other Op Assistance/Funding							
AMBAG Funding	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Other Op Assistance/Funding	\$ -	\$ 2,500	\$ (2,500)	-100%	\$ 2,043	\$ (2,043)	-100%
FTA Sec 5309 - ARRA Op Asst	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Subtotal Other Op Assistance/Funding	\$ -	\$ 2,500	\$ (2,500)	-100%	\$ 2,043	\$ (2,043)	-100%
STA - Op Assistance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
STIC - Op Assistance	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Fuel Tax Credit	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Transfers (to)/ from Reserves	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
Total Revenue	\$ 7,492,117	\$ 7,432,631	\$ 59,485	1%	\$ 7,290,583	\$ 201,534	3%
Total Operating Expenses	\$ 9,942,594				\$ 9,168,841		
Variance	\$ (2,450,478)				\$ (1,878,259)		



FY13
Consolidated Operating Expenses
Year to Date as of September 30, 2012

	Year to Date		YTD Year Over Year Comparison				
	Actual	Budget	\$ Var	% Var	FY12	\$ Var	% Var
501011 Bus Operator Pay	\$ 1,935,782	\$ 2,007,174	\$ (71,393)	-4%	\$ 1,717,452	\$ 218,330	13%
501013 Bus Operator Overtime	\$ 322,706	\$ 398,154	\$ (75,448)	-19%	\$ 425,949	\$ (103,243)	-24%
501021 Other Salaries	\$ 1,965,841	\$ 1,751,309	\$ 214,532	12%	\$ 1,513,854	\$ 451,987	30%
501023 Other Overtime	\$ 136,135	\$ 94,087	\$ 42,048	45%	\$ 109,436	\$ 26,699	24%
<i>Total Labor -</i>	<i>\$ 4,360,464</i>	<i>\$ 4,250,725</i>	<i>\$ 109,739</i>	<i>3%</i>	<i>\$ 3,766,691</i>	<i>\$ 593,773</i>	<i>16%</i>
Fringe Benefits							
502011 Medicare/Soc. Sec.	\$ 65,158	\$ 73,335	\$ (8,177)	-11%	\$ 55,555	\$ 9,603	17%
502021 Retirement	\$ 748,300	\$ 804,767	\$ (56,467)	-7%	\$ 654,011	\$ 94,289	14%
502031 Medical Insurance	\$ 1,678,868	\$ 1,851,030	\$ (172,162)	-9%	\$ 1,570,054	\$ 108,814	7%
502041 Dental Insurance	\$ 128,440	\$ 142,505	\$ (14,065)	-10%	\$ 110,955	\$ 17,485	16%
502045 Vision Insurance	\$ 31,493	\$ 34,670	\$ (3,177)	-9%	\$ 31,574	\$ (81)	0%
502051 Life Insurance	\$ 10,246	\$ 11,979	\$ (1,733)	-14%	\$ 9,837	\$ 409	4%
502060 State Disability	\$ 46,712	\$ 55,837	\$ (9,125)	-16%	\$ 50,615	\$ (3,903)	-8%
502061 Disability Insurance	\$ 29,535	\$ 36,068	\$ (6,533)	-18%	\$ 29,596	\$ (60)	0%
502071 State Unemp. Ins	\$ 2,641	\$ 22,229	\$ (19,588)	-88%	\$ 408	\$ 2,233	547%
502081 Worker's Comp Ins	\$ 278,846	\$ 231,750	\$ 47,096	20%	\$ 373,450	\$ (94,605)	-25%
502083 Worker's Comp IBNR	\$ -	\$ -	\$ -	0%	\$ -	\$ -	0%
502101 Holiday Pay	\$ 83,762	\$ 101,446	\$ (17,685)	-17%	\$ 43,701	\$ 40,060	92%
502103 Floating Holiday	\$ 835	\$ 18,801	\$ (17,965)	-96%	\$ 7,605	\$ (6,770)	-89%
502109 Sick Leave	\$ 139,361	\$ 220,825	\$ (81,464)	-37%	\$ 141,997	\$ (2,636)	-2%
502111 Annual Leave	\$ 519,555	\$ 436,831	\$ 82,725	19%	\$ 484,103	\$ 35,452	7%
502121 Other Paid Absence	\$ 31,006	\$ 32,599	\$ (1,593)	-5%	\$ 40,628	\$ (9,622)	-24%
502251 Physical Exams	\$ 1,575	\$ 3,528	\$ (1,953)	-55%	\$ 1,931	\$ (356)	-18%
502253 Driver Lic Renewal	\$ 736	\$ 1,164	\$ (428)	-37%	\$ 382	\$ 354	93%
502999 Other Fringe Benefits	\$ 17,973	\$ 19,109	\$ (1,136)	-6%	\$ 16,212	\$ 1,761	11%
<i>Total Fringe Benefits -</i>	<i>\$ 3,815,042</i>	<i>\$ 4,098,471</i>	<i>\$ (283,429)</i>	<i>-7%</i>	<i>\$ 3,622,616</i>	<i>\$ 192,426</i>	<i>5%</i>
Total Personnel Expenses -	\$ 8,175,506	\$ 8,349,196	\$ (173,690)	-2%	\$ 7,389,307	\$ 786,199	11%



FY13
Consolidated Operating Expenses
Year to Date as of September 30, 2012

ATTACHMENT A

	Year to Date			YTD Year Over Year Comparison		
	Actual	Budget	% Var	FY12	\$ Var	% Var
Services						
503011 Acctg & Audit Fees	\$ 22,000	\$ 24,500	-10%	\$ 17,900	\$ 4,100	23%
503012 Admin & Bank Fees	\$ 72,804	\$ 75,501	-4%	\$ 70,161	\$ 2,642	4%
503031 Prof & Tech Fees	\$ 56,453	\$ 53,489	6%	\$ 32,013	\$ 24,439	76%
503032 Legislative Services	\$ 22,500	\$ 26,250	-14%	\$ 22,500	\$ -	0%
503033 Legal Services	\$ 117	\$ 13,750	-99%	\$ -	\$ 117	100%
503034 Pre-Employ Exams	\$ 1,871	\$ 2,619	-29%	\$ 402	\$ 1,469	365%
503041 Temp Help	\$ 72,881	\$ 46,800	56%	\$ 65,934	\$ 6,947	11%
503161 Custodial Services	\$ 19,590	\$ 24,800	-21%	\$ 13,581	\$ 6,010	44%
503162 Uniform & Laundry	\$ 4,606	\$ 5,750	-20%	\$ 4,840	\$ (233)	-5%
503171 Security Services	\$ 107,542	\$ 117,284	-8%	\$ 85,146	\$ 22,396	26%
503221 Classified/Legal Ads	\$ 3,832	\$ 5,625	-32%	\$ 4,250	\$ (418)	-10%
503222 Legal Advertising	\$ -	\$ -	0%	\$ -	\$ -	0%
503225 Graphic Services	\$ -	\$ 1,250	-100%	\$ -	\$ -	0%
503351 Repair - Bldg & Impr	\$ 23,499	\$ 25,250	-7%	\$ 11,891	\$ 11,608	98%
503352 Repair - Equipment	\$ 92,948	\$ 162,480	-43%	\$ 105,508	\$ (12,561)	-12%
503353 Repair - Rev Vehicle	\$ 88,753	\$ 108,000	-18%	\$ 117,310	\$ (28,557)	-24%
503354 Repair - Non Rev Vehic	\$ 2,099	\$ 6,437	-67%	\$ 13,557	\$ (11,458)	-85%
503363 Haz Mat Disposal	\$ 12,679	\$ 12,625	0%	\$ 13,560	\$ (881)	-6%
Total Services -	\$ 604,174	\$ 712,410	-15%	\$ 578,554	\$ 25,621	4%

Mobile Materials & Supplies						
504011 Fuels & Lube Non Rev ¹	\$ 17,432	\$ 20,250	-14%	\$ 15,985	\$ 1,447	9%
504012 Fuels & Lube Rev Veh	\$ 484,271	\$ 633,312	-24%	\$ 496,893	\$ (12,622)	-3%
504021 Tires & Tubes	\$ 54,538	\$ 64,187	-15%	\$ 36,651	\$ 17,887	49%
504161 Other Mobile Supplies	\$ -	\$ -	0%	\$ -	\$ -	0%
504191 Rev Vehicle Parts	\$ 135,511	\$ 163,063	-17%	\$ 137,123	\$ (1,612)	-1%
Total Mobile Materials & Supplies -	\$ 691,753	\$ 880,812	-21%	\$ 686,652	\$ 5,101	1%



FY13
Consolidated Operating Expenses
Year to Date as of September 30, 2012

	Year to Date			YTD Year Over Year Comparison		
	Actual	Budget	% Var	FY12	\$ Var	% Var
Other Materials & Supplies						
504205 Freight Out	\$ 448	\$ 638	-30%	\$ 517	\$ (69)	-13%
504211 Postage & Mailing	\$ 2,142	\$ 5,376	-60%	\$ 5,915	\$ (3,773)	-64%
504214 Promotional Items	\$ 2,149	\$ -	100%	\$ -	\$ 2,149	100%
504215 Printing	\$ 11,405	\$ 27,749	-59%	\$ 10,678	\$ 727	7%
504217 Photo Supply/Processin	\$ 626	\$ 1,475	-58%	\$ 3	\$ 622	19761%
504311 Office Supplies	\$ 20,830	\$ 19,889	5%	\$ 15,566	\$ 5,265	34%
504315 Safety Supplies	\$ 7,190	\$ 5,125	40%	\$ 2,230	\$ 4,960	222%
504317 Cleaning Supplies	\$ 12,500	\$ 12,200	2%	\$ 10,714	\$ 1,786	17%
504409 Repair/Maint Supplies	\$ 27,624	\$ 10,500	163%	\$ 14,510	\$ 13,114	90%
504421 Non-Inventory Parts	\$ 316	\$ 1,385	-77%	\$ 2,456	\$ (2,141)	-87%
504511 Small Tools	\$ 1,432	\$ 2,225	-36%	\$ 259	\$ 1,173	454%
504515 Employee Tool Rplcmt	\$ 560	\$ 750	-25%	\$ 423	\$ 138	33%
Total Other Materials & Supplies -	\$ 87,221	\$ 87,311	0%	\$ 63,271	\$ 23,950	38%
Utilities						
505011 Gas & Electric	\$ 55,191	\$ 61,250	-10%	\$ 63,665	\$ (8,474)	-13%
505021 Water & Garbage	\$ 33,375	\$ 37,500	-11%	\$ 31,849	\$ 1,527	5%
505031 Telecommunications	\$ 22,090	\$ 35,952	-39%	\$ 22,574	\$ (484)	-2%
Total Utilities -	\$ 110,657	\$ 134,702	-18%	\$ 118,088	\$ (7,431)	-6%
Casualty & Liability						
506011 Insurance - Property	\$ 24,154	\$ 23,750	2%	\$ 22,720	\$ 1,434	6%
506015 Insurance - PL & PD	\$ 106,005	\$ 120,000	-12%	\$ 118,799	\$ (12,794)	-11%
506021 Insurance - Other	\$ -	\$ -	0%	\$ -	\$ -	0%
506123 Settlement Costs	\$ (15,369)	\$ 106,250	-114%	\$ 57,287	\$ (72,656)	-127%
506127 Repairs - Dist Prop	\$ (1,601)	\$ -	100%	\$ (14,777)	\$ 13,176	-89%
Total Casualty & Liability -	\$ 113,189	\$ 250,000	-55%	\$ 184,029	\$ (70,840)	-38%
Taxes						
507051 Fuel Tax	\$ 3,338	\$ 3,500	-5%	\$ 3,251	\$ 87	3%
507201 Licenses & permits	\$ 2,187	\$ 4,625	-53%	\$ 1,110	\$ 1,077	97%
507999 Other Taxes	\$ 3,413	\$ 4,250	-20%	\$ 2,878	\$ 535	19%
Total Taxes -	\$ 8,939	\$ 12,375	-28%	\$ 7,239	\$ 1,700	23%



FY13
Consolidated Operating Expenses
Year to Date as of September 30, 2012

	Year to Date			YTD Year Over Year Comparison		
	Actual	Budget	% Var	FY12	\$ Var	% Var
Purchased Transportation						
503406 Contr/Paratrans	\$ 50,590	\$ 62,500	-19%	\$ 57,999	\$ (7,409)	-13%
Total Purchased Transportation -	\$ 50,590	\$ 62,500	-19%	\$ 57,999	\$ (7,409)	-13%
Miscellaneous						
509011 Dues & Subscriptions	\$ 15,270	\$ 17,019	-10%	\$ 15,981	\$ (711)	-4%
509085 Advertising - Rev Produ	\$ 659	\$ 2,958	-78%	\$ -	\$ 659	100%
509101 Emp Incentive Prog	\$ 240	\$ 5,917	-96%	\$ -	\$ 240	100%
509121 Employee Training	\$ 6,012	\$ 26,275	-77%	\$ 6,687	\$ (675)	-10%
509123 Travel	\$ 18,809	\$ 24,590	-24%	\$ 1,439	\$ 17,370	1207%
509125 Local Meeting Exp	\$ 638	\$ 1,350	-53%	\$ 520	\$ 118	23%
509127 Board Director Fees	\$ 1,900	\$ 3,150	-40%	\$ 850	\$ 1,050	124%
509150 Contributions	\$ -	\$ 62	-100%	\$ -	\$ -	0%
509197 Sales Tax Expense	\$ -	\$ -	0%	\$ -	\$ -	0%
509198 Cash Over/Short	\$ 209	\$ -	100%	\$ 383	\$ (174)	-45%
Total/Misc -	\$ 43,737	\$ 81,321	-46%	\$ 25,860	\$ 17,876	69%
Leases & Rentals						
512011 Facility Rentals	\$ 53,318	\$ 57,000	-6%	\$ 53,412	\$ (94)	0%
512061 Equipment Rentals	\$ 3,510	\$ 6,450	-46%	\$ 4,432	\$ (921)	-21%
Total/Leases & Rentals -	\$ 56,828	\$ 63,450	-10%	\$ 57,844	\$ (1,016)	-2%
Total Non-Personnel Expenses -	\$ 1,767,089	\$ 2,284,882	-23%	\$ 1,779,535	\$ (12,446)	-1%
TOTAL OPERATING EXPENSE -	\$ 9,942,594	\$ 10,634,078	-7%	\$ 9,168,841	\$ 773,754	8%

** does not include Depreciation, W/C IBNR adjustments, and GASB OPEB Liability expense

ATTACHMENT B



FY13 CAPITAL BUDGET For the month ending - September 30, 2012

	YTD Actual	FY13 Budget	Remaining Budget	% Spent YTD
<u>Grant-Funded Projects</u>				
MetroBase Project - FY11 Allocation Operations Bldg. (STIC, SAKATA, STA, PTMISEA)	\$ 106,554	\$ 19,051,491	\$ 18,944,937	1%
MetroBase Project - Operations Bldg. / Other (SLPP)	\$ -	\$ 5,800,000	\$ 5,800,000	0%
MetroBase Project - FY10 Allocation (PTMISEA)	\$ 21,525	\$ 2,333,111	\$ 2,311,586	1%
2nd LNG Tank (MBUAPCD, PTMISEA)	\$ -	\$ 1,183,961	\$ 1,183,961	0%
State of Good Repair (FTA) ⁽¹⁾	\$ 51,060	\$ -	\$ (51,060)	n/a
Video Surveillance Project - CCTV (STATE-1B)	\$ 440,652	\$ 980,000	\$ 539,348	45%
Land Mobile Radio Project - LMR (STATE-1B)	\$ -	\$ 788,500	\$ 788,500	0%
Bus Stop Improvements (STIP)	\$ -	\$ 355,000	\$ 355,000	0%
Non-Revenue Vehicle Replacement (MBUAPCD, STA)	\$ -	\$ 192,105	\$ 192,105	0%
Pacific Station/MetroCenter - Conceptual Design (FTA, STA)	\$ -	\$ 60,000	\$ 60,000	0%
Watsonville Transit Center - Conceptual Design (STA)	\$ -	\$ 30,000	\$ 30,000	0%
Subtotal Grant Funded Projects	\$ 619,791	\$ 30,774,168	\$ 30,154,377	2%
<u>IT Projects</u>				
Automated Purchasing System Software - Puridion (STA)	\$ -	\$ 40,000	\$ 40,000	0%
HR Software Upgrade - iVantage (STA)	\$ 6,691	\$ 20,000	\$ 13,309	33%
Replace "Plant" - Informix Database - Bus Stop Tracking System (STA)	\$ -	\$ 10,000	\$ 10,000	0%
Subtotal IT Projects	\$ 6,691	\$ 70,000	\$ 63,309	10%
<u>Facilities Repair & Improvements</u>				
MetroCenter Repairs (RES. RET. EARN., STA)	\$ -	\$ 225,000	\$ 225,000	0%
Bus Stop Repairs / Improvements (RES. RET. EARN.)	\$ 6,165	\$ 175,000	\$ 168,835	4%
WTC Renovations & Repairs (STA)	\$ -	\$ 45,000	\$ 45,000	0%
Repaint SVT (STA)	\$ -	\$ 45,000	\$ 45,000	0%
Replace Portable Steam & Sidewalk Cleaner WTC (STA)	\$ -	\$ 25,000	\$ 25,000	0%
Heaters for Maintenance Facility (3) (STA)	\$ -	\$ 10,000	\$ 10,000	0%
Interactive White Board - ParaCruz (STA)	\$ -	\$ 3,500	\$ 3,500	0%
Subtotal Facilities Repairs & Improvements Projects	\$ 6,165	\$ 528,500	\$ 522,335	1%



FY13
CAPITAL BUDGET
For the month ending - September 30, 2012

	<u>YTD Actual</u>	<u>FY13 Budget</u>	<u>Remaining Budget</u>	<u>% Spent YTD</u>
<u>Revenue Vehicle Replacement</u>				
Replace WiFi on Highway 17 buses (STA)	\$ -	\$ 100,000	\$ 100,000	0%
Replace Supervisor Vehicle-SUV (STA)	\$ -	\$ 40,000	\$ 40,000	0%
Subtotal Revenue Vehicle Replacements	\$ -	\$ 140,000	\$ 140,000	0%
<u>Non-Revenue Vehicle Replacement</u>				
See above	\$ -	\$ -	\$ -	0%
Subtotal Non-Revenue Vehicle Replacements	\$ -	\$ -	\$ -	0%
<u>Fleet & Maintenance Equipment</u>				
Small Vehicle Lift - Fleet (STA)	\$ -	\$ 25,000	\$ 25,000	0%
Vehicle Diagnostic Code Scanner Program & PC - PC (STA)	\$ -	\$ 3,500	\$ 3,500	0%
Industrial Auto Upholstery Cleaning Machine - Fleet (STA)	\$ -	\$ 2,500	\$ 2,500	0%
Subtotal Fleet & Maintenance Equipment	\$ -	\$ 31,000	\$ 31,000	0%
<u>Office Equipment</u>				
None	\$ -	\$ -	\$ -	0%
Subtotal Office Equipment	\$ -	\$ -	\$ -	0%
<u>Misc</u>				
Ticket Vending Machine (1) (STA)	\$ -	\$ 100,000	\$ 100,000	0%
Subtotal Misc.	\$ -	\$ 100,000	\$ 100,000	0%
TOTAL CAPITAL PROJECTS	\$ 632,647	\$ 31,643,668	\$ 31,011,021	2%



FY13
CAPITAL BUDGET
For the month ending - September 30, 2012

	<u>YTD Actual</u>	<u>FY13 Budget</u>	<u>Remaining Budget</u>	<u>% Spent YTD</u>
<u>CAPITAL FUNDING</u>				
Federal Capital Grants	\$ 51,060	\$ 1,156,062	\$ 1,105,002	4%
Other Fed - Sakata / Lawsuit proceeds	\$ -	\$ 1,333,382	\$ 1,333,382	0%
State - PTMISEA (1B)	\$ 128,079	\$ 14,426,119	\$ 14,298,040	1%
State - Security Bond Funds (1B)	\$ 440,652	\$ 1,768,500	\$ 1,327,848	25%
State Transit Assistance (STA) Carryover-Prior Yrs	\$ 6,691	\$ 572,000	\$ 565,309	1%
State Transit Assistance (STA) Future (Estimated)	\$ -	\$ 5,600,000	\$ 5,600,000	0%
State - MBUAPCD	\$ -	\$ 261,000	\$ 261,000	0%
State - STIP	\$ -	\$ 355,000	\$ 355,000	0%
State - SLPP	\$ -	\$ 5,800,000	\$ 5,800,000	0%
Local - Reserved Retained Earnings	\$ 6,165	\$ 360,000	\$ 353,835	2%
Local Operating Match	\$ -	\$ 11,605	\$ 11,605	0%
TOTAL CAPITAL FUNDING	\$ 632,647	\$ 31,643,668	\$ 31,011,021	2%

(1) Grant budget erroneously deleted from capital budget in anticipation of grant closure in September. Budget will be reinstated in subsequent budget revision.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Margaret Gallagher, District Counsel

SUBJECT: CONSIDERATION OF OWNED AND LEASED PROPERTY INVENTORIES TO DETERMINE IF THERE IS ANY PROPERTY IN EXCESS OF SANTA CRUZ METROPOLITAN TRANSIT DISTRICT'S FORESEEABLE NEEDS

I. RECOMMENDED ACTION

Accept and File Santa Cruz METRO's Property Inventories of Leased and Owned Property for 2012, which includes a Determination that Santa Cruz METRO does not Own, Lease or Control any Property which is in Excess of its Foreseeable Needs.

II. SUMMARY OF ISSUES

- Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is required on an annual basis to prepare an inventory of properties it holds, owns and controls to determine if any properties are in excess of its foreseeable needs.
- All properties currently leased by Santa Cruz METRO are being used in transit operation for bus maintenance, bus parking, administration and/or facilities maintenance activities.
- All properties currently leased, owned or controlled by Santa Cruz METRO are in transit uses and none of these properties are in excess of Santa Cruz METRO's foreseeable needs.

III. DISCUSSION

Government Code Section 50569 requires that on or before December 31st of each year, Santa Cruz METRO, a local public agency, make an inventory of all lands held, owned or controlled by it or any of its departments, agencies or authorities to determine what land, including air rights, if any, are in excess of its foreseeable needs. According to the statute, a description of each parcel found to be in excess of its needs should be made a matter of public record.

An inventory of all the properties owned by Santa Cruz METRO, prepared by the Legal Department and reviewed by the Finance Department is set forth in Attachment A. There have been no changes to this list during the calendar year of 2012.

An inventory of properties that Santa Cruz METRO leases from others is set forth in Attachment B. All of the leased property is currently being used for transit operation and related support functions.

According to the applicable statute, any citizen, limited dividend corporation, housing corporation or nonprofit corporation, shall upon request, be provided with a list of the parcels found to be in excess without charge. Because Santa Cruz METRO uses all of its leased and owned property in transit or transit related purposes, no list of excess properties was prepared for adoption.

The Federal Transit Administration Circular 5010.1C requires Santa Cruz METRO to prepare and keep up to date an excess property utilization plan for all property that is no longer needed to carry out the original intended purpose including an explanation for the excess property. Santa Cruz METRO is also required to notify FTA when property is removed from the service originally intended at grant approval and put to additional or substitute uses. At this time, Santa Cruz METRO has no excess property and, therefore, will not be preparing an excess property utilization plan.

IV. FINANCIAL CONSIDERATIONS

None

V. ATTACHMENTS

Attachment A: Santa Cruz METRO Deeds

Attachment B: Properties Leased by Santa Cruz METRO

ATTACHMENT A SANTA CRUZ METRO DEEDS

APN NO.	PARCEL LOCATION	DATE OF ACQUISITION BY SCMTD	ACQUIRED FROM	DESCRIPTION	STATUS OF USE
005-152-05	Santa Cruz, CA 912 Pacific Ave. Santa Cruz	07/16/80	Peerless Stages, Inc.	Pacific Station Multi-Modal Facility	Active transit center
005-152-31	Santa Cruz, CA 920 Pacific Avenue Santa Cruz	09/22/80	Reward Enterprises	Pacific Station Multi-Modal Facility	Active transit center
005-152-30	Santa Cruz, CA 425 Front Street Santa Cruz	12/29/10	Transportation Realty Income Partners, L.P., a Delaware Limited Partnership and Greyhound Lines, Inc., a Delaware Corporation	Paved Parking lot adjacent to Pacific Station	Recent Greyhound Bus Depot; Currently being used for overflow parking of METRO's buses and vehicles; Possible Future Site of renovated and enlarged Pacific Station
008-011-14	Santa Cruz, CA 110 Vernon Street Santa Cruz	08/01/07	Mindi Broughton and Paul Broughton, Broughton Land LLC, A California Limited Liability company	MetroBase Project	Current General Administration offices, IT servers and Facilities Maintenance shop and storage
008-013-07	Santa Cruz, CA 1217 River Street, Santa Cruz	2/29/08	R. Dennis Stewart and Martha A. Stewart, Trustees of the R. Dennis Stewart and Martha A. Stewart Family Trust	MetroBase Project	Previously four empty residential units purchased for the MetroBase project; Currently two remaining houses that will be used for outside contractors' offices during the building phase of the new Operations Building; Site of a METRO Maintenance Facility that adjoins to the current facility.

ATTACHMENT A SANTA CRUZ METRO DEEDS

008-013-08	Santa Cruz, CA 1211 River Street, Santa Cruz	1/31/08	Jan Van Boeschoten, as Trustee of the Jan Van Boeschoten Trust dated October 23, 2006	MetroBase Project	Previously an empty residential unit purchased for the MetroBase project; Currently a paved parking lot being utilized for METRO owned vehicles.
008-013-09 previously 008-013-04 008-013-05 008-013-06	Santa Cruz, CA 120 Golf Club Dr. 138 Golf Club Dr. Santa Cruz	1. 6/24/05 2. 05/19/71 3. 07/7/71	1. The Estate of Yvonne A. Humphrey; Brent J. Bouchard, executor 2. Cecil E. and Minnie M. Woolsey 3. Sally Anne Smith	MetroBase Project Minor Maintenance Shop Location	Active Maintenance Shop; Active Maintenance Facility for CNG repairs; Current Fleet Maintenance administration offices
008-032-05 A- formerly 008-032-06	Santa Cruz, CA 1200-A River St. 1200-B River St. Santa Cruz	06/15/77 - A 06/25/05 - B	Warren R. French (A) Mabel L. French (A) The 2004 Jeannine M. Gibson, Family Trust, Jeannine Marie Gibson, Trustee (B)	Operations Dept. Location MetroBase Project (A) MetroBase Project (B)	(A) Active Operations dept. and offices; Bus Parking when vehicles are not being used. (B) Current site of MetroBase Fueling Facility and Bus Wash Facility
Bus Stop #2551. No APN listed	Santa Cruz, CA 17 th Ave./Tremont Santa Cruz	09/5/89	No. Calif. VOE Elderly Housing, Inc.	17 th & Tremont Bus Stop Donation Live Oak Location	Active bus stop with shelter
022-211-91	Scotts Valley, CA 425 King's Village Bart Cavallaro Transit Center	011/15/96	Church of Latter-Day Saints 13.87% ownership by Scotts Valley Redevelop. Agency	Bart Cavallaro Transit Center Park and Ride Lot Multi-Modal Facility	Active Transit Center
017-011-54	Borders West Lake Ave. & Rodriguez St., Watsonville, CA -Watsonville Transit Center	05/9/86	Crocker National Bank	Watsonville Transit Center Multi-Modal Facility	Active transit center

ATTACHMENT A
SANTA CRUZ METRO DEEDS

017-011-57 and 017-011-58 (formerly 51 & 52)	Watsonville, CA Watsonville Transit Center	10/06/88	Allan Louis Alexander Ann Alexander Rando John M. Batistich Joan M. Batistich Janet F. Ryan	Transit-Oriented Mixed Use Facility which includes a Child Care Center	99-year lease with City of Watsonville for \$1.00 per year.
086-102-14	Boulder Creek, CA 17835 China Grade Boulder Creek	04/7/05	Santa Cruz County/The Henry F. Plummer Trust, Henry F. Plummer, Trustee	Easement at China Grade & Hwy 236	Bus Turnaround
No APN # listed	Intersection of Soquel Ave., Soquel Dr. and Highway 1 Santa Cruz County	3/29/88	State of California, Dept. of Transportation	Director's Deed #DD- 47160-1 for 1.312 acres and .037 of an acre for Soquel Park & Ride Lot	Active Park and Ride Lot

**ATTACHMENT B
 PROPERTIES LEASED BY
 SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

PROPERTY ADDRESS/ LESSOR	TERM/ NOTICE/ BOARD ACTION	CURRENT MONTHLY LEASE AMT.	USE OF PROPERTY
115 Dubois IULIANO 1977 TRUST	02/01/05-Beginning 12/31/10 – Ending 01/01/11 –Lease begins 12/31/13 – Lease ends	\$3,574.98/mo \$42,899.76/yr	Bus and vehicle parking
2880 Research Park Drive, Soquel, CA Soquel III Associates	09/01/04-Beginning 08/31/09-Ending 09/01/09- Ext. begins 08/31/14- Ext. ends	\$12,708.73/mo \$152,504.76/yr	ParaCruz Operations Facility
1200 River Street (small portion) City of Santa Cruz	10/18/04- Beginning 10/17/44- Ending	\$1.00/Annually *100% of taxes and assessments	Future MetroBase facility

Grant of Easement and Agreement

Capitola Mall Macerich Partnership, LP	Perpetual	\$1,758.04/mo \$21,096.48/yr.	Active Transit Center
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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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DATE: 09/01/12 THRU 09/30/12

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
43146	09/24/12	107A	-553.28	PROBUILD		47622	RPRS & MAINT	-53.43	**VOID
						47623	RPRS & MAINT	-35.41	
						47624	RPRS & MAINT	-9.40	
						47625	RPRS & MAINT	-104.72	
						47626	RPRS & MAINT	-21.61	
						47627	RPRS & MAINT	-113.91	
						47628	RPRS & MAINT	-3.41	
						47647	RPRS & MAINT	-89.45	
						47648	RPRS & MAINT	-96.42	
						47668	RPRS & MAINT	-19.87	
						47673	RPRS & MAINT	-5.65	
43475	09/17/12	075	-15.46	COAST PAPER & SUPPLY INC.		48325	CLEANING SUPP	-15.46	**VOID
43510	09/06/12	E891	-66.00	OLIN, MAUREEN		48293	DMV REIMBURSEMENT	-66.00	**VOID
43529	09/12/12	M086	-35.55	TOLINE, DONALD	0	48410	SEPT 12 RET SUPP	-35.55	**VOID
43538	09/03/12	002941	98.30	AA SAFE & SECURITY CO		48432	SVC-OPS LOCK	34.72	
						48433	KITE HILL PADLOCKS	63.58	
43539	09/03/12	001128	525.00	ALWAYS TOWING & RECOVERY, INC		48420	TOW# 1003	525.00	
43540	09/03/12	192	131.94	ALWAYS UNDER PRESSURE		48475	CLEANING SUPP	131.94	
43541	09/03/12	001D	4,278.14	AT&T		48529	7/19-8/18 PHONES	4,278.14	
43542	09/03/12	E642	103.60	BEATTY, TOVE		48445	TRAVEL REIMBURSEMENT	103.60	
43543	09/03/12	478	874.00	BEE CLENE	0	48500	QUART SVCE/VERNON	874.00	
43544	09/03/12	001112	27.70	BRINKS AWARDS & SIGNS	7	48519	OFFICE SUPPLIES	27.70	
43545	09/03/12	002189	622.97	BUS & EQUIPMENT		48460	REV VEH PTS	622.97	
43546	09/03/12	001124	39,552.69	CLEAN ENERGY		48430	LNG 8/10/12	10,403.53	
						48536	LNG 8/16/12	10,147.13	
						48537	LNG 8/13/12	8,820.03	
						48538	LNG 8/19/12	10,182.00	
43547	09/03/12	075	192.04	COAST PAPER & SUPPLY INC.		48421	CLEANING SUPP	29.29	
43548	09/03/12	002063	308.75	COSTCO		48488	CLEANING SUPP	162.75	
						48449	CLEANING SUPP	154.76	
43549	09/03/12	E257	49.00	COTRONEO, MICHAEL		48450	OFFICE SUPP	153.99	
43550	09/03/12	E638	12.00	COTTER, ROBERT		48541	DMV REIMBURSEMENT	49.00	
43551	09/03/12	003021	50.00	CSMFO-CITY OF WATSONVILLE		48502	TRAVEL REIMBURSEMENT	12.00	
43552	09/03/12	504	10,964.68	CUMMINS WEST, INC.		48469	8/23 CSMFO MEETING	50.00	
						48434	OUT RPR #2801	10,362.38	
						48481	OUR RPR # 2812	602.30	
43553	09/03/12	001000	307.20	DAIMLER BUSES N. AMERICA INC.		48477	REV VEH PTS	545.55	
43554	09/03/12	480	2,023.53	DIESEL MARINE ELECTRIC, INC.		48478	CREDIT NOTE	-238.35	
43555	09/03/12	001329	408.80	DOC AUTO LLC		48422	REV VEH PTS	2,023.53	
						48467	REV VEH OUT RPR	137.68	
43556	09/03/12	001020	175.09	EMED COMPANY		48468	REV VEH OUT RPR	271.12	
43557	09/03/12	432	4,500.60	EXPRESS EMPLOYMENT PROS		48470	RPRS & MAINT	175.09	
						48437	TEMP W/E 7/29	960.00	
						48448	TEMP W/E 8/12/12	954.00	
						48533	FLT TEMP W/E 8/19/12	618.60	
						48534	FLT TEMP W/E 8/19/12	1,080.00	
						48545	TEMP W/E 8/19	888.00	
43558	09/03/12	959	127.86	FIRST ADVANTAGE CORPORATION		48466	DOT DRUG TESTS	127.86	
43559	09/03/12	002295	37,037.84	FIRST ALARM		48419	JULY 12 SECURITY SVC	37,037.84	
43560	09/03/12	002962	719.85	FIS		48444	JUL 12 MERCHANT FEE	719.85	

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43561	09/03/12	108.00 E665		GARCIA, JUAN JOSE		48503	TRAVEL REIMBURSEMENT	12.00	
43562	09/03/12	103.73 546		GRANITEROCK COMPANY		48527	TEST REIMBURSEMENT	96.00	
43563	09/03/12	240.00 002990		KISMET	7	48528	RPRS & MAINT	103.73	
43564	09/03/12	50.00 880		LEXISNEXIS		48442	FIRST AID TRAINING	240.00	
43565	09/03/12	12.00 E182		LOGIUDICE, JASON		48507	JULY 12 ACCESS CHG	50.00	
43566	09/03/12	27,606.95 003017		MANSFIELD OIL COMPANY		48504	TRAVEL REIMBURSEMENT	12.00	
43567	09/03/12	40.28 980		MCMASTER-CARR SUPPLY CO		48540	DIESEL 8/17/12	27,606.95	
43568	09/03/12	336.39 041		MISSION UNIFORM		48476	RPRS & MAINT	40.28	
						48443	UNIF & LAUNDRY	33.41	
						48483	UNIF & LAUNDRY	59.25	
						48484	UNIF & LAUNDRY	177.49	
						48486	UNIF & LAUNDRY	42.24	
						48501	UNIF & LAUNDRY	24.00	
43569	09/03/12	25.97 001178		N/S CORPORATION		48471	RPRS & MAINT	25.97	
43570	09/03/12	4,231.61 001063		NEW FLYER INDUSTRIES LIMITED		48435	REV VEH PTS	2,963.30	
						48436	NEW BUS PURCHASE	1,103.29	
						48530	REV VEH PTS	7.18	
						48531	REV VEH PTS	108.50	
						48532	REV VEH PTS	49.34	
43571	09/03/12	1,635.58 002950		NEW HAVEN MOVING EQUIPMENT		48454	REV VEH PTS	1,635.58	
43572	09/03/12	55.95 004		NORTH BAY FORD LINC-MERCURY		48423	REV VEH PTS	55.95	
43573	09/03/12	280.00 364		OVERHEAD DOOR CO. OF SALINAS		48472	DOOR SVCE/VERNON	280.00	
43574	09/03/12	1,439.33 043		PALACE ART & OFFICE SUPPLY		48482	OFFICE SUPP	98.93	
						48520	OFFICE SUPPLIES	-4.10	
						48521	OFFICE SUPPLIES	58.57	
						48522	OFFICE SUPPLIES	9.49	
						48523	OFFICE SUPPLIES	-9.49	
						48524	OFFICE SUPPLIES	4.10	
						48525	OFFICE SUPPLIES	444.76	
						48526	OFFICE SUPPLY	24.94	
						48543	OFFICE SUPPLY	200.61	
						48544	OFFICE SUPPLY	479.30	
						48547	OFFICE SUPPLY	132.22	
43575	09/03/12	801.25 001149		PREFERRED PLUMBING, INC.		48473	OPS SERVICE	262.25	
						48474	SVCE/VERNON ST	539.00	
43576	09/03/12	12.00 E660		PRESTON, NATHANIEL		48506	TRAVEL REIMBURSEMENT	12.00	
43577	09/03/12	64.93 107A		PROBUILD		48425	RPRS & MAINT	64.93	
43578	09/03/12	10.26 E894		REGAN, WILL		48505	TRAVEL REIMBURSEMENT	10.26	
43579	09/03/12	11.88 E524		ROCHA, FEDERICO G.		48546	TRAVEL REIMBURSEMENT	11.88	
43580	09/03/12	25.53 E533		RODRIGUEZ, SENAIDA		48447	TRAVEL REIMBURSEMENT	25.53	
43581	09/03/12	1,659.00 018		SALINAS VALLEY FORD SALES		48480	REV VEH PTS	1,659.00	
43582	09/03/12	229.21 135		SANTA CRUZ AUTO PARTS, INC.		48424	REV VEH PTS	1.94	
						48456	REV VEH PTS	9.18	
						48489	REV VEH PTS	45.87	
						48490	REV VEH PTS	172.22	
43583	09/03/12	360.00 345		SANTA CRUZ COUNTY OFFICE OF		48441	FINGERPRINTING FEE	360.00	
43584	09/03/12	9,521.65 079		SANTA CRUZ MUNICIPAL UTILITIES		48491	7/12-8/10 1200RIVER	2,066.78	VOIDED
						48492	7/12-8/10 MMF	473.67	
						48493	7/12-8/10 VERNON	164.49	
						48494	BUS STOP BLNS	606.80	

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43584	09/19/12	-9,521.65	079	SANTA CRUZ MUNICIPAL UTILITIES		48495	7/12-8/10 MMF	1,250.30	
						48496	7/12-8/10 PACIFIC	110.21	
						48497	7/12-8/10 PACIFIC	2,879.23	
						48498	7/12-8/10 VERNON	226.93	
						48499	7/12-8/10 1200BRIVER	1,743.24	
						48491	7/12-8/10 1200ARIVER	-2,066.78	**VOID
						48492	7/12-8/10 VERNON	-473.67	
						48493	7/12-8/10 MMF	-164.49	
						48494	BUS STOP BLNS	-606.80	
						48495	7/12-8/10 MMF	-1,250.30	
						48496	7/12-8/10 PACIFIC	-110.21	
						48497	7/12-8/10 PACIFIC	-2,879.23	
						48498	7/12-8/10 VERNON	-226.93	
						48499	7/12-8/10 1200BRIVER	-1,743.24	
43585	09/03/12	619.84	149	SANTA CRUZ SENTINEL		48516	LEGAL ADS	189.23	
						48517	LEGAL ADS	233.93	
						48518	LEGAL ADS	196.68	
43586	09/03/12	590.48	681	SCOTTS BODY SHOP		48457	REV VEH OUT RPR	590.48	
43587	09/03/12	13,920.00	080C	STATE BOARD OF EQUALIZATION		48455	FLAT RATE 10/12-9/13	13,920.00	
43588	09/03/12	65.08	104	STATE STEEL COMPANY		48487	RPRS & MAINT	65.08	
43589	09/03/12	375.00	001165	THANH N. VU MD		48438	DMV EXAM	75.00	
						48439	DMV EXAM	75.00	
						48458	DMV EXAM	75.00	
						48459	DMV EXAM	75.00	
						48479	PHY EXAM RENEWALS	75.00	
43590	09/03/12	339.34	002675	THOMSON REUTERS BARCLAYS		48508	JULY 12 INFO CHGS	339.34	
43591	09/03/12	5,988.43	002954	TIRE DISTRIBUTION SYSTEMS, LLC		48426	TIRES & TUBES	727.89	
						48427	TIRES & TUBES	449.16	
						48428	TIRES & TUBES	494.87	
						48429	TIRES & TUBES	873.10	
						48451	TIRE & TUBES	626.43	
						48452	TIRES & TUBES	166.37	
						48453	TIRES & TUBES	166.37	
						48461	TIRES & TUBES	482.81	
						48462	TIRES & TUBES	499.09	
						48463	TIRES & TUBES	171.44	
						48464	TIRES & TUBES	831.81	
						48465	TIRES & TUBES	332.72	
						48542	TIRES & TUBES	166.37	
43592	09/03/12	10.86	946	UNITED SITE SERVICES		48446	FENCE RENT 8/15-9/11	10.86	
43593	09/03/12	832.32	221	VEHICLE MAINTENANCE PROGRAM		48535	REV VEH PTS	832.32	
43594	09/03/12	54.72	434B	VERIZON CALIFORNIA		48539	MT. BIEWLASKI	54.72	
43595	09/03/12	95.38	434	VERIZON WIRELESS		48431	P.C. CARDS/ADMIN	95.38	
43596	09/03/12	300.18	001353	VISION COMMUNICATIONS		48485	REV VEH PTS	300.18	
43597	09/03/12	827.24	002028	WESTCOAST LEGAL SERVICE		48509	CV 173952	167.55	
						48510	CV 173952	129.80	
						48511	CV 173952	139.89	
						48512	CV 173952	138.40	
						48513	CV 173952	24.63	
						48514	CV 173952	93.72	

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43598	09/03/12	610.00 915	WORKIN.COM, INC.	48515	CV 173952	133.25			
43599	09/10/12	342.84 002069	A TOOL SHED, INC.	48440	JOB PLACEMENT AD	610.00			
43600	09/10/12	102.00 002941	AA SAFE & SECURITY CO	48595	LIFT RENTAL	342.84			
43601	09/10/12	100.00 B030	ALEJO, MARGARITA	48599	SVC/OPS TRILOGY LOCK	102.00			
43602	09/10/12	2,602.18 003019	AMERICAN REPROGRAPHICS CO, LLC	48599	AUG 12 BOARD MEETING	100.00			
				48577	OPS ADDENDUM #2	1,971.93			
				48562	LNG SUBMERGED TANK	630.25			
43603	09/10/12	291.63 294	ANDY'S AUTO SUPPLY	48562	REV VEH PTS	291.63			
43604	09/10/12	8,416.67 001348	ATHENS INSURANCE SERVICE, INC.	48618	SEPT12 WORK COMP FEE	8,416.67			
43605	09/10/12	774.00 011	BEWLEYS CLEANING	48554	AUG 12 CUSTODIAL SVC	774.00			
43606	09/10/12	172.33 001112	BRINKS AWARDS & SIGNS	48551	OFFICE SUPPLY	6.00			
				48616	NAME BADGES OPS	166.33			
43607	09/10/12	50.00 B028	BRYANT, HILARY	48600	AUG 12 BOARD MEETING	50.00			
43608	09/10/12	319.97 002189	BUS & EQUIPMENT	48553	REV VEH PTS	319.97			
43609	09/10/12	100.00 B018	BUSTICHI, DENE	48601	AUG 12 BOARD MEETING	100.00			
43610	09/10/12	5,000.00 001324	CAPITALEGE ADVOCACY, INC.	48575	SEPT 12 PROF SVCS	5,000.00			
43611	09/10/12	100.69 001346	CITY OF SANTA CRUZ	48582	KITE HILL FY11/12	100.69			
43612	09/10/12	1,911.83 909	CLASSIC GRAPHICS	48571	OUT RPR #9812	1,911.83			
43613	09/10/12	19,593.82 001124	CLEAN ENERGY	48621	LNG 8/25/12	10,198.43			
				48622	LNG 8/22/12	9,395.39			
43614	09/10/12	106.40 075	COAST PAPER & SUPPLY INC.	48572	CLEANING SUPP	106.40			
43615	09/10/12	1,678.00 003003	COMMERCIAL ENVIRONMENT	48593	AUG 12 MAINT	1,678.00			
43616	09/10/12	888.49 002063	COSTCO	48615	OFFICE SUPPLY OPS	888.49			
43617	09/10/12	4,662.61 504	CUMMINS WEST, INC.	48570	REV VEH PTS	2,255.95			
				48573	OUT RPR #2812	1,171.04			
				48590	OUT RPR # 1003	1,235.62			
43618	09/10/12	300.00 B029	DODGE, DANIEL	48602	AUG 12 BOARD MEETING	100.00			
				48610	APTA 9/29-10/3/12	200.00			
43619	09/10/12	184.07 372	FEDERAL EXPRESS	48623	POSTAGE & MAILING	184.07			
43620	09/10/12	245.39 282	GRAINGER	48578	RPRS & MAINT	245.39			
43621	09/10/12	100.00 B023	GRAVES, RON	48603	AUG 12 BOARD MEETING	100.00			
43622	09/10/12	3,573.58 E530	GUIZAR, LISETH	48550	TUITION REIMBURSEMENT	3,573.58			
43623	09/10/12	100.00 B006	HINKLE, MICHELLE	48604	AUG 12 BOARD MEETING	100.00			
43624	09/10/12	77.25 039	KINKO'S INC.	48596	COPIES/FLT	77.25			
43625	09/10/12	1,025.80 852	LAW OFFICES OF MARIE F. SANG	48617	WORK COMP FEE SMC	1,025.80			
43626	09/10/12	100.00 B026	LEOPOLD, JOHN	48605	AUG 12 BOARD MEETING	100.00			
43627	09/10/12	77.88 196	LIFT-U-INC.	48589	PARTS & SUPPLIES	77.88			
43628	09/10/12	1,215.67 001063	NEW FLYER INDUSTRIES LIMITED	48558	REV VEH PTS	1,053.81			
				48559	REV VEH PTS	92.77			
				48560	REV VEH PTS	30.93			
				48580	REV VEH PTS	10.37			
				48581	REV VEH PTS	27.79			
43629	09/10/12	525.98 002721	NEXTEL COMMUNICATIONS/SPRINT	48552	7/26-8/25 DIRECT CON	441.44			
				48611	TVM WIRELESS	84.54			
43630	09/10/12	75.69 161	OCEAN CHEVROLET	48598	REV VEH PTS	75.69			
43631	09/10/12	9,425.08 009	PACIFIC GAS & ELECTRIC	48583	7/26-8/23 MMF	6,208.08			
				48584	7/26-8/23 1122 RIVER	1,908.85			
				48585	7/26-8/23 1217 RIVER	55.87			
				48586	7/26-8/23 1122 RIVER	46.13			
				48587	7/26-8/23 1200 RIVER	1,206.15			

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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DATE: 09/01/12 THRU 09/30/12

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43632	09/10/12	808.92 043		PALACE ART & OFFICE SUPPLY		48555	OFFICE SUPPLY	40.12	
						48556	OFFICE SUPPLY	755.78	
						48567	OFFICE SUPPLY	13.02	
43633	09/10/12	100.00 B024		PIRIE, ELLEN	7	48606	AUG 12 BOARD MEETING	100.00	
43634	09/10/12	45,657.83 002939		PREFERRED BENEFIT		48620	SEPT 12 DENTAL	45,657.83	
43635	09/10/12	723.27 001149		PREFERRED PLUMBING, INC.		48566	SVC/OPS RESTROOM	723.27	
43636	09/10/12	86.56 107A		PROBUILD		48568	RPRS & MAINT	10.73	
						48594	RPRS & MAINT	75.83	
43637	09/10/12	2,158.66 R630		PROGRESSIVE WEST INSURANCE CO		48608	SC 04-12-07	2,158.66	
43638	09/10/12	7,461.00 442		RAYMUNDO ENGINEERING CO, INC.		48548	2ND LNG TANK	7,461.00	
43639	09/10/12	396.95 001153		REPUBLIC ELEVATOR COMPANY		48591	AUG 12 MAINT	396.95	
43640	09/10/12	558.92 215		RICOH USA, INC.		48612	MAINT COPY 8/18-9/17	558.92	
43641	09/10/12	78,903.75 904		RNL DESIGN		48549	PROF SVCS THRU 6/12	78,903.75	
43642	09/10/12	100.00 B022		ROBINSON, LYNN MARIE	7	48607	AUG 12 BOARD MEETING	100.00	
43643	09/10/12	30.84 135		SANTA CRUZ AUTO PARTS, INC.		48597	REV VEH PTS	30.84	
43644	09/10/12	675.35 001976		SPORTWORKS NORTHWEST, INC.		48557	REV VEH PTS	675.35	
43645	09/10/12	13.02 104		STATE STEEL COMPANY	0	48588	RPRS & MAINT	13.02	
43646	09/10/12	187.50 989		STUCKER, NANCY K.	7	48609	PROF SVCS/BILINGUAL	187.50	
43647	09/10/12	150.00 001165		THANH N. VU MD	7	48613	DMV EXAM	75.00	
						48614	DMV EXAM	75.00	
43648	09/10/12	30.77 007		UNITED PARCEL SERVICE		48563	FRT OUT/FLT	30.77	
43649	09/10/12	9.24 002829		VALLEY POWER SYSTEMS, INC.		48579	REV VEH PTS	9.24	
43650	09/10/12	61.80 221		VEHICLE MAINTENANCE PROGRAM		48564	REV VEH PTS	61.80	
43651	09/10/12	3,721.60 001353		VISION COMMUNICATIONS		48569	REV VEH PTS	2,126.60	
						48592	AUG 12 MAINT	1,595.00	
43652	09/10/12	10,542.20 001043		VISION SERVICE PLAN		48619	SEPT 12 VSP	10,542.20	
43653	09/10/12	2,303.52 001506		WESTERN STATES OIL CO., INC.		48561	FUEL LUBE FLT	2,303.52	
43654	09/10/12	750.00 002989		WORK IN PROGRESS COACHING	7	48574	COACHING 8/20 & 8/16	750.00	
43655M09/04/12		2,220.00 E645		OLANDER, JOY		48651	TUITION REIMBURSEMENT	2,220.00	MANUAL
43656	09/17/12	29.00 002861		TUITION REIMBURSEMENT		48666	SEPT 12 PAGERS	29.00	
43657	09/17/12	86,978.00 174		AMERICAN MESSAGING SVCS, LLC		48705	BOIL& MACH 9/12-9/13	5,973.00	
						48706	RENEW 9/12-9/13	28,441.00	
						48707	RENEW 9/1/12-9/13	52,564.00	
43658	09/17/12	774.00 011		BARNLEY & BARNEY LLC		48639	MAY 12 CUSTODIAL SVC	774.00	
43659	09/17/12	5.43 034		BEWLEYS CLEANING	7	48714	COPIES MAINT	5.43	
43660	09/17/12	2,000.00 616		BLUEPRINT EXPRESS	7	48662	FY12 AUDIT	2,000.00	
43661	09/17/12	124.75 002189		BROWN ARMSTRONG		48649	REV VEH PTS	124.75	
43662	09/17/12	1,200.00 003022		BUS & EQUIPMENT		48632	SEPT12 CUSTODIAL SVC	600.00	VOIDED
						48749	SEPT12 CUSTODIAL SVC	600.00	
43662	09/17/12	-1,200.00 003022		CAFE AMIGO		48671	SEPT12 CUSTODIAL SVC	-600.00	**VOID
43663	09/17/12	813.75 001159		CITY OF AMIGO		48749	SEPT12 CUSTODIAL SVC	-600.00	
43664	09/17/12	100.47 001346		CATTO'S GRAPHICS, INC.		48671	RPRS & MAINT	813.75	
						48759	AUG 12 LANDFILL	68.59	
43665	09/17/12	1,290.25 130		CITY OF SANTA CRUZ		48760	BUS STOP RPRS	31.88	
						48693	8/1-9/1 WTC	45.82	
						48694	7/26-8/27 WTC	23.96	
						48696	7/26-8/27 WTC	42.20	
						48697	7/26-8/27 WTC	286.17	
							CONTAINER/WTC	892.10	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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DATE: 09/01/12 THRU 09/30/12

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43666	09/17/12	3,271.28 909		CLASSIC GRAPHICS		48682	OUT RPR # 2233	1,383.69	
43667	09/17/12	18,643.09 001124		CLEAN ENERGY		48683	OUT RPR #2233	1,887.59	
43668	09/17/12	200.00 367		COMMUNITY TELEVISION OF		48758	LNG 8/31/12	9,999.46	
43669	09/17/12	637.98 504		CUMMINS WEST, INC.		48771	LNG 8/28/12	8,643.63	
43670	09/17/12	1,557.35 001329		DOC AUTO LLC		48668	8/24 BOARD MEETING	200.00	
43671	09/17/12					48640	REV VEH PTS	637.98	
43672	09/17/12					48644	REV VEH OUT RPR	505.59	
43673	09/17/12					48645	REV VEH OUT RPR	280.38	
43674	09/17/12					48653	REV VEH OUT RPR	95.25	
43675	09/17/12					48654	REV VEH OUT RPR	71.40	
43676	09/17/12					48655	REV VEH OUT RPR	219.68	
43677	09/17/12					48656	REV VEH OUT RPR	271.10	
43678	09/17/12					48708	RPRS & MAINT/SIGNS	113.95	
43679	09/17/12					48737	TEMP W/E 8/24/12	296.27	
43680	09/17/12					48702	FLT TEMP W/E 8/26/12	768.00	
43681	09/17/12					48755	RPRS & MAINT	1,080.00	
43682	09/17/12					48773	SVCE/BAY 9 SENSOR	7.40	
43683	09/17/12					48765	AUG 12 DISPATCH	2,415.97	
43684	09/17/12					48657	AUG 12 SECURITY SVCS	105.00	
43685	09/17/12					48727	REV VEH FUEL & LUBE	34,580.46	
43686	09/17/12					48661	FLT FUEL 8/15-8/31	12,626.39	
43687	09/17/12					48774	TRAVEL REIMBURSEMENT	3,464.43	
43688	09/17/12					48660	JULY 12 EXCESS LIAB	12.00	
43689	09/17/12					48728	SEPT 12 LIABILITY	218.36	
43690	09/17/12					48761	REV VEH PTS	64.26	
43691	09/17/12					48698	12/12-11/13 RENEWAL	280.00	
43692	09/17/12					48699	RPRS & MAINT	358.48	
43693	09/17/12					48738	SMALL TOOLS	78.81	
43694	09/17/12					48692	CLEANING SUPP	42.43	
43695	09/17/12					48704	AUG 12 GARBAGE SVTC	234.78	
43696	09/17/12					48624	DMV REIMBURSEMENT	66.00	
43697	09/17/12					48766	SEPT 12 POSTAL METER	85.29	
43698	09/17/12					48770	OCT 12 RENTAL EQUIP	41.04	
43699	09/17/12					48659	OCT12 POSTMETER RENT	80.29	
43700	09/17/12					48729	TRAVEL REIMBURSEMENT	581.31	
43701	09/17/12					48735	PARTS & SUPP	122.06	
43702	09/17/12					48779	FUEL/LUBE FLT	14,612.34	
43703	09/17/12					48701	DMV REIMBURSEMENT	49.00	
43704	09/17/12					48630	REV VEH PTS	2,326.85	
43705	09/17/12					48748	SEPT12 CUSTODIAL SVC	2,974.89	VOIDED
43706	09/17/12					48630	SEPT12 CUSTODIAL SVC	2,974.89	
43707	09/17/12					48748	SEPT12 CUSTODIAL SVC	-2,974.89	**VOID
43708	09/17/12					48748	SEPT12 CUSTODIAL SVC	-2,974.89	
43709	09/17/12					48681	COPIES/FLT	7.73	
43710	09/17/12					48769	2013 CONGRESS YEL BK	547.00	
43711	09/17/12					48626	OFFICE SUPPLY	128.90	
43712	09/17/12					48747	AUG 12 ACCESS CHG	50.00	
43713	09/17/12					48775	TRAVEL REIMBURSEMENT	11.40	
43714	09/17/12					48767	JULY 12 VEH OUT RPR	93.69	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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43697	09/17/12	001052	1,692.12	MID VALLEY SUPPLY		48665	CLEANING SUPPLIES	1,692.12	
43698	09/17/12	041	763.41	MISSION UNIFORM		48672	UNIF & LAUNDRY	177.49	
						48673	UNIF & LAUNDRY	59.25	
						48677	UNIF & LAUNDRY	178.30	
						48678	UNIF & LAUNDRY	59.25	
						48679	UNIF & LAUNDRY	205.11	
						48711	UNIF & LAUNDRY	4.18	
						48712	UNIF & LAUNDRY	4.18	
						48713	UNIF & LAUNDRY	42.24	
						48763	UNIF & LAUNDRY	33.41	
43699	09/17/12	E895	39.00	**SEE E505**NAUKKARINEN, JUKKA		48703	DMV REIMBURSEMENT	39.00	
43700	09/17/12	001063	187.81	NEW FLYER INDUSTRIES LIMITED		48731	REV VEH PTS	64.61	
						48732	REV VEH PTS	64.34	
						48733	CREDIT NOTE	-64.34	
						48734	REV VEH PTS	64.34	
						48739	REV VEH PTS	25.28	
						48740	REV VEH PTS	33.58	
43701	09/17/12	002721	1,438.30	NEXTEL COMMUNICATIONS/SPRINT		48762	SVCS 8/4-9/3	1,438.30	
43702	09/17/12	001176	14,842.00	NORTHSTAR, INC.		48725	AUG 12 MAINT	14,842.00	
43703	09/17/12	002940	440,652.00	OJO TECHNOLOGY, INC.		48750	CAMERA/SURVEILLANCE	440,652.00	
43704	09/17/12	009	1,153.00	PACIFIC GAS & ELECTRIC		48631	OCT 12 PMT	1,153.00	VOIDED
43704	09/17/12	009	-1,153.00	PACIFIC GAS & ELECTRIC		48631	OCT 12 PMT	-1,153.00	**VOID
43705	09/17/12	043	645.37	PALACE ART & OFFICE SUPPLY		48625	OFFICE SUPPLY	116.07	
						48627	OFFICE SUPPLY	51.78	
						48638	OFFICE SUPPLIES	94.15	
						48658	OFFICE SUPPLY	11.91	
						48684	CREDIT NOTE	-13.02	
						48752	OFFICE SUPPLY	377.72	
						48753	OFFICE SUPPLY	6.76	
43706	09/17/12	002947	948.00	PEDALERS EXPRESS	7	48650	AUG 12 COURIER SVCS	948.00	
43707	09/17/12	0099A	1,153.00	PG&E INSTALLMENT ACCT		48772	OCT 12 PMT RIVER ST	1,153.00	
43708	09/17/12	481	241.00	PIED PIPER EXTERMINATORS, INC.		48756	AUG 12 PEST CONTROL	241.00	
43709	09/17/12	050	146.48	PITNEY BOWES INC.		48634	10/1-12/12 RNTL MC	146.48	
43710	09/17/12	882	194.22	NORMA LARAE WEST	7	48628	JR BUS OP STICKERS	194.22	
43711	09/17/12	107A	683.66	PROBUILD		48674	RPRS & MAINT	8.77	
						48675	RPRS & MAINT	35.54	
						48676	RPRS & MAINT	2.33	
						48685	RPRS & MAINT	66.07	
						48686	RPRS & MAINT	22.44	
						48687	RPRS & MAINT	219.32	
						48688	RPRS & MAINT	146.41	
						48689	RPRS & MAINT	5.75	
						48741	RPRS & MAINT	17.60	
						48742	RPRS & MAINT	8.81	
						48743	CREDIT NOTE	-12.54	
						48744	RPRS & MAINT	86.11	
						48745	RPRS & MAINT	49.90	
						48746	RPRS & MAINT	27.15	
43712	09/17/12	E081	11.40	REGAN, MICHAEL		48777	TRAVEL REIMBURSEMENT	11.40	
43713	09/17/12	003024	190.53	RICOH USA, INC		48629	IMAGES 7/19-8/18	190.53	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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43714	09/17/12	822.82 215	RICOH USA, INC.	48646			EQUIP RENT/OUTRPR PT	451.77	
43715	09/17/12	120.00 003042	RIVER CITY PROCESS SERVICE INC	48751			8/26-9/25 LEASE PMT	371.05	
43716	09/17/12	12.00 E524	ROCHA, FEDERICO G.	48663			CV 170254	120.00	
43717	09/17/12	2,300.71 001379	SAFETY-KLEEN	48776			TRAVEL REIMBURSEMENT	12.00	
43718	09/17/12	260.21 135	SANTA CRUZ AUTO PARTS, INC.	48700			HAZ WASTE DISP	2,300.71	
43719	09/17/12	43.93 848	SANTA CRUZ ELECTRONICS, INC.	48736			REV VEH PTS	6.17	
43720	09/17/12	11,240.19 977	SANTA CRUZ TRANSPORTATION, LLC	48764			REV VEH PTS	129.87	
43721	09/17/12	370.52 002459	SCOTT'S VALLEY WATER DISTRICT	48680			RPRS & MAINT	124.17	
43722	09/17/12	2,500.00 002267	SHAW / YODER / ANTWIH, INC.	48641			AUG 12 PT SVCS	43.93	
43723	09/17/12	135.84 115	SNAP-ON INDUSTRIAL	48690			6/5-8/6 SVTC	11,240.19	
43724	09/17/12	841.89 001232	SPECIALIZED AUTO AND	48768			SEPT 12 SVCS	370.52	
43725	09/17/12	225.00 001165	THANH N. VU MD	48730			SMALL TOOLS	2,500.00	
43726	09/17/12	5,138.54 002954	TIRE DISTRIBUTION SYSTEMS, LLC	48754			SMALL TOOLS	106.87	
43727	09/17/12	35.55 M086	TOLINE, DONALD	48642			REV VEH OUT RPR	28.97	
43728	09/17/12	12,378.87 057	U.S. BANK	48642			REV VEH OUT RPR	205.83	
43729	09/17/12	33.69 007	UNITED PARCEL SERVICE	48643			REV VEH OUT RPR	483.88	
43730	09/17/12	70.00 682	WEISS, AMY L.	48652			REV VEH OUT RPR	152.18	
43731	09/17/12	178.02 147	ZEE MEDICAL SERVICE CO.	48647	7		DMV EXAM	75.00	
43732	09/17/12	600.00 003022	CAFE AMIGO	48648			DMV EXAM	75.00	
43733	09/17/12	2,974.89 110	JESSICA GROCERY STORE, INC.	48709			MED EXAM/FLT	75.00	
43734	09/17/12	6,963.77 009	PACIFIC GAS & ELECTRIC	48715			TIRES & TUBES	487.81	
43735M09/10/12		58.15 E897	SANCHEZ, MARIA V	48716			TIRES & TUBES	1,112.62	
43736	09/24/12	1,843.25 002876	AA AUTO COLLISION CENTER	48717			TIRES & TUBES	864.25	
			TRAVEL REIMBURSEMENT	48718			TIRES & TUBES	494.87	
				48719			TIRES & TUBES	477.84	
				48720			TIRES & TUBES	65.10	
				48721			TIRES & TUBES	127.87	
				48722			TIRES & TUBES	425.62	
				48723			TIRES & TUBES	486.36	
				48724			TIRES & TUBES	596.20	
				48410	0		SEPT 12 RET SUPP	35.55	
				48635			4246-0400-1371-4946	7,680.02	
				48636			4246-0400-1371-4961	440.05	
				48637			4246-0441-0112-5056	4,258.80	
				48667			FRT OUT/FLT	33.69	
				48778			7/24 BOD MEETING	70.00	
				48669	7		SAFETY SUPPLIES	52.72	
				48670			SAFETY SUPPLIES	55.07	
				48710			SUPPLIES/OPS	70.23	
				48784			SEPT12 CUSTODIAL SVC	600.00	
				48783			SEPT12 CUSTODIAL SVS	2,974.89	
				48780			7/31-8/28 PACIFIC	2,945.57	
				48781			7/26-8/23 VERNON	1,168.09	
				48782			7/28-9/4 SVTC	2,850.11	
				48922			TRAVEL REIMBURSEMENT	58.15	MANUAL
				48881			REV VEH OUT RPR	381.05	
				48882			REV VEH OUT RPR	350.05	
				48883			REV VEH OUT RPR	381.05	
				48884			REV VEH OUT RPR	350.05	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
43737	09/24/12	1,184.00 382	AIRTEC SERVICE		48885	REV VEH OUT RPR	381.05		
43738	09/24/12	530.89 001G	AT&T		48792	PROF/TECHNICAL	1,184.00		
					48826	REPEATERS	306.96		
					48827	OPS PHONE	138.65		
43739	09/24/12	3,801.80 247	AUTOMATIC DOOR SYSTEMS, INC.		48853	SEPT 12 REPEATERS	85.28		
43740	09/24/12	22.65 E438	AVILES, PATRICIA		48851	DOOR REPLACE/METRO	1,195.00		
43741	09/24/12	71.11 M033	BAILEY, NEIL	0	48852	DOOR REPLACE/METRO	2,606.80		
43742	09/24/12	3,044.26 001356	BRENCO OPERATING-TEXAS, LP		48798	TRAVEL REIMBURSEMENT	22.65		
43743	09/24/12	6,492.08 001844	BRINKS INCORPORATED		48899	OCT 12 RET SUPP	71.11		
					48897	REV VEH PTS	3,044.26		
					48898	AUG 1200B SERVICE	3,795.00		
					48813	AUG 1200B SERVICE	2,697.08		
43744	09/24/12	569,142.14 502	CA PUBLIC EMPLOYEES'		48813	OCT 12 MEDICAL INS	569,142.14		
43745	09/24/12	139.32 914	CALTRONICS BUSINESS SYSTEMS		48878	YLD TONER	139.32		
43746	09/24/12	71.11 M022	CAPELLA, KATHLEEN	0	48910	OCT 12 RET SUPP	71.11		
43747	09/24/12	1,979.53 909	CLASSIC GRAPHICS		48833	OUT RPR # 2228	1,979.53		
43748	09/24/12	23,652.73 001124	CLEAN ENERGY		48808	LNG 9/3/12	8,348.37		
					48849	LNG 09/09/12	8,805.82		
					48850	LNG 9/6/12	6,498.54		
43749	09/24/12	800.00 002448	CLEAR VIEW, LLC	0	48807	WINDOWS/WTC	500.00		
					48835	WINDOWS/WTC	300.00		
43750	09/24/12	15.46 075	COAST PAPER & SUPPLY INC.		48835	CLEANING SUPP	15.46		
43751	09/24/12	16.22 002063	COSTCO		48785	BOD MEETING 9/14	16.22		
43752	09/24/12	21.00 E644	CRUSER, SHIRLEY		48919	TRAVEL REIMBURSEMENT	21.00		
43753	09/24/12	2,090.24 504	CUMMINS WEST, INC.		48837	REV VEH PTS	2,028.44		
					48876	REV VEH PTS	61.80		
43754	09/24/12	35.55 M039	DAVILA, ANA MARIA	0	48900	OCT 12 RET SUPP	35.55		
43755	09/24/12	2,162.61 900	DEPARTMENT OF TOXIC SUBSTANCE		48920	425 FRONT ST	388.41		
					48921	425 FRONT ST	1,774.20		
43756	09/24/12	808.33 480	DIESEL MARINE ELECTRIC, INC.		48834	REV VEH PTS	808.33		
43757	09/24/12	1,037.05 001329	DOC AUTO LLC		48886	REV VEH OUT RPR	137.68		
					48887	REV VEH OUT RPR	428.49		
					48888	REV VEH OUT RPR	95.25		
					48889	REV VEH OUT RPR	95.25		
					48890	REV VEH OUT RPR	280.38		
43758	09/24/12	152.00 002388	DOGHERRA'S INC.		48891	REV VEH OUT RPR	81.00		
					48896	DMV REIMBURSEMENT	66.00		
43759	09/24/12	66.00 E672	ESTRADA, URIEL		48854	FLT W/E 9/9/12	864.00		
43760	09/24/12	1,788.00 432	EXPRESS EMPLOYMENT PROS		48868	TEMP W/E 9/2	924.00		
43761	09/24/12	3,040.00 002952	FLYERS ENERGY LLC		48872	FLT FUEL 9/1-9/15	3,040.00		
43762	09/24/12	71.11 M100	GARCIA, HELEN	0	48901	OCT 12 RET SUPP	71.11		
43763	09/24/12	1,141.50 003014	GOODEX SERVICES, INC.		48855	JULY 12 SHRED SVCE	1,060.25		
					48856	AUG 12 SHRED SVCE	81.25		
43764	09/24/12	71.11 M041	GOUVEIA, ROBERT	0	48902	OCT 12 RET SUPP	71.11		
43765	09/24/12	8,043.96 001323	GOVDELIVERY, INC.		48869	7/12-6/13 SUB MGMT	8,043.96		
43766	09/24/12	260.04 282	GRAINGER		48801	RPRS & MAINT	260.04		
43767	09/24/12	224.40 001097	GREENWASTE RECOVERY, INC.		48791	AUG 12 WATER&GARB PT	224.40		
43768	09/24/12	13,602.33 001745	HARTFORD LIFE AND ACCIDENT INS		48811	SEPT 12 LTD	9,956.03		
					48812	SEPT 12 AD&D	3,646.30		

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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43769	09/24/12	3,574.98 002117	IULIANO	7	48787	OCT 12 RENT	3,574.98		
43770	09/24/12	326.98 M061	KAMEDA, TERRY	0	48911	OCT 12 RET SUPP	326.98		
43771	09/24/12	16,773.13 878	KELLY SERVICES, INC.	0	48814	TEMP W/E 8/19	5,087.09		
					48815	TEMP W/E 8/26	3,996.90		
					48816	TEMP W/E 9/02	4,467.30		
					48842	TEMP W/E 9/9	3,221.84		
43772	09/24/12	819.49 039	KINKO'S INC.		48799	HEADWAYS 9/12-12/12	819.49		
43773	09/24/12	2,618.13 766	KRAFT'S BODY SHOP		48895	REV VEH OUT RPR	2,618.13		
43774	09/24/12	1,758.04 001119	MACERICH PARTNERSHIP LP	7	48788	OCT 12 RENT	1,758.04		
43775	09/24/12	206.94 001342	MCW ASSOCIATES, INC.		48794	AUG 12 SERVICE	206.94		
43776	09/24/12	544.39 041	MISSION UNIFORM		48828	UNIF & LAUNDRY	170.92		
					48829	UNIF & LAUNDRY	177.49		
					48830	UNIF & LAUNDRY	59.25		
					48831	UNIF & LAUNDRY	102.55		
					48832	UNIF & LAUNDRY	34.18		
43777	09/24/12	17,855.45 001063	NEW FLYER INDUSTRIES LIMITED		48789	NEW BUS PURCH	8,755.81		
					48802	REV VEH PTS	951.85		
					48803	REV VEH PTS	88.96		
					48804	REV VEH PTS	1,334.47		
					48806	REV VEH PTS	4,183.81		
					48820	REV VEH PTS	21.91		
					48821	REV VEH PTS	193.52		
					48841	NEW BUS PURCH	781.07		
					48846	REV VEH PTS	387.37		
					48847	REV VEH PTS	853.58		
					48848	REV VEH PTS	303.10		
43778	09/24/12	80.99 004	NORTH BAY FORD LINC-MERCURY		48893	REV VEH PTS	80.99		
43779	09/24/12	35.55 M050	O'MARA, KATHLEEN	0	48903	OCT 12 RET SUPP	35.55		
43780	09/24/12	66.00 E891	OLIN, MAUREEN		48818	DMV REIMBURSEMENT	66.00		
43781	09/24/12	33.58 009	PACIFIC GAS & ELECTRIC		48879	GAS & ELEC PT	33.58		
43782	09/24/12	46.68 001037	PACIFIC PRODUCTS & SERVICES	7	48845	RPRS & MAINT	46.68		
43783	09/24/12	443.52 043	PALACE ART & OFFICE SUPPLY		48795	OFFICE SUPPLY	15.02		
					48796	OFFICE SUPPLY	41.70		
					48797	OFFICE SUPPLY	11.62		
					48866	OFFICE SUPPLY	34.56		
					48867	OFFICE SUPPLY	117.10		
					48880	OFFICE SUPPLY	223.52		
43784	09/24/12	353.68 M057	PARHAM, WALLACE	0	48912	OCT 12 RET SUPP	353.68		
43785	09/24/12	35.55 M109	PEREZ, CHERYL		48904	OCT 12 RET SUPP	35.55		
43786	09/24/12	267.71 M064	PETERS, TERRIE	0	48913	OCT 12 RET SUPP	267.71		
43787	09/24/12	27.79 E314	PETERSON, ELLYN		48917	TRAVEL REIMBURSEMENT	27.79		
43788	09/24/12	70.00 481	PIED PIPER EXTERMINATORS, INC.		48877	APR 12 PEST CONTROL	70.00		
43789	09/24/12	353.68 M058	POTEETE, BEVERLY	0	48914	OCT 12 RET SUPP	353.68		
43790	09/24/12	5,366.00 002993	POWERLINK CORPORATION		48870	7/12-6/13 MAINT CONT	5,366.00		
43791	09/24/12	1,246.76 001120	PRO-PAK INDUSTRIES, INC		48857	SAFETY SUPP	1,246.76		
43792	09/24/12	169.78 107A	PROBUILD		48805	PARTS & SUPP	9.75		
					48838	RPRS & MAINT	18.21		
					48839	RPRS & MAINT	4.87		
					48843	RPRS & MAINT	14.14		
					48844	RPRS & MAINT	67.43		

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43793	09/24/12	71.11 M085		ROSSI, DENISE	0	48873	RPRS & MAINT	23.32	
43794	09/24/12	35.55 M030		ROWE, RUBY		48874	RPRS & MAINT	11.00	
43795	09/24/12	527.40 001286		SAFE-CARD ID SERVICES, INC		48875	RPRS & MAINT	21.06	
43796	09/24/12	1,695.84 018		SALINAS VALLEY FORD SALES		48905	OCT 12 RET SUPP	71.11	
43797	09/24/12	724.83 002713		SANTA CRUZ AUTO TECH, INC.		48906	OCT 12 RET SUPP	35.55	VOIDED
43798	09/24/12	9,521.65 079		SANTA CRUZ MUNICIPAL UTILITIES		48793	PHOTO SUPPLY	527.40	
						48836	REV VEH PTS	1,695.84	
						48840	OUT RPR #003	724.83	
						48491	7/12-8/10 1200RIVER	2,066.78	
						48492	7/12-8/10 VERNON	473.67	
						48493	7/12-8/10 MMF	164.49	
						48494	BUS STOP BLNS	606.80	
						48495	7/12-8/10 MMF	1,250.30	
						48496	7/12-8/10 PACIFIC	110.21	
						48497	7/12-8/10 PACIFIC	2,879.23	
						48498	7/12-8/10 VERNON	226.93	
						48499	7/12-8/10 1200RIVER	1,743.24	
43799	09/24/12	199.29 149		SANTA CRUZ SENTINEL	0	48819	10/12-10/13 SUBSCRIP	199.29	
43800	09/24/12	254.04 M010		SHORT, SLOAN	0	48915	OCT 12 RET SUPP	254.04	
43801	09/24/12	25.53 E239		SLATER, ROBYN		48918	TRAVEL REIMBURSEMENT	25.53	
43802	09/24/12	35.55 M054		SLOAN, SUZANNE	0	48907	OCT 12 RET SUPP	35.55	
43803	09/24/12	12,439.73 001075		SOQUEL III ASSOCIATES	7	48786	OCT 12 RENT	12,439.73	
43804	09/24/12	138.64 001232		SPECIALIZED AUTO AND		48894	REV VEH OUT RPR	138.64	
43805	09/24/12	75.00 001165		THANH N. VU MD	7	48817	DMV MEDICAL EXAM	75.00	
43806	09/24/12	4,003.30 002954		TIRE DISTRIBUTION SYSTEMS, LLC	7	48809	TIRES & TUBES	2,225.24	
						48810	TIRES & TUBES	1,112.62	
						48908	OCT 12 RET SUPP	35.55	
43807	09/24/12	35.55 M086		TOLINE, DONALD	0	48858	OCT 12 ALARMS	75.69	
43808	09/24/12	472.09 003037		TYCO INTEGRATED SECURITY LLC		48859	OCT 12 ALARMS	50.15	
						48860	OCT 12 ALARMS	76.68	
						48861	OCT 12 ALARMS	54.79	
						48862	OCT 12 ALARMS	111.01	
						48863	OCT 12 ALARMS	103.77	
43809	09/24/12	2,976.05 002829		VALLEY POWER SYSTEMS, INC.		48824	REV VEH PTS	3,384.52	
						48825	CREDIT NOTE	-408.47	
43810	09/24/12	333.51 001353		VISION COMMUNICATIONS		48865	DVR SVCE/METRO	333.51	
43811	09/24/12	326.98 M076		VONWAL, YVETTE	0	48916	OCT 12 RET SUPP	326.98	
43812	09/24/12	990.00 676		WEBER, HAYES & ASSOCIATES		48800	CAP INSP/425 FRONTST	990.00	
43813	09/24/12	12,260.00 186		WILSON, GEORGE H., INC.		48864	SVCE CALL/PARTS WASH	460.00	
						48871	INSTALL PARTS WASHER	11,800.00	
43814	09/24/12	315.00 915		WORKIN.COM, INC.		48923	JOB PLACEMENT AD	315.00	
43815	09/24/12	35.55 M088		YAGI, RANDY	0	48909	OCT 12 RET SUPP	35.55	
43816	09/24/12	700.79 148		ZEP MANUFACTURING COMPANY		48823	REV VEH PTS	700.79	
43874M09/19/12		255.88 E176		DAUGHERTY, JOHN		49160	TRAVEL REIMBURSEMENT	255.88	MANUAL
44134M09/30/12		302.43 080A		STATE BOARD OF EQUALIZATION		49593	JUL-SEP12 DIESELFUEL	302.43	MANUAL
44317M09/10/12		750.00 002989		JUL-SEP12 DIESELFUEL	7	49959	9/10 HR COACHING	750.00	MANUAL
				WORK IN PROGRESS COACHING					
				9/10 HR COACHING					

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		1,841,275.77	ACCOUNTS PAYABLE		290	TOTAL CHECKS	1,841,275.77	

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Frank L. Cheng, Project Manager / IT Manager

SUBJECT: CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT WITH GIRO, INC. TO THE HASTUS MAINTENANCE AND SUPPORT CONTRACT IN THE AMOUNT OF \$33,122 FOR ANNUAL MAINTENANCE COVERING THE REMAINING 2013 BALANCE.

I. RECOMMENDED ACTION

Consideration of authorizing the General Manager to execute a contract amendment with GIRO, Inc. to the Hastus Maintenance and Support Contract in the amount of \$33,122 for annual maintenance covering the remaining 2013 balance.

II. SUMMARY OF ISSUES

- On September 15th, 2009, METRO executed a contract amendment with Giro Inc. for Hastus License and Service Agreement to both upgrade existing software modules from version 2006 to 2009, and acquired new modules for dispatch and planning function.
- On October 2011, the Board of Director approved Giro's contract amendment #6 that included customization and annual maintenance for all of 2012, and part of 2013, by the project completion date of February 17, 2012.
- Staff recommends that the Board of Directors authorize the General Manager to execute a contract amendment with Giro, Inc. for the Hastus Maintenance and Support Contract in the amount of \$33,122 for the annual maintenance covering the remaining 2013 balance.

III. DISCUSSION

On September 15th, 2009, METRO executed a contract amendment with Giro Inc. for Hastus License and Services Agreement to both upgrade existing software modules from version 2006 to 2009, and acquires new modules for dispatch and planning functions. The contract was paid for entirely by ARRA federal stimulus funds. Cost for all approved customizations was established, as well as cost for requested support (both remote sessions and an onsite go-live visit), into Giro contract amendment #6, which also allocates all remaining ARRA project funds, including Annual Maintenance for all of 2012, and part of 2013, by the project completion date of February 17, 2012.

With the current schedule of different modules completing at different times, the annual maintenance for each module does not commence until each module is complete. By January 1, 2013, all modules will be complete and prorated to a concurrent annual basis. The annual maintenance for new modules in 2012 and all modules in 2013 is \$81,099. With the partial

payment from Giro's contract amendment #6 of \$47,977, the remaining balance for 2013 maintenance and support is \$31,122.

Modules being covered for the 2013 Maintenance and Support Contract (80 peak vehicles):

- Unlimited telephone and electronic mail support, and correction of errors
- Access to new versions at a significantly reduced license cost
- Hastus-Vehicle (Service schedules)
- Hastus-Crew (Operator duties)
- CrewOpt (Automated crew scheduling)
- Hastus-Roster (Period rosters for personnel)
- Minbus (Advanced optimization)
- Hastus-ATP (Run-time analysis)
- Geo (Geographic database, tools and map display)
- Bid (Pick processing)
- Hastus-DailyCrew (Operator assignment management)
- Hastus-DailyVehicle (Service level and vehicle assignment)
- Hastus-Rider & Checker (ridership analysis)
- SelfService (Employee web functions)
- EPM (Discipline and award management)

Staff recommends that the Board of Directors authorize the General Manager to execute a contract amendment with Giro, Inc. for the Hastus Maintenance and Support Contract in the amount of \$33,122 for the annual maintenance covering the remaining 2013 balance.

IV. FINANCIAL CONSIDERATIONS.

Funds will be in the Information Technology maintenance budget.

V. ATTACHMENTS

Attachment A: GIRO renewal 2013 support and maintenance contract

Attachment B: HASTUS module flow chart



September 4, 2012

Mr. Frank Cheng
Santa Cruz Metropolitan Transit District
110 Vernon Street
Santa Cruz, CA
USA 95060

Dear Mr. Cheng:

The renewal date of the *HASTUS* support and maintenance contract is January 1, 2013. As stipulated in the existing contract, we are taking this opportunity to advise you of the conditions for renewal.

First, for Year 2012, as stipulated in the amendment no. 2 to the *HASTUS* license and services agreement no. 617, the maintenance and support contract will be adjusted upon the end of the one-year warranty period applicable to each of the following modules: *HASTUS-DailyCrew*, *HASTUS-DailyVehicle*, *SelfService*, *EPM*, *HASTUS-Rider*, *Checker*. These warranty periods will expire before the end of Year 2012 and the following adjustments will apply:

- \$29,548 US x 128/366 days = \$10,334 US for *HASTUS-DailyCrew* and *HASTUS-DailyVehicle* (annual price applicable for the period from August 26, 2012 (end of one-year warranty period) to December 31, 2012);
- \$2,683 US x 58/366 days = \$425 US for *HASTUS-Rider* and *Checker* (annual price applicable for the period from November 4, 2012 (end of one-year warranty period) to December 31, 2012);
- \$5,774 US x 51/366 days = \$805 US for *SelfService* and *EPM* (annual price applicable for the period from November 11, 2012 (end of one-year warranty period) to December 31, 2012);

for a total of \$11,564 US.

For Year 2013, as in the past, the contract includes unlimited telephone and electronic mail support, and the correction of errors. It also gives you access to new versions at a significantly reduced license cost. For these services, the fees are \$69,535 US, covering all licensed modules (*HASTUS-Vehicle*, *HASTUS-Crew*, *CrewOpt*, *HASTUS-Roster*, *Minibus*, *HASTUS-ATP*, *Geo*, *Bid*, *HASTUS-DailyCrew*, *HASTUS-DailyVehicle*, *HASTUS-Rider*, *Checker*, *SelfService*, and *EPM* version 2009), an increase of 1.5% over last year to cover increased operating costs.

An amount of \$47,977 US was paid in advance by SCMTD in February 2012 (ref: amendment no. 6 to the *HASTUS* license and services agreement no. 617) and was planned to be applied against future maintenance invoices. This amount will fully cover the above-mentioned Year 2012 adjustments and a part of Year 2013 annual fees. Year 2013 resulting maintenance and support fees that will be invoiced to SCMTD will be:
 $\$69,535 \text{ US} - (\$47,977 \text{ US} - \$11,564 \text{ US}) = \$33,122 \text{ US}$

Mr Frank Cheng

-2-

2012-09-04

Please find enclosed two signed originals of the *HASTUS* maintenance and support contract no. 617-6 for the new period starting on January 1, 2013. We would appreciate it if you would sign both documents and return one original to us 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 send us in writing the number of peak vehicles and the number of non-driving employees at your transit commission

We hope that these renewal conditions meet with your approval and want to 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,



Caroline Perreault, CPA, CA
Director, Administration
caroline.perreault@giro.ca

CP:ND
Encl

6-7.a2

HASTUS
MAINTENANCE AND SUPPORT CONTRACT
(Reference number: 617-6)

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-Vehicle*, *HASTUS-Crew*, *CrewOpt*, *HASTUS-Roster*, *Minibus*, *HASTUS-ATP*, *Geo*, *Bid*, *HASTUS-DailyCrew*, *HASTUS-DailyVehicle*, *HASTUS-Rider*, *Checker*, *SelfService*, and *EPM* 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, 2013 (the "Commencement Date") for successive periods of one year each

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 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 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.

 GIRO	Client
---	--------

1.5 A 20% discount on the licence fee is accorded to the Client when a new module of HASTUS is added to 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 \$69,535 US* The total amount is payable upon receipt of an invoice from GIRO when the Agreement comes into effect. Amounts due for renewal will be invoiced by GIRO each year on the anniversary of the original Agreement.

* For Year 2013, the invoiced amount will be \$33,122 US, to take into account an amount of \$36,413 US paid in advance by the Client in February 2012 (ref amendment no 6 to the HASTUS license and services agreement no 617).

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 The present Agreement is automatically renewed for successive periods of one year each.

2.4 The Client may cancel the present Agreement by notifying GIRO in writing two (2) months before the renewal date of the present Agreement.

2.5 GIRO will notify the Client of any increases to the price of the Support and Maintenance Contract at least three (3) months before the annual renewal date.

2.6 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

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

2.8 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

2.9 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 Monreal, this 4 day of September 2012

GIRO INC./LE GROUPE EN INFORMATIQUE ET RECHERCHE OPÉRATIONNELLE

Per:

Name: Caroline Perreault, CPA, CA

Title: Director Administration

Signature: [Handwritten Signature]

Duly authorized, as she so declares

At _____, this ____ day of _____

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

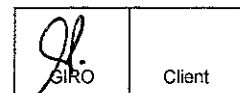
Per:

Name: _____

Title: _____

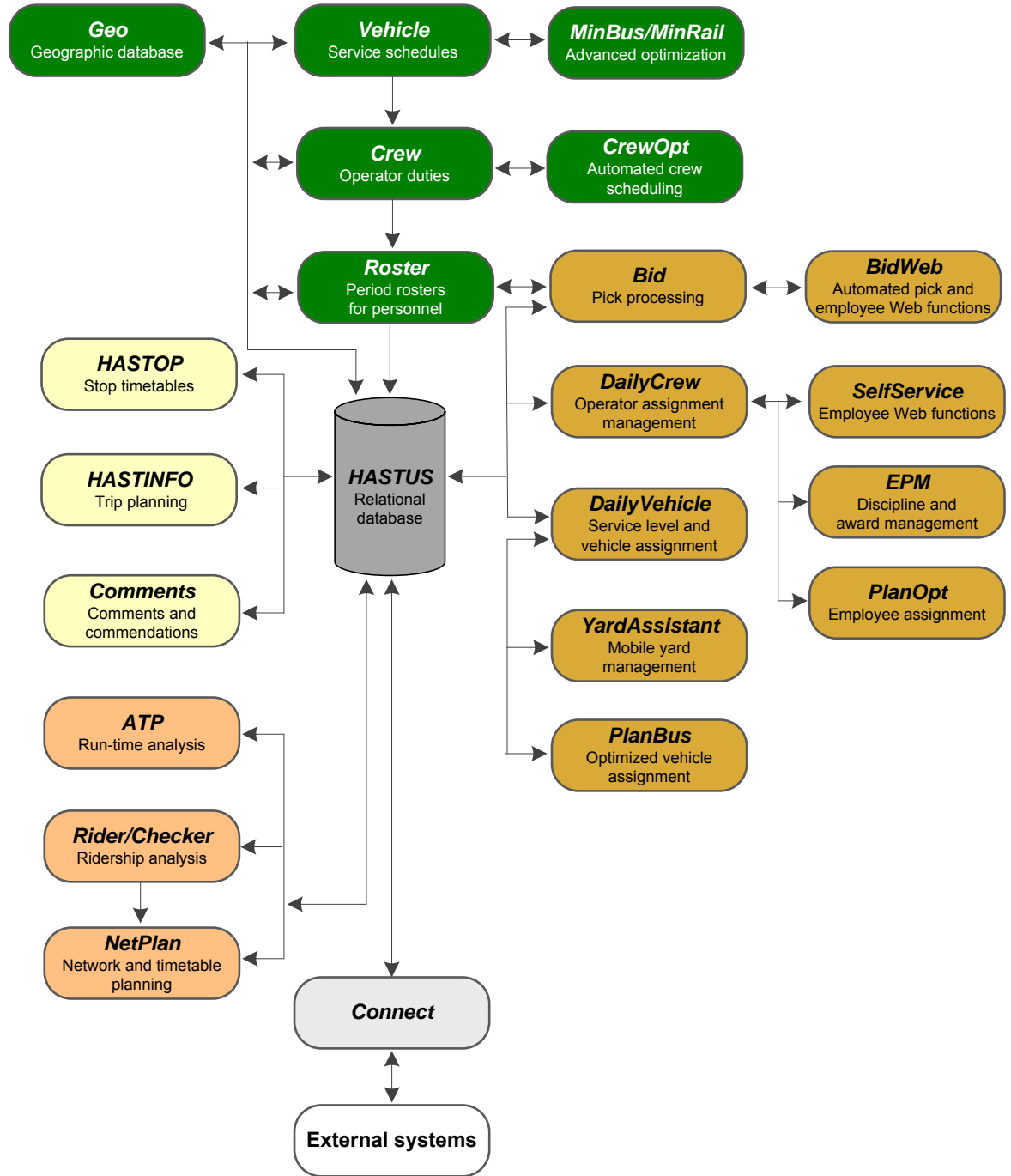
Signature: _____

Duly authorized, as he/she so declares



HASTUS™

An integrated solution for public transport scheduling and operations



GIRO Inc.
75 Port-Royal Street East,
Suite 500
Montréal, QC H3L 3T1
CANADA

514-383-0404 | www.giro.ca
info.hastus@giro.ca

■ Scheduling
 ■ Operations
 ■ Passenger information & relations
 ■ Analysis
 Integration tools

Scheduling

Vehicle: A graphical scheduler designed to help you build efficient timetables and vehicle schedules for bus (city, suburban, regional, and inter-city), commuter rail, light rail, subway, tram, and other fixed-route services. Multiple scenarios can be stored for different periods of the year or days of the week.

MinBus/MinRail: *MinBus* is an optional *HASTUS* module that complements *Vehicle* with advanced optimization tools for vehicle scheduling. *MinRail* provides optimization features that are specific to rail scheduling.

Geo: The *Geo* option provides a geographic database, tools, and map display options that are seamlessly integrated with other *HASTUS* modules. More and more, public transport authorities worldwide are using geographic databases to support planning, operations, and public information. Typical capabilities include route planning, distance calculations, customer information, itinerary calculations, and interfacing with external systems and applications.

Crew: Lets you build efficient operator duties to cover vehicle schedules. Automated and interactive procedures make it easy to cut vehicle blocks and combine pieces of work into valid duties while respecting hard and soft rules.

CrewOpt: The standard *Crew* module provides a complete set of tools for interactive and automated duty creation and optimization. This core module is often sufficient for small and medium-size public transport authorities, as well as companies that do not need to make major scheduling changes. *Crew* scheduling results can be further improved with *GIRO*'s award-winning automated mathematical runcutter, *CrewOpt*.

Roster: Helps you prepare efficient weekly or periodic crew assignments. Daily work and days off are combined into roster positions according to the practices of your company. Based on *Crew* duties, *Roster* supports the building of 5-day rosters, 4-day rosters, or part-time rosters. It is also possible to manage rotations over multiple roster positions to allow the creation of more complex work patterns.

Passenger information & relations

HASTOP: This option is designed to produce stop schedules for posting at each bus stop. Passing times are calculated based on vehicle schedules and stop-to-stop distances.

HASTINFO: The customer information module provides schedule and trip-planning information to transit users through your corporate Web site and call center, mobile devices, and other media.

Comments: This module allows you to register, follow up, and manage situations or events reported by customers and/or employees. Once the data is captured, configurable lists help you to manage the information (e.g., list all comments regarding a specific employee or from a specific customer). The *Comments* module can be easily configured to comply with or attain specific or recognized service support standards (i.e. ITIL).

Analysis

ATP: Helps you build run times by analyzing observed values and comparing them with current planned values. The observed times can be imported from other systems such as handheld computers, automatic vehicle location systems, and train control systems.

Rider: This optional module allows you to store ridership data from load and ride checks and to summarize this information on a route-by-route and time-period basis.

Checker: This optional module facilitates data collection and is designed for hand-held computers. *Checker* supports Microsoft Pocket PC® technology and includes two-way interfaces with *Rider*.

NetPlan: This module helps you establish new or revised service levels on major routes or route segments, taking into account ridership data. *NetPlan* also helps you create base timetables that maximize the quality of the timetable from a customer perspective while minimizing vehicle requirements.

Operations

Bid: An option available with *Roster* that is especially useful for transit companies that assign duties and vacation based on order of employee seniority, as is generally the case in North America. With *Bid*, supervisors and clerks can manage the "pick" or "bid" process while keeping track of the duties still available and the choices made by each employee.

BidWeb: A Web-based option that allows employees to directly make their selections in the case of roster-style picking.

DailyCrew: Allows you to manage weekly and daily changes to planned rosters and provides effective tools for the day-to-day management of transit operations. In seconds, dispatchers can enter employee absences and assign replacement workers to cover absent employees. Quickly and accurately, the system provides up-to-date information on hours worked, vacation, sick leave, reserve lists, and other important information that contributes to smooth operations. Typically, detailed timekeeping of actual work performed is exported to a payroll system for final pay calculations.

PlanOpt: A tool for optimizing the assignment of work to drivers/operators using an advanced algorithm that automatically assigns work to vehicle operators. The algorithm takes into account employee preferences, working time counters, satisfaction counters, work rules, and many other factors. *PlanOpt* offers a rules engine to define constraints for each assignment. The assignment of work can be done over various periods ranging from single day to several weeks, allowing the proposed solution to be reviewed carefully prior to posting.

SelfService: A Web-based application (used in conjunction with other operations modules) that allows employees to access various functionalities through specialized screens. A mobile version for smartphones is also available.

EPM: Allows you to manage disciplinary measures and awards for employees based on rules configured in accordance with collective agreements. This module requires *DailyCrew* to which it is fully integrated.

DailyVehicle: Typically used in combination with *DailyCrew* to modify or add trip-level information and manage vehicle assignment.

PlanBus: Optional algorithm, available with *DailyVehicle*, used to optimize the assignment of vehicles to blocks on a day-to-day basis. *PlanBus* can also schedule light maintenance activities based on maintenance capacity at each garage. This powerful optimizer efficiently generates the highest-quality solution at the lowest cost, in accordance with company objectives and criteria. It also takes into account vehicle availability and characteristics, as well as maintenance activity requests.

YardAssistant: Tablet-based mobile application that is used to specify vehicle location and assign vehicles to blocks, with immediate update to the central *HASTUS* database.

Integration tools

Connect: A suite of software integration tools that facilitates static and dynamic data exchange and interoperability between *HASTUS* and other applications and systems.



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012
TO: Board of Directors
FROM: John Daugherty, METRO Accessible Services Coordinator
SUBJECT: ACCESSIBLE SERVICES REPORT FOR OCTOBER 2012

I. RECOMMENDED ACTION

This report is informational only. No action required.

II. SUMMARY OF ISSUES

- After a demonstration project, the Accessible Services Coordinator (ASC) position became a full time position to organize and provide METRO services to the senior/older adult and disability communities.
- Services include the METRO Mobility Training program and ongoing public outreach promoting METRO's accessibility. The ASC also participates in METRO's staff training and policy review regarding accessibility.
- Two persons have served in the ASC position from 1988 to today. In 2002 the ASC position was moved into the newly created Paratransit Department. On May 27, 2011 the Board approved the staff recommendation to receive monthly reports on the activity of the ASC.

III. DISCUSSION

The creation of the Accessible Services Coordinator (ASC) position was the result of a successful demonstration project funded through the Santa Cruz County Regional Transportation Commission. Two persons have served in the ASC position from 1988 to today. Both hiring panels for the ASC included public agency representatives serving older adults and persons with disabilities.

The first ASC, Dr. Pat Cavataio, served from April 1988 through December 1998. The second ASC, John Daugherty, began serving in December 1998.

Under direction, the Accessible Services Coordinator: 1) Organizes, supervises, coordinates and provides METRO services to the older adult and disability communities; 2) Organizes, directs and coordinates the activities and operation of METRO's Mobility Training function; 3) Promotes and provides Mobility Training and outreach services; 4) Acts as information source to staff, Management, funding sources, clients, community agencies and organizations, and the general public

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

regarding Mobility Training and accessibility; 5) Works with Department Managers to ensure compliance with METRO's accessibility program and policies.

During 2002 the ASC position was moved from Customer Service to the newly created Paratransit Department. Mr. Daugherty was the first employee. His placement was followed by hiring of the first Paratransit Superintendent, Steve Paulson and the current Eligibility Coordinator, Eileen Wagley.

On May 27, 2011 the Board approved the following recommendation: "Staff recommends that this position be reinstated in FY 12 budget with the requirement that this position be evaluated during FY12 to make sure the service items that are being requested by the Community are being carried out by this position. Additionally, staff recommends that this position be required to provide a monthly activity report to the Board of Directors during FY12."

IV. FINANCIAL CONSIDERATIONS

None

V. ATTACHMENTS

Attachment A.1: Accessible Services Coordinator (ASC) Activity Tracking Report for October 2012

Prepared by: John Daugherty, METRO Accessible Services Coordinator
Date Prepared: December 10, 2012

Attachment A

Accessible Services Coordinator (ASC) Activity Tracking Report for October 2012

What is Mobility Training?

Mobility Training is customized support to allow access to METRO services. It can include:

- **An Assessment:** The ASC meets the trainee to assess the trainee's capabilities to use METRO services. They discuss the trainee's experience using public transit and set goals for training sessions.
- **Trip Planning:** Practice to use bus route schedules, maps, online resources and other tools to plan ahead for trips on METRO fixed route and METRO ParaCruz services. All Mobility Training includes some trip planning.
- **Boarding/Disembarking Training:** Practice to board, be secured, and then disembark (get off) METRO buses. This training has been requested by persons using walkers, wheelchairs, scooters and service animals. The training session includes work with an operator and out of service bus and lasts three to five hours.
- **Route Training:** Practice using METRO buses to travel to destinations chosen by trainees. The training session includes practice on handling fares, bus riding rules and emergency situations. One training session can take two to eight hours. One or two sessions to learn one destination is typical. The number of training sessions varies with each trainee.

There was progress with 12 trainees:

- One person successfully completed her Route Training. She told ASC that she was confident to use Metro bus services and described recent bus trips.
- One person was a new referral from a counselor. He was assessed and completed his first two Route Training sessions.
- One person completed her next Route Training session.
- One person was contacted by the ASC to follow up on the person's concerns with bus travel. The ASC completed a follow up letter.
- One person postponed training due to illness.
- Training with seven persons is almost complete: October activity included checking on whether further training is needed and preparation to close their files or complete their referral sheets.

Attachment A

Training Overview for October 2012:

- Amount of time dedicated to training sessions and follow up activity: At least 42 hours
- Tracking of scheduled appointments vs. cancelled:
Five appointments scheduled, one appointment cancelled

Highlights of Other Activity - Outreach performed in the community:

- October 2 Pedestrian Safety Work Group meeting
- October 9 Elderly and Disabled Transportation Advisory Committee meeting.
- October 16 Seniors Commission meeting

Meetings are usually scheduled for two hours. Total ASC time spent includes preparation for the meeting, the meeting itself and follow up activity. ASC activity for each meeting can take four to nine hours.

The total audience for October meetings was at least 22 persons. Questions on METRO service varied. Information was provided during meetings and follow up phone calls.

Requests from the community and METRO staff:

- There were at least 28 individual contacts in person and/or over the phone. Most contacts regarded the status of training, meeting follow up and requests for presentations.

GOVERNMENT TORT CLAIM

RECOMMENDED ACTION

TO: Board of Directors

FROM: District Counsel

RE: Claim of: Morea, Carmie
Date of Incident: 10/02/2012

Received: 11/14/12 Claim #: 12-0024
Occurrence Report No : SC 10-12-02

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

- 1. Reject the claim entirely.
- 2. Deny the application to file a late claim.
- 3. Grant the application to file a late claim.
- 4. Reject the claim as untimely filed.
- 5. Reject the claim as insufficient.
- 6. Allow the claim in full.
- 7. Allow the claim in part, in the amount of \$_____ and reject the balance.

By Margaret Gallagher
Margaret Gallagher
DISTRICT COUNSEL

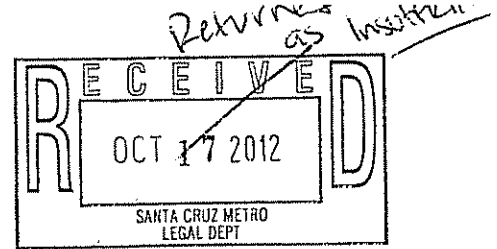
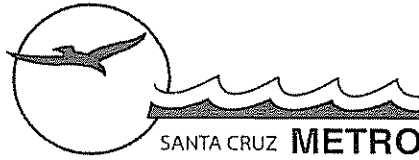
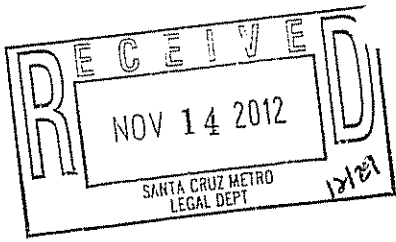
Date: 11-28-12

I, Anthony Tapiz, do hereby attest that the above Claim was duly presented to and the recommendations were approved by the Santa Cruz Metropolitan Transit District's Board of Directors at the meeting of December 14, 2012.

By _____
Anthony Tapiz
RECORDING SECRETARY

Date: _____

MG/lg
Attachment(s)



Santa Cruz Metropolitan Transit District
110 Vernon Street
Santa Cruz, CA 95060

CLAIM FOR DAMAGES

(Pursuant to Section 910 et Seq., Government Code)

Claim # 12-0084
(To be completed by METRO staff)

Please Print or Type:

The name and post office address of the claimant:

Claimant's Legal First Name: CARMIE

Claimant's Legal Last Name: MOREA

Address to which notices are to be sent: _____

Telephone (Home): _____

Telephone (Business/Cell): _____

Section 111 of the Medicare, Medicaid and SCHIP Extension Act of 2007 (MMSEA), a new federal law that became effective January 1, 2009, requires that the Santa Cruz Metropolitan Transit District report specific information about Medicare beneficiaries who have other insurance coverage. This reporting is to assist Centers for Medicare and Medicaid Services and other insurance plans to properly coordinate payment of benefits among plans so that (your) claims are paid promptly and correctly. We are asking you to answer the following questions so that we may comply with this law.

Are you presently, or have you ever been, enrolled in Medicare Part A or B? Yes or No

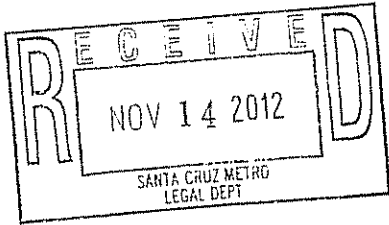
IF YES, please provide the following information:

Medicare Claim Number: _____

Date of Birth: _____

Social Security Number: _____

Gender: M or F



Claimant Name: _____

CLAIM FOR DAMAGES

The date, place and other circumstances of the occurrence or transaction that gave rise to the claim asserted:

Date of Incident/Accident: 10/02/2012

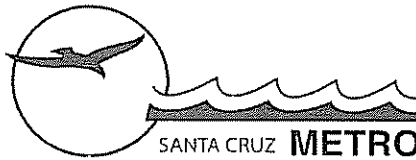
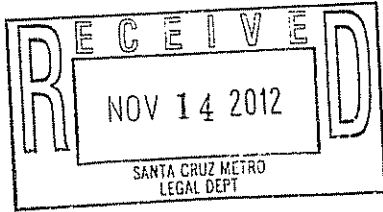
Time of Incident/Accident: 9:15 AM PM

Location of Incident/Accident

Street/City: Mount Hermon Road Near Kings Village Rd. Scotts Valley

A general description of the indebtedness, obligation, injury, damage or loss incurred so far as it may be known at the at the time of presentation of the claim. Please state the known facts surrounding the loss and use additional paper if needed

I was sitting right behind the driver. my head went to the right & hit the wheel well. my left jaw neck, shoulders & left eye seem to be affected. I never get headaches but since the accident my left side of my head gets a dull headache. I am seeing a chiropractor at this time.



Claimant Name: _____

CLAIM FOR DAMAGES

The name or names of the METRO employee or employees causing the injury, damage, or loss, if known:

If the claim totals less than \$10,000, the amount claimed as of the date of the presentation of the claim: \$ STILL ASSESSING EXTENT OF INJURED. AT

If the amount exceeds \$10,000, this claim would be: Less than \$25,000 (Limited Civil Case) More than \$25,000

Claimant: Carmie A. Mora Date: 10/15/2012
Signature/Print Name

Attorney or Representative: _____ Date: _____
Signature/Print Name

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Leslie R. White, General Manager

SUBJECT: CONSIDERATION OF APPOINTMENT OF ROCKY BARRERA TO THE METRO ADVISORY COMMITTEE (MAC) FOR A TERM OF OFFICE ENDING DECEMBER 14, 2014.

I. RECOMMENDED ACTION

That the Board approve the appointment of Rocky Barrera to the Metro Advisory Committee (MAC) as the appointment of Director Daniel Dodge.

II. SUMMARY OF ISSUES

- There is currently a vacancy on the Metro Advisory Committee (MAC) for an appointment by Director Daniel Dodge.
- Director Dodge is nominating Rocky Barrera for appointment to the MAC.
- Pursuant to Section 3.2 of the MAC Bylaws the appointment of Rocky Barrera would be eligible for a term that would commence immediately and end December 14, 2014.

III. DISCUSSION

On December 19, 2003, after a significant amount of discussion and multiple meetings, the Board approved the creation of a new Metro Advisory Committee (MAC) that replaced the METRO Users Group (MUG), and the Board approved the structure of the new committee. Application Forms were used to solicit interested persons to participate on MAC.

The Board of Directors appointed the individuals that they wanted to serve as members of the MAC. Each member of the Board provided the name of the individual that they wanted to nominate and the Board of Directors then confirmed the individuals. In the past few years there have been vacancies on the MAC that have resulted from the resignations of some Members. A committee such as the MAC is most effective when it is comprised of a full compliment of Members. One of the current vacancies is the position responsible to Director Daniel Dodge.

Director Dodge has indicated that he would like the Board of Directors to consider the nomination of Rocky Barrera to serve as a Member of the MAC. The application of Rocky Barrera is attached to this report.

If approved by the Board of Directors, the term for Rocky Barrera would commence immediately and conclude on December 14, 2014.

IV. FINANCIAL CONSIDERATIONS

Funds to support the membership of Rocky Barrera on the MAC are provided for in the FY 2013 METRO Operating Budget.

V. ATTACHMENTS

Attachment A: MAC Application of Rocky Barrera

Attachment B: MAC Bylaws

Prepared by: Tony Tapiz, Administrative Services Coordinator

Date Prepared: November 30, 2012

Attachment A

From: [Santa Cruz METRO Customer Service](#)
To: [Tony Tapiz](#)
Subject: [MAC-0000000006] MAC Volunteer
Date: Thursday, September 27, 2012 1:39:51 PM

METRO Staff: Please do not reply to this email.

This is a new report from Rocky Barrera.

To view and/or reply again to your reports, [click here to sign in to the website](#), with the user name and password above, then follow the link to Customer Service Reports, and choose either "Reports" or "My Reports" tab.

Contact Name: Rocky Barrera

Street Address:

Street Address:

City: Watsonville

State: CA

Zip Code: 95076

Day Phone:

Do you ride METRO fixed route or Paracruz Service: METRO fixed route

How often do you use METRO/Paracruz Service: Infrequently

What are your particular transit interests?: the needs of the poor, workers, students, elderly & challenged(physically/emotionally)

What do you think are the biggest challenges for METRO?: Maintaining affordability & expanded use, incl. to those accustomed to private vehicle use.

What do you believe that you will contribute to MAC & METRO if appointed?: 6 + yrs exp. as an everyday user, incl. Hwy 17, Caltrain, VTA & BART, a spouse who continues to ride, and family who use paracruz. A passion for public service, deep concern for the environment, and commitment to social justice.

Rocky Barrera:

I am a Student Services Professional with over 30 years of experience in all sectors of California education. I have collaborated with numerous social service agencies, governments, and media on public service projects, marketing and outreach. I am currently a Case Manager with the California Conservation Corps Monterey Bay at Pinto Lake. I have used public transit extensively throughout my lifetime.

Attachment B

Drafted for 9/26/03
Revised for 10/24/03
Revised for 12/19/03
Amended/Adopted 12/19/03
Amended/ Adopted 7/23/04
Amended/Adopted 6/23/06
Amended/Adopted 4/27/07
Amended/Adopted 5/25/07
Amended/Adopted 12/16/11

BYLAWS FOR THE METRO ADVISORY COMMITTEE

Article I GENERAL PROVISIONS

§1.1 Purpose

These Bylaws govern the proceedings of the METRO Advisory Committee (MAC), an advisory committee established by the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO).

§1.2 Construction of Bylaws

As used in these Bylaws, “Committee” means the METRO Advisory Committee. These Bylaws shall govern the Committee’s proceedings to the extent they are not inconsistent with METRO Regulations or California or United States Statutes. These Bylaws become effective upon approval by the METRO Board of Directors

§1.3 Definitions

- a. As used in these Bylaws, “chair” means the Chair of the Committee.
- b. As used in these Bylaws, “vice chair” means the Vice Chair of the Committee.
- c. As used in these Bylaws “staff” means staff members that are assigned to support the Committee by the METRO Secretary/General Manager.

Attachment B

Article II DUTIES AND AUTHORITY

§2.1 Duties

It shall be the duty of the Committee to provide advice to the Board of Directors on matters of 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 METRO.

§2.2 Limitations on Authority

The sole jurisdiction and authority of the Committee is to serve in an advisory capacity to the Board of Directors. It shall not have any authority to take actions that bind METRO or the Board of Directors with the exception that the Committee may design informational signs to be placed on the inside of buses and that the Committee may design and distribute an informational brochure to increase the public's knowledge of the operation and existence of the Committee. Communications by the Committee shall be to and through the Board of Directors. No individual member of the Committee shall be entitled to compensation from METRO, with the exception that Members of the Committee shall receive three (3) system-wide day passes for each monthly meeting that they attend, and any reimbursement for travel or other expenses shall receive specific prior authorization by the Board of Directors.

Article III MEMBERSHIP

§3.1 Membership

The Committee shall be composed of 11 members appointed by the Board of Directors as follows:

Each member of the METRO Board of Directors shall nominate 1 individual to serve as members of the METRO Advisory Committee. Appointments to the METRO Advisory Committee shall be made by the METRO Board of Directors.

All members shall be residents of the County of Santa Cruz. When making its appointments, the Board shall strive to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. At least 4 of the individuals appointed to

Attachment B

the Committee shall be persons with disabilities as evidenced by possession of a METRO Discount Photo Identification Card. No member of the Board of Directors or other elected public official shall be appointed to the Committee. No employee of METRO or any agency that provides funding to, or contracts with, METRO shall be appointed to the Committee. However, individuals that have been selected to participate on the ADA Appeals Panel, to participate in the Bus Operator Sensitivity Training, or who are employed by the University of California, Santa Cruz in departments other than the Transportation and Parking Services (TAPS), or in the offices that directly supervise TAPS, shall be exempt from the financial/contracting prohibition for Committee members outlined in this section.

§3.2 Members' Terms

The term of membership of each Committee member shall be two years, commencing with the date of appointment by the METRO Board. Members may be re-appointed for additional terms as approved by the METRO Board of Directors.

§3.3 Absences

If a member accumulates total absences from Committee Meetings of four, without excuse, and two, with excuse, in any twelve-month period, the position shall automatically be declared vacant. In the event of a known absence to an upcoming MAC Meeting it is expected of the MAC Member(s) that they will contact the Santa Cruz Metropolitan Transit District Front Office Administration Staff by telephone as soon as the occurring absence is known and no later than 12:00PM (noon) on the day of the meeting and that failure to make said contact will constitute an unexcused absence unless circumstances restrict such contact. The member of the Board of Directors that nominated such Committee member shall be notified of the vacancy so that they can nominate a successor to be appointed to fill the remainder of that Committee member's term.

§3.4 Vacancies

The member of the Board of Directors who nominated the original member shall nominate a replacement candidate to fill a position on the Committee that is declared vacant. The appointment of the replacement member shall be made by the Board of Directors.

Attachment B

Article IV OFFICERS

§4.1 Chair and Vice Chair

The Committee shall elect from its membership a Chair and a Vice Chair at its first meeting of the calendar year, to serve for a one-year term. The chair shall preside at all meetings of the Committee and represent the Committee before the Board of Directors. The Vice Chair shall perform the duties of the Chair when the Chair is absent. In the event of a vacancy in the chair's position, the vice chair shall succeed as chair for the balance of the Chair's term and the Committee shall elect a successor to fill the vacancy in the Vice Chair's position as provided below. In the event of a vacancy in the Vice Chair's position, the Committee shall elect a successor from its membership to fill the Vice Chair's position for the remainder of the vice chair's term.

§4.2 Staff Support

The Secretary/General Manager of METRO shall make arrangements to furnish clerical services to prepare and distribute the Committee's agendas, notices, minutes, correspondence and other materials. The METRO staff assigned to support the committee shall maintain a record of all proceedings of the Committee as required by law and shall perform other support duties to the committee as assigned by the Secretary/General Manager. The minutes of each meeting, when approved by the Committee, shall be transmitted to the METRO Board of Directors.

Article V MEETINGS

§5.1 Regular Meetings

Regular meetings of the Committee shall be held not less than once each calendar quarter, on the third Wednesday of the month that is selected for the meeting. Whenever a regular meeting falls on a holiday observed by METRO, the meeting shall be held on another day or canceled at the direction of the Committee. A rescheduled regular meeting shall be designated a regular meeting.

§5.2 Special Meetings

The Chair may call a special meeting. The meeting shall be called and noticed as provided in Section 5.3 below.

Attachment B

§5.3 Calling and Noticing of Meetings

All meetings shall be called, noticed and conducted in accordance with the applicable provisions of the Ralph M. Brown Act (commencing with Section 54950 of the Government Code). The Secretary/General Manager and METRO Counsel shall be given notice of all meetings.

§5.4 Quorum; Vote

The presence of 6 members shall constitute a quorum for the transaction of business. However, when there are vacancies on the Committee the quorum shall be reduced to a majority of the number of Members appointed to the Committee, with the provision that a quorum shall never be less than four (4) Members. All official acts of the Committee shall require the affirmative vote of the majority of members present, providing that a quorum is maintained at all times.

§5.5 Thirty Minute Rule

If a quorum has not been established within thirty minutes of the noticed starting time for the meeting the meeting shall be cancelled.

§5.6 Matters Not Listed On the Agenda Requiring Committee Action

Except as provided below, a matter requiring Committee action shall be listed on the posted agenda before the Committee may act upon it. The Committee may take action on items not appearing on the posted agenda under any of the following conditions:

- a. Upon a determination by an affirmative vote of the Committee that an emergency exists, as defined in Section 54956.5 of the Government Code.
- b. Upon a determination by a two-thirds vote of the Committee, or if less than two-thirds of the members are present, a unanimous vote of those members present, there is a need to take immediate action and the need to take action came to the attention of the Committee subsequent to the agenda being posted.

§5.7 Time Limits for Speakers

Each member of the public appearing at a Committee meeting shall be limited to three minutes in his or her presentation, unless the Chair, at his or her discretion, permits

Attachment B

further remarks to be made. Any person addressing the Committee may submit written statements, petitions or other documents to complement his or her presentation. Public presentations that have been scheduled prior to the meeting with the Committee Chair shall not be subject to the time limits contained in this section.

§5.8 Impertinence; Disturbance of Meeting

Any person making personal, impertinent or indecorous remarks while addressing the Committee may be barred by the chairperson from further appearance before the Committee at that meeting, unless permission to continue is granted by an affirmative vote of the Committee. The Chair may order any person removed from the Committee meeting who causes a disturbance or interferes with the conduct of the meeting, and the Chair may direct the meeting room cleared when deemed necessary to maintain order.

§5.9 Access to Public Records Distributed at Meeting

Writings which are public records and which are distributed during a Committee meeting shall be made available for public inspection at the meeting if prepared by the METRO staff or a member of the Committee, or after the meeting if prepared by some other person.

Article VI

AGENDAS AND MEETING NOTICES

§6.1 Agenda Format

The agenda shall specify the starting time and location of the meeting and shall contain a brief general description of each item of business to be transacted or discussed at the meeting. The description shall be reasonably calculated to adequately inform the public of the subject matter of each agenda item. The agenda may include recommendations for Committee action as appropriate.

§6.2 Public Communications

Each agenda for a regular meeting shall provide an opportunity for members of the public to address the Committee on matters of interest to the public either before or during the Committee's consideration of the item, if it is listed on the agenda, or, if it is not listed on the agenda but is within the jurisdiction of the Committee, under the agenda item heading "Oral/Written Communications". The Committee shall not act upon an item that is not listed on the agenda except as provided under Section 5.8. Each notice for a

Attachment B

special meeting shall provide an opportunity for members of the public to directly address the Committee concerning any item that has been described in the notice for the meeting before or during consideration of that item.

§6.3 Agenda Preparation

The METRO Staff assigned to the Committee shall prepare the agenda for each meeting in consultation with the Chair. Material intended for placement on the agenda shall be delivered to the secretary on or before 12:00 Noon on the date established as the agenda deadline for the forthcoming meeting. The METRO Staff, in consultation with the chair, may withhold placement on the agenda of any matter that is not timely received, lacks sufficient information or is in need of staff review and report prior to Committee consideration.

§6.4 Agenda Posting and Delivery

The written agenda for each regular meeting and each meeting continued for more than five calendar days shall be posted by the METRO Staff at least 72 hours before the meeting is scheduled to begin. The written agenda for every special meeting shall be posted by the METRO Staff at least 24 hours before the special meeting is scheduled to begin. The agenda shall be posted in a location that is freely accessible to members of the public. The agenda together with supporting documents shall be transmitted to each Committee member, the Secretary/General Manager and the METRO Counsel at least five days before each regular meeting and at least 24 hours before each special meeting.

§6.5 Meeting Notices

The METRO Staff shall transmit notices of every regular meeting at least one week prior to the date set for the meeting to each person who has filed a written request with METRO for such notice as provided in Section 54954.1 of the Government Code. The notice shall be mailed at least one week prior to the date set for the meeting. Notice of special meetings called less than seven days prior to the date set for the meeting shall be given as soon as is practical.

Article VII MISCELLANEOUS

§7.1 Adoption and Amendment of Bylaws

Attachment B

These Bylaws shall be effective upon approval by the METRO Board of Directors.

§7.2 Committee Process

The intent of the Committee shall be to provide consensus based advice and recommendations to the METRO Board of Directors.

Approved by Board of Directors: December 16, 2011

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012
TO: Board of Directors
FROM: Thomas Hiltner, Grants/Legislative Analyst
SUBJECT: CONSIDER ACCEPTING A DRAFT TITLE VI PROGRAM REPORT FOR A 30-DAY PUBLIC COMMENT PERIOD.

I. RECOMMENDED ACTION

Accept a draft Title VI Program Report to circulate for 30 days to receive public comments.

II. SUMMARY OF ISSUES

- Title VI of the Civil Rights Act of 1964 (Title VI) applies to recipients of Federal financial assistance and bans discrimination against any individual or group on the basis of race, color or national origin.
- The Federal Transit Administration (FTA) requires that Santa Cruz METRO establish a Title VI Program incorporating the guidance it provides to recipients of FTA financial assistance.
- In order to monitor compliance with the Title VI Program, the FTA requires its funding recipients to submit a Title VI Program Report every three years.
- Santa Cruz METRO last submitted a Title VI Program Report on 2/2010, and its next update is due 4/1/13.
- The Santa Cruz METRO Board of Directors must adopt the Title VI Program Report by resolution prior to submitting it to the FTA.
- Staff recommends that the Board accept the draft Title VI Program Report (Attachment A) to circulate for public comments prior to adopting the Title VI Program Report for submission.

III. DISCUSSION

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination against any individual or group on the basis of race, color or national origin under any program or activity receiving Federal financial assistance. The Federal Transit Administration (FTA) regulates implementation of Title VI for all recipients of FTA financial assistance through Chapter 49, Section 21 of the Code of Federal regulations and provides guidance to recipients through FTA Circular 4702.1B *Title VI Requirements and Guidelines for Federal Transit Administration Recipient*, (FTA *Title VI Guidelines*), which it updates from time to time.

The FTA *Title VI Guidelines* require that Santa Cruz METRO implement a Title VI Program and submit a Title VI Program Report update every three years to the FTA for compliance monitoring. Santa Cruz METRO last submitted its Title VI Program Report on 2/26/10 and the three-year update is due 4/1/13. The Title VI Program Report includes policy statements, complaint procedures, Santa Cruz METRO's history of Title VI complaints, a public participation plan and new service standards and policies.

The FTA updated its *Title VI Guidelines* in August 2012. Santa Cruz METRO specifies and administers its Title VI Program through Administrative Regulation 1029 (AR-1029). On 11/30/12 Santa Cruz METRO's Board of Directors adopted a revision to AR-1029 to meet the changed requirements and accepted a new Administrative Regulation 1033 (AR-1033) to implement mandatory service standards and policies specified in the updated FTA *Title VI Guidelines*. As a new regulation, AR-1033 is being circulated for public comments. Both of these Administrative Regulations establish over-arching guidance to implement the Title VI Program at Santa Cruz METRO and must be included in the Title VI Program Report.

The updated FTA *Title VI Guidelines* included a new requirement that the Board of Directors adopt by resolution Santa Cruz METRO's Title VI Program Report prior to submitting it to the FTA. In light of the changed Administrative Regulations and the need for a Board resolution to submit the Title VI Program Report, staff recommends circulating the draft Title VI Program Report (Attachment A) for public comment through 1/25/13. Santa Cruz METRO will publish notices in local newspapers, in buses and at transit centers to announce that the draft is available for review at the Administrative Office, Customer Service Office, on the web and at the Santa Cruz County public libraries in Watsonville and Santa Cruz.

Santa Cruz METRO will schedule a Public Hearing at the 1/25/13 Board Meeting to receive final comments on the draft Title VI Program Report. At that time, staff will present the public comments received to date along with Santa Cruz METRO's responses prior to requesting Board consideration of a Resolution to submit the Title VI Program Report.

Staff recommends that the Board of Directors accept the attached draft Title VI Program Report for circulation and public comments through 1/25/13.

IV. FINANCIAL CONSIDERATIONS

Costs associated with circulating the draft Title VI Program are limited to reproduction and postage. Funds are available in the FY13 Operating Budget.

V. ATTACHMENTS

Attachment A: Santa Cruz METRO draft Title VI Program Report

Santa Cruz Metropolitan Transit District

Title VI Program

2013 Report

DRAFT



December 2012

Attachment A



Title VI Program 2013 Report

Contents

Title VI Policy, Public Notice and Complaint Form

Title VI Investigations

Service Standards and Policies

Public Participation Program

Public Outreach Events

Limited English Proficiency (LEP) Assessment/ Language Assistance Program (LAP)

Advisory Committees

Subrecipient Title VI Compliance Monitoring

Title VI Equity Analysis for New Facilities

Attachment A



Title VI Program 2013 Report

Title VI Policy, Public Notice and Complaint Form

DRAFT

Attachment A
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1029 (E)
Computer Title: Title VI English.doc
Effective Date: December 18, 2009
Pages: 13

**TITLE: TITLE VI PROGRAM REGULATION & COMPLAINT
PROCEDURE**

Procedure History

NEW POLICY	SUMMARY OF POLICY	APPROVED
December 18, 2009	New Regulation	D.B.
May 25, 2012	Revised to include new language assistance measures and updates to the appeals process	L.W.
November 30, 2012	Revised to incorporate changes effected by FTA Circular 4702.1B of August 2012.	L.W.

I. POLICY

- 1.01 The Santa Cruz Metropolitan Transit District (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.
- 1.02 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.
- 1.03 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.
- 1.04 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.
- 1.05 METRO will promote the full and fair participation of all affected populations in the transportation decision-making process.
- 1.06 METRO will prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.

Attachment A

- 1.07 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.
- 1.08 METRO will ensure that Limited English Proficient (LEP) individuals have access to METRO's programs, activities and services.
- 1.09 This Regulation shall be maintained in English and Spanish.

II. APPLICABILITY

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

III. DEFINITIONS:

- 3.01 **“Adverse Effect”** means having a harmful or undesired effect.
- 3.02 **“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 effects of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.
- 3.03 **“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, both, somewhere in between (third gender) or neither.
- 3.04 **“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.
- 3.05 **“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.
- 3.06 **“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.

Attachment A

- 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.
- 3.07 **“National Origin”** means the particular nation in which a person was born, or where the person’s parents or ancestors were born.
- 3.08 **“Race”** means a group of people united or classified together on the basis of common history, nationality or geographic distribution.
- 3.09 **“Recipient”** means one that has received or is receiving Federal financial assistance under the Acts. The term includes subrecipients of a recipient and subrecipients in FTA’s State administered programs.
- 3.10 **“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.
- 3.11 **“Sex”** refers to the classification of an individual’s gender as either male, or female.
- 3.12 **“Sexual orientation”** refers to an individual’s preference in terms of sexual relationship with others, whether the individual is homosexual, heterosexual or bisexual.
- 3.13 **“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).

IV. GENERAL REQUIREMENTS AND GUIDELINES

- 4.01 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.
- 4.02 METRO or any of its employees will not, on the grounds of race, color, national origin, age, sex, sexual orientation, or gender identity:

Attachment A

- 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;
 - 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.
- 4.03 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.
- 4.04 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.
- 4.05 In addition to all Title VI requirements, METRO provides a bilingual (Spanish-speaking) interpreter at the second Board Meeting every month, to ensure meaningful participation by persons with Limited English Proficiency. A Spanish-speaking interpreter can be obtained for any of its regular Board Meetings by contacting METRO's Administrative Services Coordinator at (831) 426-6080.
- 4.06 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.

Attachment A

- 4.07 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.semted.com, on transit center bulletin boards and on the official METRO 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.
- 4.08 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).
- 4.09 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.
- 4.10 METRO will submit its Title VI Program to the FTA's regional civil rights officer once every three years to ensure compliance with Title VI Requirements.
- 4.11 METRO will ensure that minority and low-income individuals have meaningful access to METRO's programs, activities and services.

V. ENVIRONMENTAL JUSTICE REQUIREMENTS

- 5.01 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 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

Attachment A

- 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.

VI. LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS

- 6.01 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.
- 6.02 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.
- 6.03 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.
- 6.04 **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.
 - b) METRO's paratransit service provides Spanish-speaking reservationists to assist paratransit customers when scheduling a trip.

Attachment A

- c) A bilingual (Spanish) interpreter is present for translation services at the second Board of Directors' Meeting every month.
- d) Upon notification 24-hours in advance, METRO will provide an interpreter at the first Board Meeting, if requested.
- e) METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.

6.05 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.

6.06 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.scmtd.com, at Transit Centers, and on METRO's official bulletin board.
 - c) METRO's Title VI Policy Statement (Attachment A) and Title VI Complaint Form (Attachment B) have been translated into Spanish and will be posted at transit centers, in transit vehicles, and on the official METRO bulletin board at METRO's Administrative offices.
 - d) 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.
 - e) METRO's Headways is provided in English and Spanish.
 - f) METRO will post a copy of the Board of Directors Agenda in Spanish on the official METRO bulletin board, located at METRO's Administrative offices.
 - g) METRO's ParaCruz Guide is provided on the website in Spanish.
- 6.07 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.

Attachment A

- 6.08 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.

VII. COMPLAINTS/LAWSUITS AND APPEALS

- 7.01 **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.

- 7.02 **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.

- 7.03 ***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.scmtd.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.

- 7.04 If the Complaint is received by anyone besides METRO's General Manager, the individual in receipt of the Complaint shall forward it to the General Manager or his/her designee as soon as practicable but no later than 2 working days of receipt. The 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.

- 7.05 **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

Attachment A

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 General Manager or his/her designee within the designated time frame.

- 7.06 **Efforts to Contact Complainant:** The 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 General Manager or his/her designee shall review and consider the response prepared by the Manager identified in Section 7.05, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The 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.
- 7.07 **Completion of Investigation:** As soon as is practicable, but no later than 20 working days following receipt of the initial complaint, the 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.
- 7.08 **Appeal to Chair:** If the complainant is not satisfied with the findings and/or action of METRO's General Manager or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors (see Section 7.09 below), or with the FTA's Office of Civil Rights (see Section 7.11 below).
- 7.09 **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 General Manager's investigation, with the Chair of the Board of Directors by providing it to the Administrative Services Coordinator, 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 General Manager's investigation. The decision of the Chair of METRO's Board of Directors shall be final.
- 7.10 **Timeline Waiver:** Any timeline set forth herein may be extended by the General Manager as an accommodation (if needed), or upon a showing of good cause.
- 7.11 **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)*.

Attachment A

a) A Complaint must include the following information:

A 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: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue, S.E.
Washington, DC 20590

TTY: 1-800-877-8339

Voice: 1-866-377-8642

FTA.ADAAssistance@dot.gov

b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including 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.

7.12 **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.

7.13 **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.

7.14 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

Attachment A

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.

- 7.15 **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.

VIII. DEFICIENCIES WITH TITLE VI COMPLIANCE

- 8.01 Compliance Reviews will be conducted periodically by FTA, as part of its ongoing responsibility pursuant to its authority under *49 CFR §21.11(a)*.
- 8.02 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.
- 8.03 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*.

IX. ADMINISTRATION OF REGULATION

- 9.01 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.
- 9.02 METRO will integrate the Title VI Program into its policies and procedures.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI 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 complainants 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.scmtd.com. Customers are encouraged to submit Complaints as soon as possible and can call the Administrative Coordinator 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: General Manager
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
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Attachment A
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:** _____

**You may use additional sheets of paper, if necessary.*

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Número de Reglamento: AR-1029 (S)
Título de Computadora: Title VI Spanish.doc
Fecha Efectiva: 18 de diciembre de 2009
Páginas: 14

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

Historia de Procedimiento

NUEVA POLÍTICA	RESUMEN DE LA POLÍTICA	APROBADO
18 de diciembre, 2009	Nuevo Reglamento	D.B.
25 de mayo, 2012	Revisado para incluir nuevas medidas de asistencia lingüística y actualizaciones en el proceso de apelación	L.W.
30 de noviembre de 2012	Revisado para incorporar cambios efectuados por el Circular FTA 4702.1B de agosto, 2012	L.W.

I. POLÍTICA

- 1.01 El Distrito de Tránsito Metropolitano de Santa Cruz (METRO) se compromete a garantizar que ninguna persona sea excluida de participar en, negársele los beneficios de, o sujeto a discriminación bajo cualquiera de sus programas, actividades o servicios sobre la base de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. Todas las personas, independientemente de su nacionalidad, están cubiertas 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.
- 1.02 METRO no tolerará represalias contra un individuo por su participación en la afirmación de sus derechos conforme con el Título VI, o porque él / ella presentó una queja o participo en una investigación en virtud del Título VI, y / o el presente Reglamento.
- 1.03 Como recipientes 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.
- 1.04 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.

Attachment A

Política y el Reglamento

Página 2 de 14

- 1.05 METRO promoverá la participación plena y equitativa de todas las poblaciones afectadas en el proceso de decisiones de transporte.
- 1.06 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.
- 1.07 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.
- 1.08 METRO asegurará que individuos con Proficiencia Limitada en Inglés (LEP) tengan acceso a los programas, actividades y servicios de METRO.
- 1.09 El presente Reglamento se mantendrán en inglés y español.

II. APLICABILIDAD

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

III. DEFINICIONES:

- 3.01 **“Efecto Adverso”** significa tener un efecto perjudicial o no deseado.
- 3.02 **“Discriminación”** se refiere a cualquier acto u omisión, intencional o no intencional, en cualquier programa o actividad de un recipiente de ayuda federal, sub-receptor, o contratista, que resulte en el trato desigual, impacto desigual, o que perpetúa los efectos de previa discriminación basada en la raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.
- 3.03 **“Identidad de género”** se refiere al género de un individuo, o su ausencia, con el que una persona se identifica. No es necesariamente basado 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, ambas, en algún punto intermedio (tercer género) o ninguno.
- 3.04 **“Personas de Proficiencia Limitada en Inglés (LEP)”** son personas para las que inglés no es su lengua materna y que tienen una capacidad limitada para hablar, entender, leer o escribir en inglés. Incluye a las personas que reportaron el Censo de EE.UU. que no hablan bien el idioma Inglés, o no hablan inglés en total.
- 3.05 **“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 (como trabajadores

Attachment A

emigrantes o Nativos Americanos) que serán igualmente afectados por una propuesta de programa, política, o actividad del DOT.

3.06 **“Individuos de las Minorías”** incluyen las siguientes:

- 1) 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.
- 2) 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.
- 3) Afro-Americanos, que se refiere a las personas con orígenes en cualquiera de los grupos raciales Negros de África.
- 4) Hispanos o Latinos, que incluyen a personas de Cuba, México, Puerto Rico, Sudamérica o Centroamérica, o de cualquier otra cultura u origen española, independientemente de la raza.
- 5) Nativos de Hawai y otras Islas del Pacífico, que se refiere a las personas con orígenes en cualquiera de las personas originarias de Hawai, Guam, Samoa u otras Islas del Pacífico.

3.07 **“Origen Nacional”** se refiere a la nación en particular en el que una persona nació o donde nacieron los padres o antecesores de la persona.

3.08 **“Raza”** es un grupo de personas unidas o clasificadas juntas en base de la historia común, la nacionalidad, o la distribución geográfica.

3.09 **“Recipiente”** 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 recipiente y los sub-beneficiarios en los programas administrados del Estado de FTA.

3.10 **“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.

3.11 **“Sexo”** se refiere a la clasificación de género de un individuo ya sea masculino o femenino.

3.12 **“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.

3.13 **“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 a apelar, y las comunicaciones informando a los clientes de la disponibilidad de la asistencia lingüística gratuita).

Attachment A

IV. REQUISITOS Y DIRECTRICES GENERALES

- 4.01 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, 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.
- 4.02 METRO o cualquiera de sus empleados, no harán 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 que es diferente de lo previsto para los demás;
 - b) Someter a una persona a segregación o tratamiento separado;
 - c) Limitar a un individuo en el disfrute 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.
- 4.03 METRO **es alentado 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 los bajos ingresos y personas de Proficiencia Limitada en Inglés. Esto se aplica a cambios en los servicios principales que afectan a 25% de las horas de servicio de una ruta.
- 4.04 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. Reuniones de la Junta Directiva podrán ser canceladas por motivos de negocios por el Presidente de la Junta del METRO o la persona designada.
- 4.05 Además de todos los requisitos del Título VI, METRO proporciona un intérprete de español en la segunda reunión de la Junta cada mes, para asegurar una participación significativa de las personas con Proficiencia Limitada en Inglés. Puede obtener un intérprete de español para cualquiera de sus reuniones periódicas de la Junta poniéndose en contacto con el Coordinador de Servicios en la Administración de METRO al (831) 426-6080.

Attachment A

- 4.06 La Abogada del Distrito de METRO o su designado, mantendrá una lista (un mínimo de cuatro años en estado activo) de las investigaciones del Título VI, quejas o demandas presentadas que alegan que METRO discriminó contra una 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 denuncia (s);
 - c) El estado de la investigación, denuncia o querrela, y
 - d) Cualesquiera medidas o acciones correctivas adoptadas por METRO en respuesta a la investigación, denuncia o demanda.
- 4.07 METRO mantendrá informado al público 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 Aviso de Título VI (Anexo A), en la página web de METRO, www.scmttd.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. Aviso de Título VI de METRO (Anexo A) será publicada en inglés y español en todos los lugares de instalación designados de METRO.
- 4.08 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 Proficiencia Limitada en Inglés (LEP).
- 4.09 METRO proporcionará la información, a petición del FTA, a fin de investigar las denuncias de discriminación, o para resolver las preocupaciones acerca de posibles incumplimientos con el Título VI.
- 4.10 METRO presentará su Programa de Título VI al oficial de la región de derechos civiles del FTA, una vez cada tres años para garantizar el cumplimiento con los Requisitos de Título VI.
- 4.11 METRO asegurará que las minorías y las personas de bajos ingresos tengan acceso significativo a los programas, actividades y servicios METRO.

V. REQUISITOS DE JUSTICIA AMBIENTAL

- 5.01 METRO deberá integrar un análisis de justicia ambiental en su documentación del Programa Nacional de Protección Ambiental (NEPA) 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 necesaria. METRO preparará y presentará la lista de Exclusión Categórica (CE) del FTA para los proyectos de construcción que no requieren un análisis de justicia ambiental. La lista CE del FTA incluye una revisión de la interrupción de la comunidad y de justicia ambiental. METRO considerará la preparación de una evaluación ambiental (EA) o la declaración de impacto ambiental (EIS) para integrar en sus documentos los siguientes componentes:

Attachment A

- 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 afecte a las poblaciones minoritarias y de bajos ingresos identificados;
- c) Una discusión de todos los efectos positivos del proyecto que afectaría a las poblaciones minoritarias y de bajos ingresos identificados, tales como mejoras en el servicio de tránsito, 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 hubiere, y por qué no es propuesta 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.

VI. PERSONAS DE PROFICIENCIA LIMITADA EN INGLES (LEP) Y REQUISITOS DE PARTICIPACIÓN PÚBLICA

- 6.01 METRO buscará y examinará los puntos de vista de la población de minorías, de bajos ingresos y de Proficiencia Limitada en Inglés (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.
- 6.02 METRO 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 continuamente evaluará la necesidad de la asistencia lingüística de la población servida.
- 6.03 METRO utilizará los siguientes cuatro factores para determinar qué medidas deben llevarse a cabo para proporcionar un acceso razonable y significativo para las personas LEP.

Attachment A

- a) Idiomas susceptibles de ser encontrados y el número o la proporción de personas 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 los LEP.
- d) Los recursos necesarios para prestar asistencia eficaz de las lenguas y los costos.

6.04 ASISTENCIA DE LENGUAJE ORAL

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

6.05 NOTIFICAR A CLIENTES 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 del METRO, y en el Centro de Tránsito de Watsonville, un cartel indicando que la asistencia lingüística gratuita está disponible, si lo solicita en forma oportuna.
- b) Los autobuses de rutas fija del METRO y vehículos de ParaCruz tienen tarjetas de Asistencia Lingüística que informan a los pasajeros que hay ayuda disponible en el idioma español, si es necesario.

6.06 TRADUCCIÓN DE DOCUMENTOS DE VITALES / ASISTENCIA DE LENGUA ESCRITA

- a) Todas las audiencias públicas que requieren notificación al público están publicadas en inglés y español a través de las áreas de servicio del METRO y en periódicos locales.
- b) *Aviso de 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.

Attachment A

- c) *Aviso de Título VI* de METRO (Anexo A) y *Formulario de Quejas* (Anexo B) han sido traducidos al español y se publicarán en los centros de tránsito, en los vehículos de tránsito, y en el tablón oficial de anuncios en las oficinas de Administración de METRO.
 - d) Autobuses de ruta fija tienen Tarjetas de Autobús (inglés/español) informado a pasajeros sobre sus derechos en virtud del Título VI de la Ley de Derechos Civiles de 1964.
 - e) Headways de METRO se ofrece en inglés y español.
 - f) METRO publicará una copia del Programa de la Junta de Directores en español en el tablón oficial de METRO, ubicado en las oficinas de Administración de METRO.
 - g) La Guía de Viajeros de ParaCruz se proporciona en el sitio web en español.
- 6.07 METRO proporcionará traducciones escritas de documentos vitales para cada grupo de LEP que constituye un mínimo del 5% de la población del área de servicio o se compone de al menos 1,000 personas.
- 6.08 Las reuniones de la Junta Directiva del METRO se llevan a cabo en diferentes lugares en el Condado de Santa Cruz para garantizar que personas de bajos recursos, minorías y LEP tengan acceso a estas juntas. Estos lugares incluyen Capitola, Santa Cruz, Scotts Valley y Watsonville.

VII. QUEJAS / JUICIOS Y APELACIONES

- 7.01 **Cómo presentar una queja de Título VI con METRO:** Cualquier persona que cree 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
- 7.02 **La Queja debe incluir la siguiente información:**
- a) Una Queja debe ser por escrito y firmado y fechado por el Demandante o su representante antes de cualquier acción puede ser tomada.
 - c) Una Queja debe indicar por la medida posible, los hechos y circunstancias que rodearon 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.

Attachment A

- 7.03 **El *Formulario de Quejas*** (Anexo B) se puede utilizar para presentar una Queja de Título VI de METRO. El *Formulario de Quejas* se hará en un formato accesible a petición. El *Formulario de Quejas* se puede obtener en los siguientes lugares:
- a) En la página web del METRO Santa Cruz, www.scmtd.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 enviada por correo.
 - c) Al recoger un *Formulario de Quejas* del Servicio al Cliente, Estación Pacífico (anteriormente Centro de METRO), 920 Pacific Avenue, Santa Cruz, CA 95060 o en las Oficinas Administrativas de Santa Cruz METRO, 110 Vernon Street, Santa Cruz, CA 95060.
- 7.04 Si la Queja es recibida por alguien aparte del Gerente General de METRO, la persona en recepción de la Queja la remitirá al Gerente General o su designado tan pronto como sea posible pero a más tardar 2 días hábiles de su recepción. El Gerente General proporcionará inmediatamente una copia de la Queja al Presidente de la Junta de Directores y al Administrador del METRO responsable por el programa, actividad o servicio que se identifica como fuera de cumplimiento.
- 7.05 **Procedimientos de METRO Para Investigar las Quejas:** el Administrador del 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 su recepción de la reclamación. El Administrador puede consultar con el personal de METRO adecuada en la preparación de su respuesta a la queja. El Administrador remitirá su respuesta por escrito al Gerente General o su designado dentro del marco de tiempo designado.
- 7.06 **Esfuerzos para Contactar al Demandante:** El Gerente General o su designado deberá hacer esfuerzos para hablar (en persona o conversación telefónica) con el demandante, en cuyo momento el demandante puede dar testimonio oral o por escrito en apoyo a la alegación de que sus derechos en virtud del Título VI han sido violados. El Gerente General o su designado deberá revisar y considerar la respuesta preparada por el Administrador identificado en la Sección 7.05, toda la información proporcionada por el demandante, si los hubiere, y cualquier otra evidencia disponible sobre los alegatos de la queja. El 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.
- 7.07 **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 Gerente General o su designado deberán 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.
- 7.08 **Apelación al Presidente de la Junta:** Si el demandante no está satisfecho con los resultados y / o acción de Gerente General de METRO, o su designado, entonces el

Attachment A

demandante puede presentar su Queja con el Presidente de la Junta Directiva (véase la sección 7.09 más adelante), o con la Oficina de Derechos Civiles del FTA (vea la sección 7.11 más adelante).

- 7.09 **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 justificativa debe presentarse dentro de los 5 días hábiles de su recepción de los resultados de la investigación del Gerente General, con el Presidente de la Junta de Directores, proporcionándole al Coordinador de Servicios Administrativos, o su designado, 110 Vernon Street, Santa Cruz, CA 95060. Si una acomodación es necesaria, 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, en su caso, se tomará 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 Gerente General. La decisión del Presidente de la Junta Directiva de METRO será definitiva.
- 7.10 **Extension de Plazo:** Cualquier plazo establecido en el presente documento podrá ser prorrogado por el Gerente General como una acomodación (si es necesario), o en una muestra de una buena causa.
- 7.11 **Cómo Presentar una Queja de Título VI con el FTA:** Cualquier persona que cree 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. 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:**

- 1) Una Queja debe ser por escrito y firmado y fechado por el demandante o su representante antes de que cualquier acción puede ser tomada. En casos donde un Demandante no puede o no es capaz de proporcionar una declaración por escrito, pero desea que el FTA o el DOT investigue la supuesta discriminación, una Queja verbal de la discriminación puede ser introducida al Director del FTA, Oficina de Derechos Civiles. Si es necesario, el Oficial de Derechos Civiles ayudará a la persona a convertir la queja verbal en escrito. Todas las quejas tienen que ser firmadas por el demandante o su representante.

Dirección de la Oficina de Derechos Civiles del FTA:

Federal Transit Administration Office of Civil Rights

Attn: Title VI Program Coordinator

East Building, 5th Floor - TCR

1200 New Jersey Avenue, S.E.

Washington, DC 20590

Attachment A

TTY: 1-800-877-8339

Voice: 1-866-377-8642

FTA.ADAAssistance@dot.gov

- 2) La Queja debe indicar, por la medida posible, los hechos y circunstancias que rodearon la presunta discriminación, incluyendo 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.
- 7.12 **Aceptación de Quejas:** Una vez que una Queja ha sido aceptada, el 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 alegaciones del Demandante. Una vez que el Demandante este de acuerdo de liberar la Queja al METRO, el FTA le dará la Queja a METRO. El FTA puede optar por cerrar una Queja si el Demandante no está de acuerdo en liberar la demanda al METRO. El FTA se esfuerza por investigar con prontitud todas las Queja de Título VI.
- 7.13 **Investigaciones:** El FTA hará una investigación rápida cada vez que una revisión de cumplimiento, informe, denuncia o cualquier otra información que indique un posible fracaso de cumplimiento con los Reglamentos del Título VI. La investigación del FTA incluirá una revisión de las prácticas pertinentes y las políticas 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.
- 7.14 Tras la investigación, la Oficina de Derechos Civiles del FTA transmitirá al Demandante y a METRO una de las siguientes tres cartas basadas en sus conclusiones:
- a) **Carta de Resolución:** explica los pasos que ha tomado METRO, o se compromete a tomar para entrar en cumplimiento con el Título VI.
 - b) **Carta de Encuentro (Cumplimiento):** explica que METRO se encuentra en cumplimiento con el Título VI. Esta carta incluirá una explicación de por qué METRO se encontró en el cumplimiento, y proporcionará una notificación al Demandante de sus derechos de apelación.
 - c) **Carta de Encuentro (Incumplimiento):** explica que METRO se encuentra en incumplimiento. Esta carta incluirá cada violación de referencia, la normativa aplicable, una breve descripción de las soluciones propuestas, conocimiento del límite de tiempo en el proceso de conciliación, las consecuencias para el fracaso de lograr el cumplimiento voluntario, y una oferta de asistencia a METRO en la elaboración de un plan de rehabilitación para su cumplimiento.
- 7.15 **Proceso de Apelación:** Las cartas de encuentro y resoluciones ofrecerán al Demandante y a METRO la oportunidad de proporcionar información adicional que llevaría al FTA reconsiderar su conclusión. El FTA pide que las partes en la Queja proporcionen esta información adicional dentro de 60 días de la fecha de la carta de encuentro. La Oficina de Derechos Civiles del FTA responderá a una apelación, ya sea mediante la emisión de

Attachment A

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 la búsqueda sigue en vigor.

VIII. DEFICIENCIAS DE CUMPLIMIENTO CON TÍTULO VI

- 8.01 Revisiones de Cumplimiento se llevarán a cabo periódicamente por el FTA, como parte de su responsabilidad permanente conforme con su autoridad en virtud de *49 CFR § 21.11 (a)*.
- 8.02 Si el FTA determina que METRO se encuentra en incumplimiento con el Título VI, se remitirá una *Carta de Encuentro* que describe la determinación del FTA y pide que METRO adopte voluntariamente medidas correctivas (s) que el FTA considera necesarias y apropiadas.
- 8.03 METRO presentará un plan de medidas correctivas, incluso una lista de acciones correctivas planeadas y, de ser necesario, las razones suficientes y justificadas para que el FTA reconsidere cualquier de sus conclusiones o recomendaciones en un plazo de 30 días de recibo de la *Carta de Encuentro* del FTA.

IX. ADMINISTRACIÓN DEL REGLAMENTO

- 9.01 METRO integrará las disposiciones dentro de su Programa de Título VI en todos los programas, actividades y servicios prestados por el servicio de ruta fija de METRO, servicio de Paratransito e instalaciones de METRO.
- 9.02 METRO integrará el programa del Título VI, en sus políticas y procedimientos.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



DECLARACIÓN DE POLÍTICA DE TÍTULO VI

El Distrito de Tránsito Metropolitano de Santa Cruz (METRO) se compromete a proporcionar medios de transporte público en un ambiente libre de discriminación por motivos de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género. METRO opera sus programas, actividades y servicios, sin distinción de raza, color, origen nacional, edad, sexo, orientación sexual o identidad de género.

Como recipientes de fondos de la Administración Federal de Tránsito (FTA), METRO asegurará que sus programas, políticas y actividades cumplan con el Título VI del Acta de Derechos Civiles de 1964, según enmendada, y las regulaciones del Departamento de Transporte.

Cualquier persona que cree 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, o servicios de METRO u otras prestaciones relacionadas con el tránsito, puede presentar una Queja de Título VI. Las quejas deberán presentarse por escrito y ser firmadas por el demandante, o un representante, y deberán incluir el nombre de los denunciantes, dirección y número de teléfono u otro medio por el cual el demandante puede ser contactado. Formularios de Quejas están disponibles en el edificio de Administración del Santa Cruz METRO, 110 Vernon St., Santa Cruz, 831-426-6080; Servicio al Cliente, 920 Pacific Avenue (Estación Pacifica); y en la página web del METRO en www.scmttd.com. Se les anima a los clientes presentar su Queja lo más pronto posible y pueden llamar al Coordinador de Administración al (831) 426-6080 para asistencia.

Para solicitar información adicional sobre las obligaciones sobre discriminación de METRO o para presentar una queja del Título VI, por favor envíe su solicitud o queja por escrito a:

Santa Cruz Metropolitan Transit District
Attn: Gerente General
110 Vernon Street
Santa Cruz, CA 95060

Quejas de Título VI de la Administración Federal de Tránsito (FTA) pueden ser presentadas directamente a:

Federal Transit Administration Office of Civil Rights
Title VI Program Coordinator
East Building, 5th - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Attachment A
Santa Cruz Metropolitan Transit District
FORMULARIO DE QUEJAS DE DISCRIMINACIÓN DE TÍTULO VI
110 Vernon Street, Santa Cruz, CA 95060

Nombre del Demandante o Tercer Parte Autorizado: _____

Dirección: _____

Ciudad / Estado / Código Postal: _____

Teléfono: _____ Dirección de E-mail: _____

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

Lugar de Violación: _____

Número de Autobús: _____ Ruta de Autobús: _____

Por favor indique la discriminación en esta queja por cualquier de los siguientes motivos que son prohibidos por el Título VI del Acta de Derechos Civiles de 1964:

Raza Color Origen Nacional

Por favor indique la discriminación en esta queja por cualquier de los siguientes motivos que son prohibidos por el Santa Cruz METRO:

Edad Sexo Orientación Sexual Identidad de Género

Por favor, indique el nombre(s) de Directores, empleados o agentes de METRO que presuntamente han discriminado contra usted, incluyendo sus títulos de trabajo (si se conoce).

Identifique cual de los servicios, programas, o actividades (ejemplo: servicio de ruta fija, ParaCruz, etc.) que resultaron en discriminación contra usted:

Identifique a las personas por su nombre, dirección y número de teléfono que disponen de información relativa a la violación.

Explique lo más claramente posible lo que ocurrió, cómo siente que fue discriminado y quien estuvo involucrado. Describa cómo fue tratado de manera diferente:*

Firma del Demandante: _____ Fecha: _____

* Puede usar hojas de papel adicionales si es necesario.

Attachment A



Title VI Program 2013 Report

DRAFT
Title VI Investigations

Attachment A
LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS,
COMPLAINTS AND LAWSUITS

	Date of Incident	Summary (include basis of complaint: Race, color, or national origin)	Status	Action(s) Taken
Investigations conducted by FTA/other				
1. NONE				
Lawsuits				
1. Raymond Emme v. SCMTD, CV174743	7/26/12 (Complaint Filed)	Mr. Emme filed a Civil Tort Claim and a Complaint with the Superior Court alleging that bus operators have treated him differently because he is a poor white male.	Pending in Superior Court – Plaintiff filed First Amended Complaint. Allegations are bombastic, provocative and delusional. All Santa Cruz METRO employees who are identified in the litigation deny the allegations.	
Complaints: Name of Complainant				
1. Helen O. Bradley	12/20/10	Ms. Bradley claims that she was wrongly accused of being intoxicated on the bus because she is African-American. She believes she was discriminated against because of her race.	Claim was rejected by the Board on 1/14/11. Case closed.	The Operator was counseled on inappropriate use of the radio and inappropriate reference to bus

Attachment A
LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS,
COMPLAINTS AND LAWSUITS

				rider's race.
	Date of Incident	Summary (include basis of complaint: Race, color, or national origin)	Status	Action(s) Taken
2. George K. Abraham	9/08/12	Mr. Abraham was yelling at an unknown adult white male seated on a bus bench at Pacific Station, 920 Pacific Ave. When security asked him to leave the premises, he was combative. SCPD was called. Mr. Abraham alleges that he was removed from the premises because of his race. Mr. Abraham is African-American.	The matter was investigated by the Operations Manager, Ciro Aguirre, who determined that the security guards did not violate Mr. Abraham's rights. Currently under review by Santa Cruz METRO's General Manager.	
1. Aaron Coats	9/11/12	Mr. Coats believes that he was asked to leave the transit center because of his race (African-American). He accused the security guard of racial profiling.	Mr. Coats filed a Small Claims action against Santa Cruz METRO for \$5,000 alleging that Santa Cruz METRO slandered, defamed, harassed, and discriminated against him, causing him anguish, embarrassment, and emotional distress. Santa Cruz METRO denies the allegations. The hearing will take place on December 6, 2012, in small claims court.	

Attachment A



Title VI Program 2013 Report

DRAFT

Service Standards and Policies

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1033

Computer Title: System Standards

Effective Date: [date GM signs]

Pages: 7

TITLE: SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Procedure History

NEW POLICY

SUMMARY OF POLICY

APPROVED

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.

Attachment A

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.

Attachment A

- 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

Attachment 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.

Attachment A

- 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:

Attachment A

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.

Attachment A

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.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Número de Reglamento: AR-1033
Título de Computadora Normas del Sistema
Fecha Efectiva: [date GM signs]
Páginas: 8

TÍTULO: NORMAS Y POLÍTICAS DE SERVICIO DE TODO EL SISTEMA

Historia de Procedimiento

NUEVA POLÍTICA

RESUMEN DE LA POLÍTICA

APROBADO

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.
- 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.

Attachment A

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
- 3.13 **Área de servicio:** El área geográfica en la que Santa Cruz METRO opera servicios de transporte público.

Attachment A

- 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
35' Autobus	30	15	45	1.5

Attachment A

40' Autobús Highway 17*	36-43	12	48-55	1.2-1.3
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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

Attachment 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.

Attachment 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;

Attachment 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.

Attachment A



Title VI Program 2013 Report

DRAFT

Public Participation Program

Santa Cruz Metropolitan Transit District

Public Participation Program



In order to save paper, only the cover page, introduction and table of contents are included here.

The full document (204 pages) can be viewed on-line at:

<http://www.scmtd.com/images/departement/board/current/title6publicparticipationplan.pdf>

November 2012

Attachment A



Public Participation Program

Part I.

Media Event

Press Release

Public Hearing

Public Meeting

Innovations in Public Involvement

Part II.

Santa Cruz Metropolitan Transit District
-Board Meeting

Association of Monterey Bay Area Governments
- Public Participation Plan

FTA Private Enterprise Participation Plan

8.a51

Attachment A



Title VI Program 2013 Report

DRAFT

Public Outreach Events

Attachment A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population	Languages
Meets the 3 rd Wednesday of each month at 6:00pm.	<u>METRO Advisory Committee Meetings:</u> The METRO Advisory Committee (MAC) provides advice to Santa Cruz METRO's Board of Directors on matters of Santa Cruz METRO policy and operations.		English
Meetings are generally held at 1:30pm on the 2 nd Tuesday of even numbered months (i.e., Feb, April, June, Aug, Oct, Dec).	<u>Elderly and Disabled Transportation Advisory Committee (E&D TAC):</u> The E&D TAC advises the Regional Transportation Commission (RTC) and other transportation agencies on specialized transportation services for seniors and people with disabilities.		English
Meetings are held twice a month with the exception of July, when there are no meetings.	<u>METRO's Board of Directors' Meetings:</u> The Santa Cruz Metropolitan Transit District is governed by an eleven member board, plus one ex-officio member from UCSC.	Low income, Minority and LEP	English, Spanish
May 24, 2010 thru June 4, 2010	Public Hearings re: METRO's Proposed Service Reductions for Fall 2010. *Documents provided in English/Spanish. Bilingual (Spanish) interpreter available.	Low income, Minority & LEP	English, Spanish
April 23, 2010 – June 11, 2010	Bus Cards (English/Spanish) were placed in all METRO fixed route buses notifying the public of the public hearing locations and times re: the proposed service reductions for Fall 2010.		English, Spanish
May 11, 2011 thru June 1, 2011	Public Hearings re: METRO's Proposed Service Reductions for Fall 2011. *Documents provided in English/Spanish. Bilingual (Spanish) interpreter available.	Low income, Minority & LEP	English, Spanish
May 16, 2011 – thru May 30, 2011 at various times.	METRO ran a Service Announcement re: the 12% Service Reduction Proposal for Fall 2011 in English on Community TV. The Service Announcement was 22 minutes long.		English
May 16, 2011 – thru June 5, 2011 at various times.	METRO ran a Service Announcement re: the 12% Service Reduction Proposal for Fall 2011 in Spanish on Community TV. The Service Announcement was 26 minutes long.	Minority and LEP	Spanish

Attachment A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population	Languages
May 2011	Bus Cards (English/Spanish) were placed in all METRO fixed route buses notifying the public of the public hearing locations and times re: the proposed service reductions for Fall 2011.	Low income, Minority and LEP	English, Spanish
July 20, 2011 thru August 24, 2011	As part of the Watsonville Transit Study, SCMTD held focus groups in Watsonville through three nongovernmental organizations (NGOs) serving traditionally ride dependent groups in the Watsonville community. NGO's: were La Manzana Community Resources, Meals on Wheels, and the Volunteer Center.	Low income, Minority and LEP	English, Spanish
May & June 2011	METRO's Planning Department conducted in-person surveys of 352 unique individuals in Watsonville using a survey instrument developed by Moore & Associates and Santa Cruz METRO. This survey was for those living or working in Watsonville and was conducted in both English and Spanish.	Minority, Low-Income and LEP	English, Spanish
October 2011	Survey regarding Limited English Proficiency (LEP) sent to nineteen Community Organizations serving the minority and low-income community in Santa Cruz County.	Minority, Low-income and LEP	English
March 2012	Distributed Letters to Community Organizations that completed the LEP Survey, inviting them to attend the March 9, 2012 Board Meeting in Watsonville to address the Board of Directors on ways in which METRO could better serve LEP populations.	Low-income and LEP	English
April 2012	Deployed English and Spanish language Car Cards in all buses to publicize upcoming system-wide transit survey	Low-income and LEP. All riders.	English, Spanish
April 2012	Moore & Associates collected 1,972 surveys of on-board passengers throughout the Santa Cruz METRO service area to assess the LEP population and determine whether the current language assistance program sufficiently meet the needs of the LEP population. This survey conducted in both English and Spanish.	Minority, Low-Income and LEP	English, Spanish
July 4, 2012	Watsonville Fourth of July Parade		
July 18, 2012	Pajaro Valley Chamber of Commerce Mixer (Watsonville) to obtain input regarding the Watsonville		English

Attachment A

Public Outreach and Involvement Activities

	Transit Center renovations.		
August 15, 2012	One-on-One surveys at the Watsonville Transit Center to obtain input regarding the Watsonville Transit Center renovations.	Low-income, Minority, LEP	English, Spanish
August 17, 2012	Watsonville Farmers' Market – One-on-One surveys and handing out flyers for the Watsonville Transit Center remodeling project	Low-income, Minority, LEP	English, Spanish
August 22, 2012	Public Outreach Meetings held at the Watsonville public library to obtain input regarding the Watsonville Transit Center renovations.		English, Spanish
Date of Activity	Activity	Low-Income/ Minority / LEP Population	Languages
August 22, 2012	Meeting with Hilary Bryant and Lynn Robinson (Board Members) to gather Board member input on Pacific Station renovations. (Target audience – elected officials)		English
August 24, 2012	Watsonville Senior Center – (target audience: Seniors) to obtain input regarding the Watsonville Transit Center renovations.	Low-income and minority	English, Spanish
September 7, 2012	Two Bilingual Operators performed outreach at the Watsonville Farmers' Mkt. re: employment opportunities at METRO and transit improvements in Watsonville.	Minority, LEP	English, Spanish
September 8, 2012	Outreach conducted at Cabrillo Farmers' Mkt. re: employment opportunities at METRO and new service improvements.	Minority, LEP	English, Spanish
September 11, 2012	Freedom Rotary Club – Presentation was given to obtain input regarding the Watsonville Transit Center renovations.		English
September 11, 2012	Meeting with a member of the Downtown Association to gather input on Pacific Station Renovations. (Target audience – business people)		
September 12, 2012	Meeting with Santa Cruz County Planning Department staff. (Target audience – city staff)		
September 11-16, 2012	Santa Cruz County Fair – Human Resources had a hiring booth set-up at the Fair and Customer Service personnel were handing out pencils and buttons.	Low-income, minority, LEP	English, Spanish
September 14, 2012	Meeting with Teagan Spizer from Santa Cruz County Regional Transportation Commission (SCRTC) to gather input on Pacific Station Renovations. (Target		

Attachment A

Public Outreach and Involvement Activities

	audience – city staff)		
September 17, 2012	Meeting with Hilary Bryant, Lynn Robinson, Juliana Rebagliati, Bonnie Lipscomb, Katherine Donovan to gather input on Pacific Station Renovations. (Target audience – elected officials, city staff)		
September 20, 2012	Outreach at EDD office (sponsored by Workforce Investment Act)– employment opportunities at METRO. Outreach conducted by one Personnel Technician and two bilingual operators.	Low-income, minority, LEP	English, Spanish
Date of Activity	Activity	Low-Income/ Minority / LEP Population	Languages
Fall 2012	Santa Cruz METRO job announcements “METRO is Hiring” on exterior of buses throughout METRO’s service area.		English

Attachment A

Topic / Category Details Report for Santa Cruz METRO Transit District

10/09/2012 10:46 AM PDT



For the period 09/10/2011 through 10/09/2012

Subscription Topics

Topic Name	Code	Visibility	Total Subscriptions To Date	New Subscriptions To Date	New Subscriptions This Period	Deleted Subscriptions To Date	Deleted Subscriptions This Period	Bulletins Sent This Period	Total Bulletins Sent To Date
1 twitter_feeder	CASCMT_79	Unlisted	2	3	0	1	1	0	3
2 test_page	CASCMT_84	Unlisted	2	2	0	0	0	0	1
3 STIC - Small Transit Intensive Communities	CASCMT_83	Listed	154	172	0	18	18	6	8
4 Service Info - Service Calendar	CASCMT_19	Listed	177	194	53	17	17	5	15
5 Service Info - Route 91X - Commuter Express Santa Cruz/Watsonville	CASCMT_53	Listed	116	126	33	10	9	5	16
6 Service Info - Route 79 - East Lake	CASCMT_58	Listed	81	87	22	6	6	5	17
7 Service Info - Route 75 - Green Valle	CASCMT_56	Listed	89	95	26	6	6	5	18
8 Service Info - Route 74 - Ohlone Parkway/Rolling Hills	CASCMT_55	Listed	84	90	23	6	6	5	18
9 Service Info - Route 72 - Corralitos	CASCMT_54	Listed	83	89	24	6	6	5	17
10 Service Info - Route 71 - Santa Cruz to Watsonville	CASCMT_52	Listed	138	148	42	10	9	5	16
11 Service Info - Route 69/69A/69W/69N - Capitola Road / Cabrillo / Watsonville	CASCMT_50	Listed	136	146	39	10	10	5	16
12 Service Info - Route 68 - Live Oak via Broadway/Portola	CASCMT_48	Listed	105	114	25	9	9	6	20
13 Service Info - Route 66 - Live Oak via 17th	CASCMT_47	Listed	107	117	27	10	10	6	18
14 Service Info - Route 56 - La Selva	CASCMT_46	Listed	87	95	21	8	8	5	16
15 Service Info - Route 55 - Rio Del Mar	CASCMT_45	Listed	91	100	24	9	9	6	18
16 Service Info - Route 54 - Capitola/Aptos/La Selva Beach	CASCMT_44	Listed	89	98	23	9	9	6	19
17 Service Info - Route 42 - Davenport/Bonny Doon	CASCMT_42	Listed	82	89	22	7	7	5	19

Attachment A

Topic Name	Code	Visibility	Total Subscriptions To Date	New Subscriptions To Date	New Subscriptions This Period	Deleted Subscriptions To Date	Deleted Subscriptions This Period	Bulletins Sent This Period	Total Bulletins Sent To Date
18 Service Info - Route 41 - Bonny Doon	CASCMT_41	Listed	82	89	22	7	7	5	19
19 Service Info - Route 40 - Davenport/North Coast Beaches	CASCMT_40	Listed	90	97	23	7	7	5	18
20 Service Info - Route 35/35A - Santa Cruz to San Lorenzo Valley	CASCMT_39	Listed	114	126	32	12	12	5	22
21 Service Info - Route 34 - South Felton	CASCMT_38	Listed	86	93	23	7	7	5	17
22 Service Info - Route 33 - Lompico SLV/Felton Faire	CASCMT_37	Listed	85	92	22	7	7	5	16
23 Service Info - Route 32 - Graham Hill	CASCMT_36	Listed	91	98	22	7	7	5	17
24 Service Info - Route 31 - Scotts Valley/Santa Cruz via Hwy 17	CASCMT_35	Listed	95	102	24	7	7	5	17
25 Service Info - Route 30 - Graham Hill / Scotts Valley	CASCMT_80	Listed	95	102	23	7	7	5	10
26 Service Info - Route 20 - University via Westside	CASCMT_32	Listed	121	131	28	10	10	6	19
27 Service Info - Route 19 - University via Lower Bay	CASCMT_31	Listed	116	127	28	11	11	7	20
28 Service Info - Route 17 - Amtrak Highway 17 Express	CASCMT_20	Listed	475	502	55	27	22	5	29
29 Service Info - Route 16 - University via Laurel East	CASCMT_30	Listed	112	123	28	11	11	6	16
30 Service Info - Route 15 - University via Laurel West	CASCMT_29	Listed	111	122	27	11	11	6	16
31 Service Info - Route 13 - University via Walnut	CASCMT_28	Listed	110	120	26	10	10	6	16
32 Service Info - Route 12 - University/East Side Direct	CASCMT_27	Listed	106	116	26	10	10	6	16
33 Service Info - Route 10 - University via High Street	CASCMT_26	Listed	115	125	28	10	10	6	16
34 Service Info - Route 8 - Emeline	CASCMT_81	Listed	95	102	24	7	7	5	8
35 Service Info - Route 4 - Harvey West/Emeline	CASCMT_22	Listed	97	105	27	8	8	5	15
36 Service Info - Route 3 - Mission/Natural Bridges	CASCMT_21	Listed	100	107	24	7	7	6	19
37 Service Info - Route UC - All Combined University Routes	CASCMT_34	Listed	116	127	26	11	11	6	17

Attachment A

Topic Name	Code	Visibility	Total Subscriptions To Date	New Subscriptions To Date	New Subscriptions This Period	Deleted Subscriptions To Date	Deleted Subscriptions This Period	Bulletins Sent This Period	Total Bulletins Sent To Date
38 Service Info - Rider Guides	CASCMT _17	Listed	159	172	51	13	13	5	14
39 Service Info - Paratransit - Metro Paracruz	CASCMT _1	Listed	108	119	29	11	11	0	7
40 Service Info - News Bulletins - Service Alerts	CASCMT _3	Listed	219	238	50	19	19	6	29
41 Service Info - News Bulletins - Quarterly Service Changes	CASCMT _4	Listed	199	217	51	18	18	5	16
42 Service Info - News Bulletins - Announcements	CASCMT _2	Listed	211	232	53	21	20	10	29
43 Service Info - Fares & Passes	CASCMT _18	Listed	177	193	53	16	16	5	15
44 Bids Invite Blast	CASCMT _82	Unlisted	729	949	0	220	218	1	2
45 Agency Info - Website - New Features	CASCMT _70	Listed	114	125	25	11	11	0	8
46 Agency Info - Reports - Operational	CASCMT _63	Listed	51	58	16	7	7	0	5
47 Agency Info - Reports - Financial	CASCMT _62	Listed	52	58	13	6	6	0	5
48 Agency Info - Public Hearings	CASCMT _7	Listed	99	108	25	9	9	0	7
49 Agency Info - Projects - Metrobase	CASCMT _16	Listed	171	182	32	11	10	0	6
50 Agency Info - Planning - Unmet Service Needs	CASCMT _66	Listed	77	83	22	6	6	0	5
51 Agency Info - Planning - Transit Plans	CASCMT _15	Listed	121	136	38	15	14	0	5
52 Agency Info - Planning - Legislative Programs	CASCMT _67	Listed	71	79	18	8	8	0	5
53 Agency Info - Human Resources - Employment	CASCMT _14	Listed	104	113	39	9	9	0	14
54 Agency Info - Human Resources - Employee Benefits	CASCMT _65	Listed	55	62	15	7	7	0	6
55 Agency Info - Grants	CASCMT _64	Listed	63	74	18	11	10	0	5
56 Agency Info - Board of Directors - Public Hearings	CASCMT _68	Listed	96	101	32	5	5	6	19
57 Agency Info - Board of Directors - METRO Bylaws	CASCMT _11	Listed	68	76	25	8	8	5	12

Attachment A

Topic Name	Code	Visibility	Total Subscriptions To Date	New Subscriptions To Date	New Subscriptions This Period	Deleted Subscriptions To Date	Deleted Subscriptions This Period	Bulletins Sent This Period	Total Bulletins Sent To Date
58 Agency Info - Board of Directors - METRO Advisory Committee (MAC)	CASCMT_13	Listed	95	101	26	6	6	10	33
59 Agency Info - Board of Directors - Board Members	CASCMT_12	Listed	73	79	24	6	6	5	12
60 Agency Info - Board of Directors - Board Meeting Schedule	CASCMT_10	Listed	91	99	29	8	8	6	17
61 Agency Info - Board of Directors - Board Agenda / Packets	CASCMT_69	Listed	142	156	41	14	14	29	87
62 Agency Info - Bids & Proposals - Vehicle Procurements	CASCMT_72	Listed	84	93	27	9	9	3	11
63 Agency Info - Bids & Proposals - System Software Procurements	CASCMT_78	Listed	89	102	24	13	13	3	9
64 Agency Info - Bids & Proposals - Professional Services	CASCMT_77	Listed	178	197	54	19	19	10	25
65 Agency Info - Bids & Proposals - Maintenance Services	CASCMT_76	Listed	104	117	30	13	13	2	8
66 Agency Info - Bids & Proposals - Equipment Procurements	CASCMT_75	Listed	111	122	31	11	11	5	13
67 Agency Info - Bids & Proposals - Construction Projects	CASCMT_74	Listed	149	163	58	14	14	5	11
68 Agency Info - Bids & Proposals - Bus Parts Procurements	CASCMT_73	Listed	96	108	26	12	11	4	8
69 Agency Info - Bids & Proposals - Architect and Engineering Services	CASCMT_6	Listed	128	144	40	16	16	1	7
70 Agency Info - Advertising with Metro	CASCMT_60	Listed	45	49	13	4	4	0	5

Attachment A Santa Cruz METRO Transit District - Topic/Category Summary Report

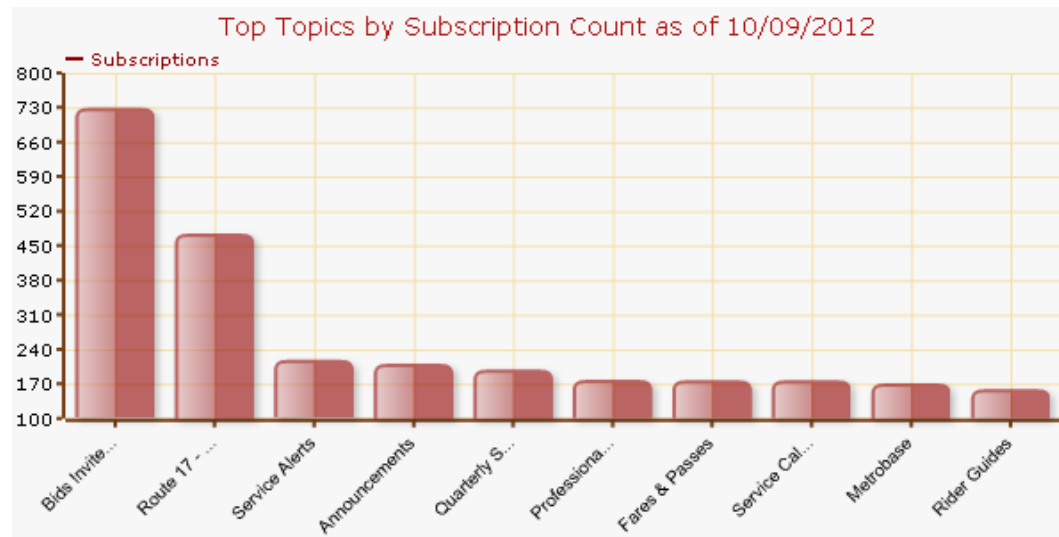


10/09/2012 10:43 AM PDT

For the period 09/10/2011 through 10/09/2012

Summary

1	Total Subscription Topics of Santa Cruz METRO Transit District as of 10/09/2012:	70
2	Total Subscriber Profiles of Santa Cruz METRO Transit District as of 10/09/2012:	1,878
3	Total Subscriptions of Santa Cruz METRO Transit District as of 10/09/2012:	8,364
4	Total Bulletins delivered between 09/10/2011 and 10/09/2012:	12,378
5	Total Bulletins delivered as of 10/09/2012:	36,506
6	Total Bulletin Recipients between 09/10/2011 and 10/09/2012:	12,923
7	Total Bulletin Recipients as of 10/09/2012:	37,783



Attachment A

Santa Cruz Metropolitan Transit District



November 20, 2012

EXAMPLE LETTER

Mailed to Distribution List

Dear DISTRIBUTION LIST:

Santa Cruz METRO is updating its Civil Rights program which prohibits discrimination in the provision of public transit services and requests your input. Because your agency has direct contact with people using public transportation, I am sending the enclosed complaint form and policies to “preview” in advance of Santa Cruz Metropolitan Transit District Board meetings which will consider adoption of the updated Program

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination based upon race, color or national origin in the provision of public transit services. As a Federal Transit Administration recipient of federal funds, Santa Cruz METRO is committed to ensuring that no person is excluded from participation in or denied the benefits of its public transit programs and services.

The Federal Transit Administration recently updated its Title VI guidance for transit operators, which requires Santa Cruz METRO to submit a Title VI Program Report update and to adopt new service standards and policies which establish objective measures of service delivery. All of these are part of the Title VI Program Report update. The revised Policy, Complaint Form and Service Standards are enclosed for your review along with a summary sheet which explains the new service standards and their application to service delivery.

Please review the enclosed documents and let me know if you have any concerns or comments. I can be reached at (831) 426-6080, e-mail to thiltner@scmttd.com or by regular mail at the address below.

Three upcoming meetings of the Santa Cruz Metropolitan Transit District Board of Directors offer additional opportunities to comment on the update Title VI Program Report and policies. On 11/30/12, the Board will consider accepting these draft policies for circulation and public comment. On 12/21/12, the Board will consider the entire draft Title VI Program Report, which includes these policies, and opening a public comment period through 1/25/13 on the Title VI Program Report update. On 1/25/13, the Board will hold a public hearing and consider adopting the final Title VI Program Report for submission to the Federal Transit Administration. The public is invited to attend and comment on the Title VI Policies and Program Report update at any of these Board meetings.

Thank you for your consideration, and please call me if you have any questions.

Sincerely,

Thomas Hiltner
Grants/Legislative Analyst

*110 Vernon Street, Santa Cruz, CA 95060 (831) 426-6080, FAX (831) 426-6117
Santa Cruz METRO OnLine at <http://www.scmttd.com>*

8.a62

Attachment A

Executive Director
Community Bridges
236 Santa Cruz Ave.
Aptos CA 95003

Owner Richard Campenud
Courtesy Cab
149 Walker Street
Watsonville CA 95076

Executive Director Erika Hearon
Davenport Resource Service Center
P.O. Box 97
Davenport CA 95017

Owner Jim Machado
Deluxe Cab, Inc.
P.O. Box 1256
Aptos CA 95003

Project Manager Camilla Shaffer
First Transit
117 Fern St. #100
Santa Cruz CA 95060

Station Agent
Greyhound Bus Lines
920 Pacific Avenue
Santa Cruz CA 95060

Executive Director Cynthia Wells
Head Start
408 E. Lake Avenue
Watsonville CA 95076

Janice Roosenberg
Independence Square
1355 Madison Lane
Watsonville CA 95076

Director Celia Organsta
LaManzana Community Resources
521 Main St.
Watsonville CA 95076

Manager Janet Smith
LaPosada Senior Housing
609 Frederick Street
Santa Cruz CA 95062

Executive Director Elizabeth Schilling
Live Oak Family Resource Center
1438 Capitola Rd.
Santa Cruz CA 95062

Jennifer Anderson-Bahr
Mountain Community Resources
P.O. Box 105
Ben Lomond CA 95005

Executive Director George Dondero
SCCRTC
1523 Pacific Ave.
Santa Cruz CA 95060

Director
Scotts Valley Senior Center
370 Kings Village Rd.
Scotts Valley CA 95066

Coordinator Patti Smith
SLV Senior Center
P.O. Box 136
Ben Lomond CA 95005

Superintendent Julie Haff
SLVUSD
325 Marion Avenue
Ben Lomond CA 95005

Executive Director Annette Marcum
Valley Churches United
P.O. Box 367
Ben Lomond CA 95005

Bella Hughes
Visiting Nurse Association
2880 Soquel Dr. #10
Santa Cruz CA 95062

Executive Director Randy Chelsey
VISTA Center for the Blind
413 Laurel Street
Santa Cruz CA 95060

Director Karen Delaney
Volunteer Center
1010 Emeline Ave, Bldg. C
Santa Cruz CA 95060

Executive Director
Watsonville Senior Center
114 E. 5th Street
Watsonville CA 95076

President Eugene Matkovskiy
West Coast Limos a& Sedans
1231 Thompson Ave
Santa Cruz CA 95062

Laura Segura
Women's Crisis Support
1537 Pacific Ave.
Santa Cruz CA 95065

Executive Director James Monroe
Yellow Cab Company
P.O. Box 3328
Santa Cruz CA 95060

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI 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 complainants 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 Administrative Coordinator 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: General Manager
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
Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Attachment A
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: _____

**You may use additional sheets of paper, if necessary.*



Attachment A

Santa Cruz METRO Service Standards Summary

The following are the performance or service standards used by Santa Cruz METRO

Vehicle Load

- Vehicle load measures the number of people on a bus who are left standing when all of the seats are taken. This statistic helps determine if a route is overloaded and needs to be changed.
- Vehicle Load is a ratio of the total passengers on board to the number of seats on the bus. For example, a 35' bus has 30 seats. If 36 people board the bus, six passengers are left standing and the vehicle load factor is $36/30$ or 1.2. With 15 passengers standing (45 passengers on board), the load factor is $45/30$ or 1.5. As the load factor increases, more passengers are standing.
- Here is a table for all of Santa Cruz METRO's vehicle types and the vehicle load standard for each:

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
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 after the last bus trip.
Note*: Santa Cruz METRO operates a number of different 40' Highway 17 buses which have different seating capacities

On-Time Performance

- On-time performance is the ability of a bus to depart on a trip no earlier than its scheduled departure time and no later than 5 minutes after the scheduled departure time and arrive at its final destination within 5 minutes of the scheduled arrival.
- Santa Cruz METRO's on-time performance standard is that 72% of all transit trips will be on-time.
- There are various ways to monitor on-time performance. Santa Cruz METRO will evaluate on-time performance twice a year.



Attachment A

Vehicle Headway

- Vehicle headway is the frequency of buses along a particular route or group of routes at a specific time of day.
- Santa Cruz METRO's routes are divided into six groups based on the nature of the routes. Each route group has a different vehicle headway standard as seen below:

Route Groups	Weekday Peak	Weekday Base	Weekday Night	Weekend
Rural	30 min	60 min	90 min	30 min
Intercity	15 min	30 min	60 min	60 min
Local	60 min	60 min	60 min	60 min
UCSC	10 min	30 min	30 min	30 min
Highway 17	20 min	60 min	60 min	60 min
Rural School Based Service and Rural Lifeline Service	Santa Cruz METRO will provide at minimum two trips a day Monday through Friday that serve bell times for rural students attending K-12 school. This service additionally serves as Lifeline service (at one trip per day) for some rural outlying areas.			
Note: Peak hours are 7:00am-9:00am and 2:00pm-7:00pm. Night service is from 8:00pm-12:00am. Not all routes operate at all times of the day.				

Service Availability

- Service Availability is the ability of Santa Cruz METRO to deliver transit service that is accessible to the greatest number of residents possible.
- The County of Santa Cruz is 445 square miles with a population of 262,382 people. Approximately 125,000 people live within incorporated cities, and the remainder live in rural areas.
- Santa Cruz METRO will distribute service so that 90% of all residents living within the incorporated cities of Santa Cruz, Capitola, Scotts Valley and Watsonville are within a ½ mile of a bus stop.
- Additionally, Santa Cruz METRO will distribute service so that 90% of all residents of Santa Cruz County (including rural areas) are within one mile of a bus stop.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1033

Computer Title: System Standards

Effective Date: [date GM signs]

Pages: 7

TITLE: SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Procedure History

NEW POLICY

SUMMARY OF POLICY

APPROVED

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.

Attachment A

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.

Attachment A

- 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

Attachment 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.

Attachment A

- 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:

Attachment A

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.

Attachment A

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.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Número de Reglamento: AR-1033
Título de Computadora Normas del Sistema
Fecha Efectiva: [date GM signs]
Páginas: 8

TÍTULO: NORMAS Y POLÍTICAS DE SERVICIO DE TODO EL SISTEMA

Historia de Procedimiento

NUEVA POLÍTICA

RESUMEN DE LA POLÍTICA

APROBADO

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.
- 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.

Attachment A

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
- 3.13 **Área de servicio:** El área geográfica en la que Santa Cruz METRO opera servicios de transporte público.

Attachment A

- 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
35' Autobus	30	15	45	1.5

Attachment A

40' Autobús Highway 17*	36-43	12	48-55	1.2-1.3
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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

Attachment 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.

Attachment 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;

Attachment 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.

Attachment A



Title VI Program 2013 Report

DRAFT

Limited English Proficiency (LEP) Assessment/ Language Assistance Program (LAP)

Attachment A

Improving Access for People with Limited English Proficiency (LEP)

Implementation Plan



Santa Cruz Metropolitan Transit District

110 Vernon Street
Santa Cruz, CA 95060

www.scmtd.com

(831) 426-6080

Attachment A



Improving Access for People with Limited English Proficiency (LEP)

Four-Factor Analysis

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a public transit agency that provides fixed route and paratransit services throughout the County of Santa Cruz and its regional area. Santa Cruz METRO conducted this analysis to meet its requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Federal Transit Administration (FTA). By conducting this analysis, Santa Cruz METRO is better able to determine the appropriate mix of language assistance necessary for its customers and potential customers to access its transportation services. This analysis is designed to comport with the Department of Transportation (DOT) LEP Guidance.

Analysis Using Four Factor Framework:

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

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

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

The County of Santa Cruz's ethnic makeup continues to be dominated by whites and Latinos, who combine to make up more than 91 percent of the population.¹ Additionally, Santa Cruz County has experienced a growing Latino population in the last decade.² The City of Watsonville grew 15.7 percent from 2000 to 2010, increasing from 44,265 people to 51,199.³ Watsonville's growth is largely attributable to an expansion of the city's already strong Latino majority, who make up 81 percent of its population.⁴

¹ 2010 U.S. Census.

² 2010 U.S. Census.

³ 2010 U.S. Census.

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

Attachment A

The University of California at Santa Cruz (UCSC) which Santa Cruz METRO serves brings people from all over California to Santa Cruz. A large majority of the 16,451 undergraduate and graduate students come from the San Francisco and Monterey Bay Areas and Southern California. UCSC also attracts students from the Central Valley and adjacent areas. According to UCSC Institutional Research Office (Student data from 2010-11 3rd Quarter Average) undergraduate and graduate students at UCSC, 45% identified themselves as white, 22% Asian/Pacific Islander, 19% Latino, 3% African American, 1% Native American and 9% Other /unknown. Less than 2% of the student population was International.⁵

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

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

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

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

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

**(See chart on next page)*

⁵ UCSC Office for Diversity, Equity and Inclusion (July 2011) website

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

Attachment A

<u>Language Spoken</u>	<u>Number of Speakers</u>	<u>Speak English “less than very well”</u>
Total population 5 years and over	248,383	***
English only	171,633	***
Spanish/Spanish Creole	63,586	31,602
Asian/Pacific Island languages	6,210	1,428
Other Indo-European languages	5,464	929
Other languages	1,242	1,015
Total:	248,383	<u>35,022</u>

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

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

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

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

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

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

Non-proficiency is determined by counting those who speak English in any category other than *very well*. According to the 2010 American Community Survey, in Santa Cruz County, 30.9% of the population (5 years and over) speaks a language other than English at home, and 14.1% of the population in the county (or 35,022 people 5 years and over) speak English *less than very*

Attachment A

well. Of these LEP persons, 61.6% are foreign-born (See page 2 of Appendix B.6). **Please note that these figures apply to SC County. For information on the individual cities, see the chart on page 5.*

According to the data from the 2010 American Community Survey (1-year Estimates), 90% of LEP persons in Santa Cruz county speak Spanish. The next largest group of LEP persons speak Asian and Pacific Island languages, which make up 4.1% of the LEP population.⁷

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

The chart below shows the language spoken at home by the population five years old and over in each of the four cities that Santa Cruz METRO serves. In the City of Watsonville, approximately 69.9% of the population 5 years and over (or 31,556 people) speak Spanish/Spanish-Creole at home.⁸ In contrast, only 4.6% of the population 5 years and over (or 493 people) in Scotts Valley speak Spanish/Spanish-Creole at home.⁹

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

Language Spoken at home for the population 5 yrs. old and over¹²	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Total Population (5 years old and over)	55,880	10,728	9,177	45,145
People who speak <u>only English at home</u>	43,921	9,526	7,525	11,737
People who speak Spanish/Spanish-Creole at home	7,543	493	963	31,556
Other languages (non-English and non-Spanish)	4,416	709	689	6,852
Total population who speak a language other than English at home	11,959	1,202	1,652	33,408

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

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

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

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

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

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

Attachment A

Language Spoken at home for the population 5 yrs. old and over. ¹³	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Percent of population who speak Spanish/ Spanish-Creole at home	13.5%	4.6%	10.5%	69.9%

The chart above confirms that the majority of persons who speak Spanish at home live in the City of Watsonville. Although the percentage is much smaller in the City of Santa Cruz (13.5%),¹⁴ the predominant language spoken, other than English, is the same. There is also a small percentage of individuals who speak Asian and Pacific Island languages at home.

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

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

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

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

Santa Cruz METRO identified and contacted community organizations that serve LEP persons, including organizations that Santa Cruz METRO has associations with, such as, La Manzanita Community Resource Center in Watsonville, and Live Oak Family Resource Center. La Manzanita 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 Manzanita provides translation services for persons speaking

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

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

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

Attachment A

limited English, as well as English classes for Spanish speakers. In recent years, Santa Cruz METRO has held focus groups at La Manzana to reach out to the minority, LEP community, and traditionally ride-dependent groups within the Watsonville community.

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

Task 1, Step 4A: Identify community organizations.

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

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

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

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

Attachment A

- Volunteer Centers of Santa Cruz County, Literacy Program
- Watsonville Family YMCA

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

Task 1, Step 4C: Obtain Information.

Survey Results:

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

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

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

Mountain Community Resources is a family resource center serving San Lorenzo and Scotts Valley residents. This organization assists individuals with housing, employment, counseling, domestic violence prevention and child care services. They also provide bilingual services to

¹⁶ Survey received from Live Oak Family Resource Center.

¹⁷ Survey received from Program Director at Familia Center.

¹⁸ Survey received from Valley Churches United.

Attachment A

LEP persons. The most frequently traveled destinations are the Emeline Clinic, the Santa Cruz County Courthouse, and the Watsonville Courthouse. The group expressed concern about the timing of bus service and the 2011 service cuts. The group would like to have service restored to Big Basin Way, China Grade, Graham Hill and Zayante/Lompico. According to their Community Advocate, the best means of communication with this group would be a community survey or a community forum to receive public input.¹⁹

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

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

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

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

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

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

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

¹⁹ Survey received from Mountain Community Resources.

²⁰ Survey received from Santa Cruz County Immigration Project.

Attachment A

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

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

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

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

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

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

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

Attachment A

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

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

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

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

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

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

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

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

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

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

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

Attachment A

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 a premium pay to those employees who qualify as able to speak/read/write Spanish.

- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling a trip.
- A bilingual (Spanish) interpreter is present for translation services at the second Board of Directors' Meeting every month. Upon notification 24-hours in advance, Santa Cruz METRO will provide an interpreter at the first Board Meeting, if requested.
- 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 in Spanish, if needed.
- Santa Cruz METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO's ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO's website in both languages.
- Vital information on Santa Cruz METRO's website is translated into Spanish.
- Santa Cruz METRO has a sign on its bulletin board at the Administrative office and at Metro Center Pacific Station, which indicates that *free language assistance is available if requested in a timely manner*.
- All public hearings that require notification to the public are posted in English and Spanish throughout Santa Cruz METRO's service area and in local newspapers.
- Santa Cruz METRO's *Headways Magazine* is provided in English and Spanish. The *Headways Magazine* contains all transit-related information on transit routes and schedules.
- Bilingual services are available at the Customer Service Booth at the Santa Cruz METRO Center (Pacific Station).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual speakers (English/Spanish).
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.

Attachment A

- 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.
- Training of Santa Cruz METRO staff including bus operators and ParaCruz Operators for interactions with LEP speakers.

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

Task 4, Step 2: Determine what, if any additional services are needed to provide meaningful access.

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:

- Translation of safety and security related information at all transit centers.
- "I Speak" cards in Spanish for each reception area.
- Availability for Reception/Staff to Telephone translation services when necessary.
- Electronic translators for the Customer Service Booths at each transit center and the Administrative Reception areas in each Santa Cruz METRO facility.
- Encouraging advertisers with Santa Cruz METRO to provide their advertisements in both English and Spanish.

Task 4, Step 3: Analyze your budget.

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

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

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

Attachment A

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

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



Improving Access for People with Limited English Proficiency (LEP)

Language Assistance Plan

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) has adopted the following implementation plan to meet requirements under Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The purpose is to ensure that no person shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the FTA. Santa Cruz METRO prepared a Four-Factor Analysis to focus its attention on the needs of the LEP populations that it serves.

Plan for Implementation

I. Identify LEP individuals who need language assistance.

Research and field work completed in the four-factor analysis establish that the ethnic make-up of the County of Santa Cruz, Santa Cruz METRO's service area, is dominated by whites and Latinos who combine to make up more than 91% of the County's total population of 262,382.²² Of the county population, 29.9% speak a language other than English, and 14.4% or 36,993 are individuals with Limited English Proficiency (LEP).²³ Of this group, 90% speak Spanish or Spanish-Creole, 4.1% speak Asian/Pacific Island languages, and 2.7% speak other Indo-European languages.²⁴ A large proportion of the Spanish-speaking LEP persons, approximately 31,556 people reside within the City of Watsonville.²⁵

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

²² 2010 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²³ American Community Survey of the U.S. Census Bureau (2006-2010) 5-year Estimates).

²⁴ 2010 American Community Survey of the U.S. Census Bureau (1-year Estimates).

²⁵ American Community Survey of the U.S. Census Bureau (2006-2010) 5-year Estimates.

Attachment A

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

II. **Language assistance measures.**

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

Written Language:

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

When a written communication in Spanish is received at the Santa Cruz METRO's Administration Offices, 110 Vernon Street, Santa Cruz, CA, it is forwarded to the Administrative Services Coordinator or METRO's Claims Investigator for translation into English and translation of the response into the native Spanish language.

- Santa Cruz Metropolitan Transit District
Administrative Services Coordinator
**(incumbent speaks/writes Spanish fluently)*
110 Vernon Street
Santa Cruz, CA 95060
(831) 426-6080
- Santa Cruz Metropolitan Transit District
Claims Investigator
**(incumbent speaks/writes Spanish fluently)*
110 Vernon Street
Santa Cruz, CA 95060
(831) 426-6080

Attachment A

- When a written communication in Spanish is received at the Santa Cruz METRO's ParaCruz Offices, 2880 Research Park Drive #160, Santa Cruz, CA, it is forwarded to a bilingual Reservationist for translation into English and translation of the response into the native language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish.
- When a written communication in Spanish is received at the Santa Cruz METRO's Operations Department, Santa Cruz, CA, it is forwarded to the Claims Investigator for translation into English and translation of the response into the native language.
- When a written communication in Spanish is received at the Santa Cruz METRO's Customer Service Offices, Pacific Station, 920 Pacific Avenue, Santa Cruz, CA, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. Complex and legal documents received at the Customer Service Office are forwarded to the Claims Investigator for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff (831) 425-8600, and the Administrative Services Coordinator (831) 426-6080 are available to provide Spanish translation services by telephone or in person to customers.
- Currently, 37% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 23% of the ParaCruz Operators are bilingual and able to provide assistance to Spanish-speaking passengers. In addition, three of Santa Cruz METRO's transit supervisors are bilingual.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the Administrative offices in person, the Administrative Services Coordinator (ASC) will be contacted. If the ASC is not available, then Santa Cruz METRO's Claims Investigator will be contacted. Some Santa Cruz METRO bus operators and Paratransit operators are bilingual (English/Spanish) to provide bilingual assistance to passengers.

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment

Attachment A

appointments and trip planning assistance. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests for oral and written skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as a translator, or the driver could provide the phone number for Customer Service (831) 425-8600 for translation 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 bi-lingual dispatcher or reservationist utilizing the operator's hand held radio.

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

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

III. Training Staff

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

Training on Santa Cruz METRO's responsibility to serve LEP persons is implemented by the following means:

- Orientation and initial training for new bus operators, Paratransit operators and ongoing training, will include information on serving LEP persons, *with retraining at least one time every three years.*
- Dispatchers, transit supervisors, customer service personnel, Paratransit reservationists, administrative staff, and management will take part in ongoing training, *with at least one training session every three years on the topic of serving LEP persons.*

Attachment A

IV. Providing Notice to LEP Persons

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

Santa Cruz METRO will conduct outreach efforts beginning in March of 2012 to the organizations identified in Task 1 of the Four-Factor Analysis. The Operations Manager will conduct these efforts.

V. New LEP Assistance Measures

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

VI. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Monitoring of the program will be assigned to the Operations Manager. Specific tasks will include triennial contact with the

Attachment A

organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO will be making outreach efforts to the community organizations that it identified and communicated with during this process. Additionally, Santa Cruz METRO prepared questions which address the LEP community that are being included in the Santa Cruz County Regional Transportation Commission's (SCCRTC) survey, which will be conducted in the Spring of 2012.

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

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

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

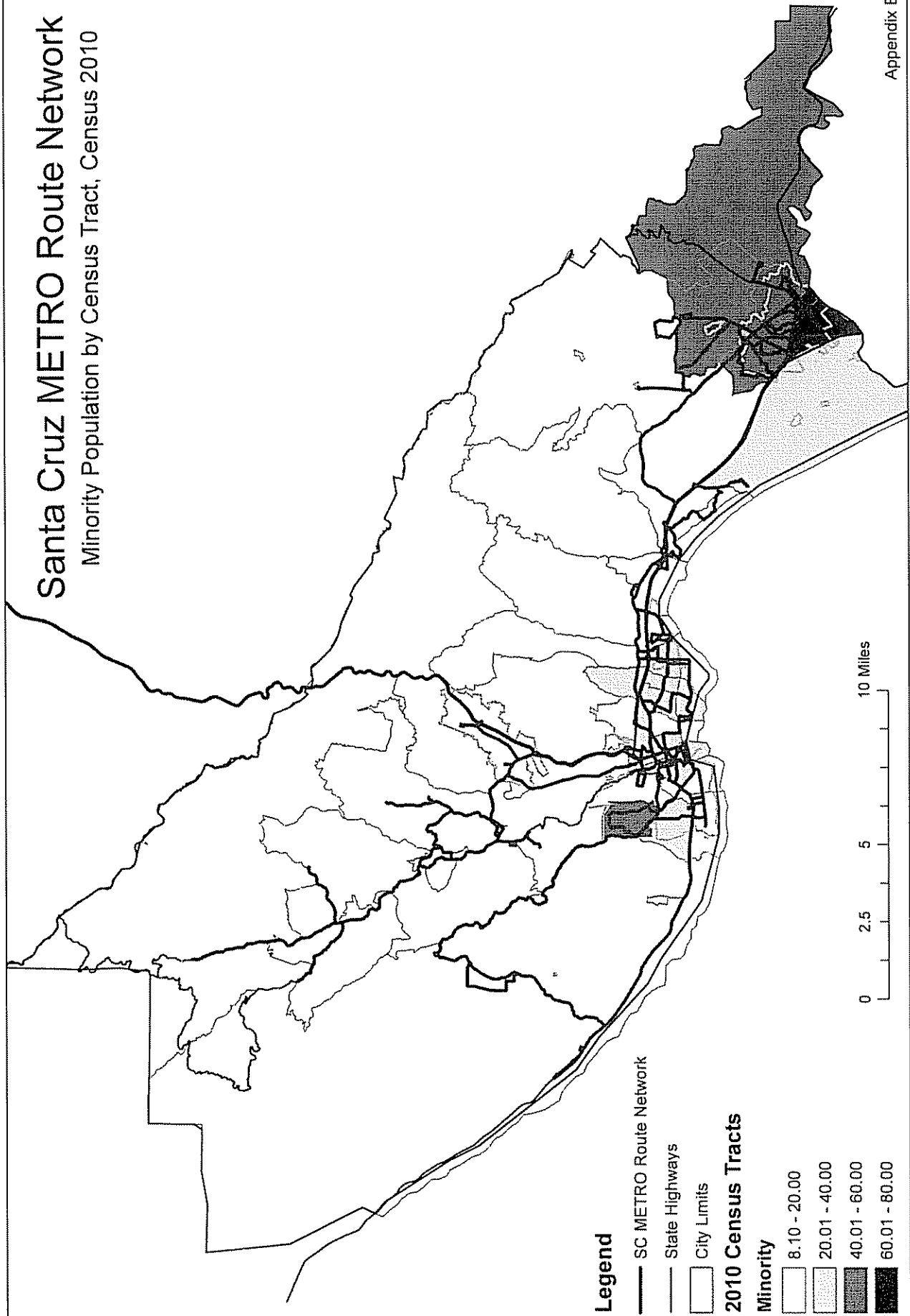
Limited English Proficiency (LEP) Survey Results
for LEP Implementation Plan (2011)

Language Spoken by Individuals who speak English 'less than very well'	7th (Week 1) Oct. 1-	14th (Week 2) Oct. 8-	21st (Week 3) Oct. 15-	28th (Week 4) Oct. 22-
Spanish	245	160	157	134
Chinese	5	4	3	1
Portuguese	11	7	1	6
Japanese	8	4	5	1
Korean	5	1	0	0
Tagalog	0	0	0	0
German	5	0	0	0
Russian	2	0	0	0
Other: Specify Language	4 (French)	1 (Italian)	1 (Asian -unknown); 1 (sign language); 1 (French)	3 (Other)
	2 (Other)	4 (Other)	3 (Other)	
TOTAL LEP	287	181	172	145

Statistics:	85% of LEP are Spanish speakers	88% of LEP are Spanish speakers	91% of LEP are Spanish speakers	92% of LEP are Spanish speakers
				89% of the LEP population served by METRO speaks Spanish.

Santa Cruz METRO Route Network

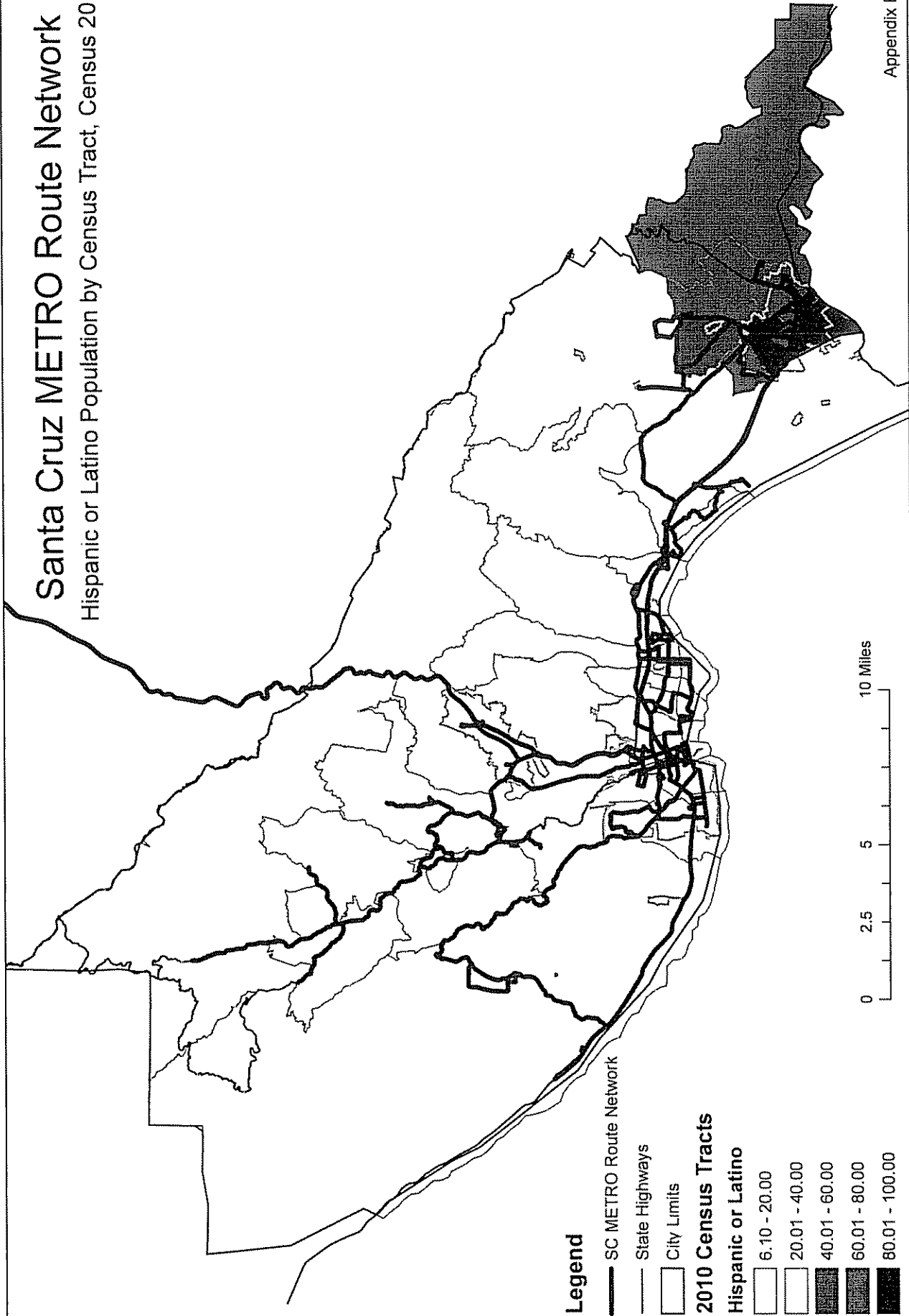
Minority Population by Census Tract, Census 2010



Appendix B.2

Santa Cruz METRO Route Network

Hispanic or Latino Population by Census Tract, Census 2010



Legend

— SC METRO Route Network

— State Highways

□ City Limits

2010 Census Tracts

- Hispanic or Latino
- 6.10 - 20.00
 - 20.01 - 40.00
 - ▨ 40.01 - 60.00
 - ▨ 60.01 - 80.00
 - ▨ 80.01 - 100.00

0 2.5 5 10 Miles



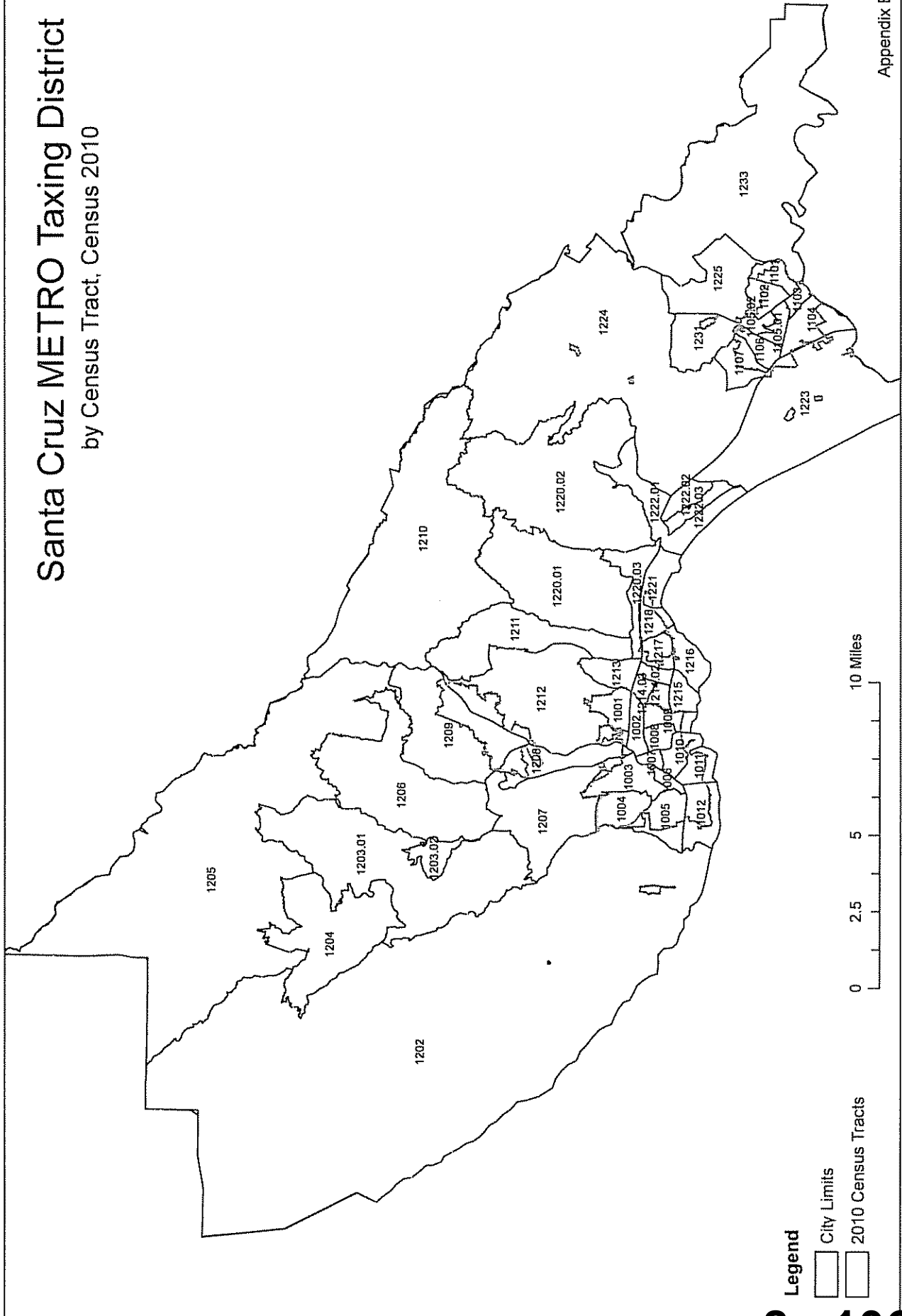
Appendix B.3

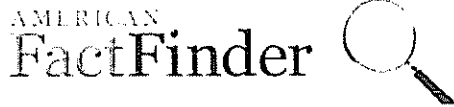
Santa Cruz METRO Taxing District

by Census Tract, Census 2010



Appendix B.4





S1601

LANGUAGE SPOKEN AT HOME

2010 American Community Survey 1-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section

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.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, for 2010, the 2010 Census provides the official counts of the population and housing units for the nation, states, counties, cities and towns

Subject	Santa Cruz County, California					
	Total		Percent of specified language speakers			
	Estimate	Margin of Error	Speak English "very well"		Speak English less than "very well"	
Estimate			Margin of Error	Estimate	Margin of Error	
Population 5 years and over	248,383	+/-3	85.9%	+/-1.5	14.1%	+/-1.5
Speak only English	69.1%	+/-1.5	(X)	(X)	(X)	(X)
Speak a language other than English	30.9%	+/-1.5	54.3%	+/-5.3	45.7%	+/-5.3
Spanish or Spanish Creole	25.6%	+/-1.4	50.3%	+/-5.6	49.7%	+/-5.6
Other Indo-European languages	2.2%	+/-0.6	83.0%	+/-9.8	17.0%	+/-9.8
Asian and Pacific Island languages	2.5%	+/-0.6	77.0%	+/-11.4	23.0%	+/-11.4
Other languages	0.5%	+/-0.5	18.3%	+/-28.4	81.7%	+/-28.4
* SPEAK A LANGUAGE OTHER THAN ENGLISH						
* Spanish or Spanish Creole	63,547	+/-3,411	50.3%	+/-5.6	49.7%	+/-5.6
5-17 years	14,907	+/-1,406	69.2%	+/-8.9	30.8%	+/-8.9
18-64 years	44,898	+/-2,830	45.9%	+/-6.7	54.1%	+/-6.7
65 years and over	3,742	+/-288	28.1%	+/-10.7	71.9%	+/-10.7
* Other Indo-European languages	5,562	+/-1,578	83.0%	+/-9.8	17.0%	+/-9.8
5-17 years	262	+/-223	100.0%	+/-45.4	0.0%	+/-45.4
18-64 years	4,062	+/-1,270	87.1%	+/-9.7	12.9%	+/-9.7
65 years and over	1,238	+/-641	66.0%	+/-25.4	34.0%	+/-25.4
* Asian and Pacific Island languages	6,288	+/-1,597	77.0%	+/-11.4	23.0%	+/-11.4
5-17 years	586	+/-413	100.0%	+/-28.2	0.0%	+/-28.2
18-64 years	5,206	+/-1,396	79.5%	+/-12.6	20.5%	+/-12.6
65 years and over	496	+/-275	23.2%	+/-29.3	76.8%	+/-29.3
* Other languages	1,346	+/-1,282	18.3%	+/-28.4	81.7%	+/-28.4
5-17 years	122	+/-213	0.0%	+/-66.6	100.0%	+/-66.6
18-64 years	1,168	+/-1,218	21.1%	+/-35.5	78.9%	+/-35.5
65 years and over	56	+/-94	0.0%	+/-98.3	100.0%	+/-98.3
PERCENT IMPUTED						
Language status	2.9%	(X)	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	3.9%	(X)	(X)	(X)	(X)	(X)
Ability to speak English	4.4%	(X)	(X)	(X)	(X)	(X)

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 Accuracy of the Data)

Attachment A

The effect of nonsampling error is not represented in these tables.

While the 2010 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions 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 definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010 American Community Survey.

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

Attachment A

U.S. Census Bureau

AMERICAN
FactFinder

S0501

SELECTED CHARACTERISTICS OF THE NATIVE AND FOREIGN-BORN POPULATIONS

2006-2010 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

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.

Although the American Community Survey (ACS) produces population, demographic, and housing unit estimates, for 2010, the 2010 Census provides the official counts of the population and housing units for the nation, states, counties, cities, and towns. For 2006 to 2009, the Population Estimates Program provides intercensal estimates of the population for the nation, states, and counties.

Subject	Santa Cruz County, California					
	Total		Native		Foreign born	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total population	256 901	*****	209 644	+/-1 641	47 257	+/-1 641
SEX AND AGE						
Male	49.9%	+/-0.1	49.9%	+/-0.3	50.0%	+/-1.2
Female	50.1%	+/-0.1	50.1%	+/-0.3	50.0%	+/-1.2
Under 5 years	5.8%	+/-0.1	7.0%	+/-0.1	0.6%	+/-0.2
5 to 17 years	15.7%	+/-0.1	17.6%	+/-0.3	6.9%	+/-1.2
18 to 24 years	14.2%	+/-0.1	14.7%	+/-0.3	11.7%	+/-1.1
25 to 44 years	25.6%	+/-0.1	21.6%	+/-0.3	43.0%	+/-1.2
45 to 54 years	15.3%	+/-0.1	15.0%	+/-0.2	16.9%	+/-0.9
55 to 64 years	12.7%	+/-0.1	13.2%	+/-0.2	10.5%	+/-0.9
65 to 74 years	5.5%	+/-0.1	5.5%	+/-0.1	5.7%	+/-0.5
75 to 84 years	3.6%	+/-0.1	3.7%	+/-0.2	3.4%	+/-0.5
85 years and over	1.5%	+/-0.1	1.6%	+/-0.1	1.2%	+/-0.3
Median age (years)	36.6	+/-0.2	35.0	+/-0.3	39.5	+/-0.8
RACE AND HISPANIC OR LATINO ORIGIN						
One race	95.2%	+/-0.3	95.6%	+/-0.3	98.7%	+/-0.4
White	83.4%	+/-0.8	86.7%	+/-0.7	69.0%	+/-2.3
Black or African American	0.9%	+/-0.1	1.1%	+/-0.1	0.5%	+/-0.3
American Indian and Alaska Native	0.4%	+/-0.1	0.5%	+/-0.1	0.3%	+/-0.3
Asian	4.1%	+/-0.2	2.6%	+/-0.2	10.7%	+/-0.9
Native Hawaiian and Other Pacific Islander	0.2%	+/-0.1	0.1%	+/-0.1	0.3%	+/-0.1
Some other race	7.1%	+/-0.7	4.6%	+/-0.5	18.0%	+/-2.2
Two or more races	3.8%	+/-0.3	4.4%	+/-0.3	1.3%	+/-0.4
Hispanic or Latino origin (of any race)	30.8%	*****	21.6%	+/-0.5	71.6%	+/-1.6
White alone, not Hispanic or Latino	61.0%	+/-0.1	71.0%	+/-0.5	16.6%	+/-1.2
HOUSEHOLD TYPE						
In married-couple family	57.5%	+/-1.4	55.5%	+/-1.3	66.0%	+/-2.8
In other households	38.5%	+/-1.3	40.0%	+/-1.3	32.1%	+/-2.8
Average household size	2.63	+/-0.02	2.37	+/-0.03	3.78	+/-0.09
Average family size	3.17	+/-0.03	2.89	+/-0.04	4.06	+/-0.12
MARITAL STATUS						
Population 15 years and over	212 129	+/-27	167 252	+/-1 486	44 877	+/-1 483
Never married	37.0%	+/-0.8	39.7%	+/-0.9	27.0%	+/-1.7
Now married, except separated	46	+/-0.9	42.6%	+/-0.9	59.3%	+/-2.0
Divorced or separated	12.4%	+/-0.6	13.2%	+/-0.6	9.4%	+/-1.1

02/08/2012
Appendix B.6

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Attachment A

Subject	Santa Cruz County, California					
	Total		Native		Foreign born	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Widowed	4.4%	+/-0.3	4.5%	+/-0.3	4.3%	+/-0.6
SCHOOL ENROLLMENT						
Population 3 years and over enrolled in school	77,558	+/-1,136	70,823	+/-1,267	6,735	+/-731
Nursery school, preschool	5.0%	+/-0.5	5.3%	+/-0.5	1.7%	+/-1.0
Elementary school (grades K-8)	35.8%	+/-0.8	36.5%	+/-0.8	28.1%	+/-4.5
High school (grades 9-12)	17.2%	+/-0.7	16.5%	+/-0.8	24.3%	+/-4.3
College or graduate school	42.0%	+/-1.0	41.7%	+/-1.2	45.9%	+/-5.3
EDUCATIONAL ATTAINMENT						
Population 25 years and over	165,318	+/-153	127,155	+/-1,183	38,163	+/-1,171
Less than high school graduate	15.9%	+/-0.6	5.6%	+/-0.4	50.0%	+/-2.0
High school graduate (includes equivalency)	16.8%	+/-0.9	16.9%	+/-1.0	16.6%	+/-1.6
Some college or associate's degree	30.0%	+/-0.8	34.9%	+/-1.0	13.8%	+/-1.3
Bachelor's degree	23.3%	+/-0.7	26.9%	+/-0.8	11.4%	+/-1.2
Graduate or professional degree	13.9%	+/-0.7	15.7%	+/-0.8	8.2%	+/-1.0
LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH						
Population 5 years and over	242,015	+/-149	195,054	+/-1,627	46,961	+/-1,640
English only	70.1%	+/-0.8	83.8%	+/-0.8	13.1%	+/-1.4
Language other than English	29.9%	+/-0.8	16.2%	+/-0.8	86.9%	+/-1.4
* Speak English less than "very well"	14.4%	+/-0.6	3.0%	+/-0.3	61.6%	* +/-2.0
EMPLOYMENT STATUS						
Population 16 years and over	208,634	+/-287	164,168	+/-1,448	44,466	+/-1,486
In labor force	66.1%	+/-1.1	64.9%	+/-1.2	70.8%	+/-1.4
Civilian labor force	66.1%	+/-1.1	64.8%	+/-1.2	70.8%	+/-1.4
Employed	60.6%	+/-1.0	59.5%	+/-1.2	64.7%	+/-1.6
Unemployed	5.5%	+/-0.4	5.4%	+/-0.4	6.0%	+/-0.8
Percent of civilian labor force	8.3%	+/-0.6	8.3%	+/-0.7	8.5%	+/-1.1
Armed Forces	0.0%	+/-0.1	0.0%	+/-0.1	0.0%	+/-0.1
Not in labor force	33.9%	+/-1.1	35.1%	+/-1.2	29.2%	+/-1.4
Civilian employed population 16 years and over	126,380	+/-2,179	97,603	+/-2,114	28,777	+/-1,310
CLASS OF WORKER						
Private wage and salary workers	71.0%	+/-1.0	67.6%	+/-1.1	82.6%	+/-1.8
Government workers	16.0%	+/-0.7	18.4%	+/-0.9	7.8%	+/-1.1
Self-employed workers in own not incorporated business	12.7%	+/-0.6	13.8%	+/-0.7	9.2%	+/-1.4
Unpaid family workers	0.2%	+/-0.1	0.2%	+/-0.1	0.5%	+/-0.3
OCCUPATION						
Management, business, science, and arts occupations	40.9%	+/-1.0	46.4%	+/-1.2	22.2%	+/-1.9
Service occupations	17.4%	+/-0.9	15.7%	+/-0.9	23.2%	+/-2.3
Sales and office occupations	21.1%	+/-0.8	23.8%	+/-0.9	12.0%	+/-1.5
Natural resources, construction, and maintenance occupations	12.7%	+/-0.9	8.7%	+/-0.5	26.3%	+/-2.9
Production, transportation, and material moving occupations	7.9%	+/-0.7	5.4%	+/-0.6	16.3%	+/-2.1
INDUSTRY						
Agriculture, forestry, fishing, and hunting, and mining	5.7%	+/-0.8	1.4%	+/-0.3	20.3%	+/-3.0
Construction	7.8%	+/-0.6	8.0%	+/-0.6	7.2%	+/-1.4
Manufacturing	9.2%	+/-0.7	8.3%	+/-0.6	12.4%	+/-1.8
Wholesale trade	3.2%	+/-0.3	3.1%	+/-0.4	3.3%	+/-0.7
Retail trade	10.3%	+/-0.7	11.2%	+/-0.8	7.2%	+/-1.2
Transportation and warehousing, and utilities	2.6%	+/-0.3	2.6%	+/-0.4	2.3%	+/-0.6
Information	2.3%	+/-0.3	2.7%	+/-0.4	0.8%	+/-0.4
Finance and insurance, and real estate and rental and leasing	4.8%	+/-0.4	5.7%	+/-0.5	1.9%	+/-0.6
Professional, scientific, and management, and administrative and waste management services	11.8%	+/-0.7	12.3%	+/-0.7	10.1%	+/-1.6
Educational services, and health care and social assistance	23.3%	+/-0.8	25.6%	+/-0.9	15.5%	+/-1.8
Arts, entertainment, and recreation, and accommodation and food services	9.7%	+/-0.7	9.0%	+/-0.7	12.0%	+/-2.2
Other services (except public administration)	5.7%	+/-0.6	5.7%	+/-0.6	5.5%	+/-1.1

Attachment A

Subject	Santa Cruz County, California					
	Total		Native		Foreign born	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Public administration	3.7%	+/-0.5	4.4%	+/-0.5	1.4%	+/-0.6
EARNINGS IN THE PAST 12 MONTHS (IN 2010 INFLATION-ADJUSTED DOLLARS) FOR FULL-TIME YEAR-ROUND WORKERS						
Population 16 years and over with earnings	69,680	+/-1,487	53,132	+/-1,384	16,548	+/-1,036
\$1 to \$9,999 or less	2.7%	+/-1.7	2.7%	+/-2.1	2.9%	+/-1.0
\$10,000 to \$14,999	2.5%	+/-0.4	1.5%	+/-0.4	5.7%	+/-1.4
\$15,000 to \$24,999	12.7%	+/-1.1	8.4%	+/-0.9	26.7%	+/-3.0
\$25,000 to \$34,999	12.9%	+/-0.9	11.1%	+/-0.9	18.8%	+/-2.4
\$35,000 to \$49,999	17.6%	+/-0.9	17.9%	+/-1.2	16.8%	+/-2.1
\$50,000 to \$74,999	19.8%	+/-0.9	22.2%	+/-1.1	12.0%	+/-1.8
\$75,000 or more	31.8%	+/-1.2	36.4%	+/-1.6	17.0%	+/-1.6
Median earnings (dollars) for full-time year-round workers:						
Male	56,560	+/-2,587	66,916	+/-3,502	32,094	+/-1,627
Female	44,693	+/-1,443	48,890	+/-1,810	30,005	+/-3,274
INCOME IN THE PAST 12 MONTHS (IN 2010 INFLATION-ADJUSTED DOLLARS)						
Households	93,802	+/-1,223	76,377	+/-1,186	17,425	+/-709
With earnings	81.7%	+/-0.6	80.4%	+/-0.8	87.4%	+/-1.6
Mean earnings (dollars)	85,799	+/-1,489	89,663	+/-1,966	70,219	+/-3,270
With Social Security income	24.0%	+/-0.6	24.9%	+/-0.8	20.5%	+/-1.8
Mean Social Security income (dollars)	14,855	+/-358	15,161	+/-389	13,230	+/-921
With Supplemental Security Income	4.0%	+/-0.4	3.9%	+/-0.5	4.5%	+/-1.1
Mean Supplemental Security Income (dollars)	8,506	+/-651	8,691	+/-708	7,803	+/-1,205
With cash public assistance income	2.1%	+/-0.3	2.0%	+/-0.4	2.7%	+/-1.0
Mean cash public assistance income (dollars)	5,129	+/-713	5,162	+/-856	5,026	+/-1,253
With retirement income	15.4%	+/-0.7	16.7%	+/-0.8	9.6%	+/-1.4
Mean retirement income (dollars)	25,487	+/-1,413	27,040	+/-1,545	13,601	+/-2,163
With Food Stamp/SNAP benefits	4.4%	+/-0.5	2.8%	+/-0.5	11.2%	+/-2.1
Median Household income (dollars)	65,253	+/-1,187	68,696	+/-1,470	49,608	+/-2,622
Average number of workers per household	1.28	+/-0.02	1.19	+/-0.02	1.68	+/-0.06
POVERTY STATUS IN THE PAST 12 MONTHS						
Population for whom poverty status is determined	247,377	+/-2,664	200,941	+/-2,909	46,436	+/-1,667
Below 100 percent of the poverty level	12.7%	+/-0.8	12.2%	+/-0.7	14.9%	+/-1.8
100 to 199 percent of the poverty level	18.0%	+/-1.0	15.0%	+/-1.0	31.0%	+/-2.8
At or above 200 percent of the poverty level	69.3%	+/-1.0	72.7%	+/-1.0	54.2%	+/-2.7
POVERTY RATES FOR FAMILIES FOR WHOM POVERTY STATUS IS DETERMINED						
All families	7.7%	+/-0.7	5.0%	+/-0.7	16.1%	+/-2.3
With related children under 18 years	12.5%	+/-1.2	8.2%	+/-1.4	21.3%	+/-3.3
With related children under 5 years only	11.6%	+/-2.8	6.4%	+/-3.0	25.2%	+/-8.8
Married-couple family	3.7%	+/-0.7	1.7%	+/-0.4	10.3%	+/-2.3
With related children under 18 years	5.9%	+/-1.2	1.9%	+/-0.8	14.0%	+/-3.2
With related children under 5 years only	4.1%	+/-2.8	1.2%	+/-1.2	13.1%	+/-10.1
Female householder no husband present family	23.7%	+/-3.1	18.4%	+/-3.6	38.0%	+/-7.5
With related children under 18 years	30.9%	+/-3.7	24.8%	+/-5.0	44.4%	+/-8.4
With related children under 5 years only	29.4%	+/-7.3	20.4%	+/-10.4	48.6%	+/-22.5
Occupied housing units	93,802	+/-1,223	76,377	+/-1,186	17,425	+/-709
HOUSING TENURE						
Owner-occupied housing units	59.6%	+/-1.0	62.2%	+/-1.2	48.2%	+/-2.2
Renter-occupied housing units	40.4%	+/-1.0	37.8%	+/-1.2	51.8%	+/-2.2
Average household size of owner-occupied unit	2.65	+/-0.03	2.45	+/-0.03	3.75	+/-0.15
Average household size of renter-occupied unit	2.60	+/-0.05	2.22	+/-0.05	3.80	+/-0.16
ROOMS						
1 room	2.7%	+/-0.4	2.7%	+/-0.5	2.7%	+/-1.0
2 or 3 rooms	15.4%	+/-0.6	14.4%	+/-0.9	19.7%	+/-2.3
4 or 5 rooms	44.7%	+/-1.3	43.3%	+/-1.4	50.8%	+/-3.0
6 or 7 rooms	26.8%	+/-1.0	28.2%	+/-1.1	20.6%	+/-2.2
8 or more rooms	10.5%	+/-0.6	11.4%	+/-0.7	6.2%	+/-1.1

Attachment A

Subject	Santa Cruz County, California					
	Total		Native		Foreign born	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Median number of rooms	4.9	+/-0.2	5.0	+/-0.1	4.6	+/-0.1
1.01 or more occupants per room	5.9%	+/-0.6	2.1%	+/-0.3	22.6%	+/-2.5
VEHICLES AVAILABLE						
None	5.5%	+/-0.5	5.0%	+/-0.5	7.8%	+/-1.5
1 or more	94.5%	+/-0.5	95.0%	+/-0.5	92.2%	+/-1.5
SELECTED CHARACTERISTICS						
No telephone service available	2.0%	+/-0.3	1.9%	+/-0.3	2.4%	+/-1.1
Linguistically isolated households	6.5%	+/-0.5	0.7%	+/-0.2	31.9%	+/-2.6
Owner-occupied housing units	55,878	+/-890	47,477	+/-894	8,401	+/-483
SELECTED MONTHLY OWNER COSTS AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS						
Less than 30 percent	54.3%	+/-1.3	56.0%	+/-1.4	44.8%	+/-3.3
30 percent or more	45.7%	+/-1.3	44.0%	+/-1.4	55.2%	+/-3.3
Renter-occupied housing units	37,924	+/-1,269	28,900	+/-1,204	9,024	+/-559
GROSS RENT AS A PERCENTAGE OF HOUSEHOLD INCOME IN THE PAST 12 MONTHS						
Less than 30 percent	44.7%	+/-1.8	44.9%	+/-2.1	44.1%	+/-4.1
30 percent or more	55.3%	+/-1.8	55.1%	+/-2.1	55.9%	+/-4.1



California Department of Education
 Educational Demographics Office
 Prepared: 10/17/2011 2:23:47 PM

English Learners by Language and Grade

Santa^cruz County, 2010-11

Select Year

Select Report

Select County

EL/LEP definition

Rank/Language Name	Kdgn	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungr	Total	% of Total
1 Spanish	1,324	1,367	1,358	1,199	1,024	672	652	621	562	519	450	409	397	0	10,754	96.7
2 Mixteco	15	18	10	18	11	11	9	5	9	3	1	4	1	0	115	1.0
3 Filipino (Pilipino or Tagalog)	1	5	5	8	4	5	3	2	4	6	0	1	3	0	47	0.4
4 Arabic	6	7	2	9	4	5	2	2	1	1	0	0	0	0	39	0.4
5 Other non-English languages	4	2	2	4	2	6	4	3	4	0	2	0	1	0	34	0.3
6 Korean	0	4	2	0	2	0	0	1	3	0	1	3	2	0	18	0.2
7 Mandarin (Putonghua)	1	4	1	0	0	0	0	1	0	0	2	3	2	0	14	0.1
8 Ilocano	1	2	2	0	2	2	2	0	1	2	0	0	0	0	14	0.1
9 Portuguese	1	2	0	2	1	0	1	1	0	1	1	1	0	0	11	0.1
10 Cantonese	2	1	1	1	0	0	0	0	0	2	1	0	2	0	10	0.1
11 German	3	0	2	0	2	0	0	0	0	0	0	1	0	0	8	0.1
12 Japanese	3	2	1	2	0	0	0	0	0	0	0	0	0	0	8	0.1
13 Punjabi	3	0	1	2	0	0	0	0	0	1	0	0	1	0	8	0.1
14 Russian	1	0	1	0	0	0	0	0	0	1	0	2	1	0	6	0.1
15 Thai	1	0	1	0	1	0	0	1	1	0	0	1	0	0	6	0.1
16 French	0	1	0	1	0	0	0	0	0	0	1	2	0	0	5	0.0
17 Khmer (Cambodian)	0	1	0	0	0	0	1	0	0	0	0	1	0	0	3	0.0
18 Italian	0	0	1	0	0	1	0	0	0	0	0	1	0	0	3	0.0
19 Gujarati	0	0	2	0	0	0	0	0	0	1	0	0	0	0	3	0.0
20 Vietnamese	2	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0.0
21 Lao	0	0	0	0	1	0	1	0	1	0	0	0	0	0	3	0.0
22 Hebrew	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0.0
23 Farsi (Persian)	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	0.0
24 Indonesian	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0
25 Hmong	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.0
26 Dutch	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0
27 Bengali	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.0
28 Polish	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0
29 Rumanian	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.0
30 Tigrinya	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.0
31 Turkish	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0
32 Ukrainian	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0
33 Urdu	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.0
EL Totals	1,369	1,419	1,394	1,248	1,054	603	675	637	568	538	461	430	410	0	11,126	100.0
% of Total	12.3	12.8	12.5	11.2	9.5	8.1	6.1	5.7	5.3	4.8	4.1	3.9	3.7	0.0	100.0	
<u>State EL Totals</u>	134,275	136,108	129,027	111,693	96,330	78,417	63,776	55,693	53,394	56,162	51,083	46,349	42,380	1,514	1,056,201	100.0
% of State Total	12.7	12.9	12.2	10.6	9.1	7.4	6.0	5.3	5.1	5.3	4.8	4.4	4.0	0.1	100.0	

Web Policy



California Department of Education
 Educational Demographics Unit
 Prepared: 10/17/2011 2:33:34 PM

2010-11 Language Census Teachers Santa Cruz County

Select Report Teachers Providing Services to English Learners(with district data)

Select Year 2010-11

County 44 SANTA CRUZ

Glossary

District	District Code	Teachers providing primary language instruction to EL students	Teachers providing SDAIE & ELD	Teachers providing SDAIE only	Teachers providing ELD only	Total number of teachers providing SDAIE, ELD, or primary language instruction to EL students
<u>SANTA CRUZ COUNTY OFFICE OF ED</u>	4410447	7	0	0	11	18
<u>BONNY DOON UNION ELEMENTARY</u>	4469732	0	1	0	0	1
<u>HAPPY VALLEY ELEMENTARY</u>	4469757	0	0	0	0	0
<u>LIVE OAK ELEMENTARY</u>	4469765	0	64	30	0	94
<u>MOUNTAIN ELEMENTARY</u>	4469773	0	0	3	0	3
<u>PACIFIC ELEMENTARY</u>	4469781	0	2	0	2	4
<u>PAJARO VALLEY UNIFIED</u>	4469799	124	304	1	13	442 *
<u>SAN LORENZO VALLEY UNIFIED</u>	4469807	0	33	0	11	44
<u>SANTA CRUZ CITY ELEMENTARY</u>	4469815	24	28	45	2	99
<u>SANTA CRUZ CITY HIGH</u>	4469823	3	6	56	4	69
<u>SOQUEL UNION ELEMENTARY</u>	4469849	0	79	0	0	79
<u>SCOTTS VALLEY UNIFIED</u>	4475432	0	55	6	5	66
* <u>SANTA CRUZ COUNTY</u>		158	572	141	48	919 *
STATE TOTAL		4,793	135,824	49,039	12,820	202,476

Web Policy

Attachment A



California Department of Education

Bilingual Paraprofessionals Providing Services to English Learners

Results for Santa Cruz County in 2010-11

Select a Report

Select a Year

Select a District

Name	Code	Number of Bilingual Paraprofessionals
Santa Cruz County Office of Education	4410447	14
Pacific Elementary	4469781	1
Pajaro Valley Unified	4469799	129
Santa Cruz City Elementary	4469815	7
Santa Cruz City High	4469823	6
Soquel Union Elementary	4469849	1
County Total		158
State Total		13,671

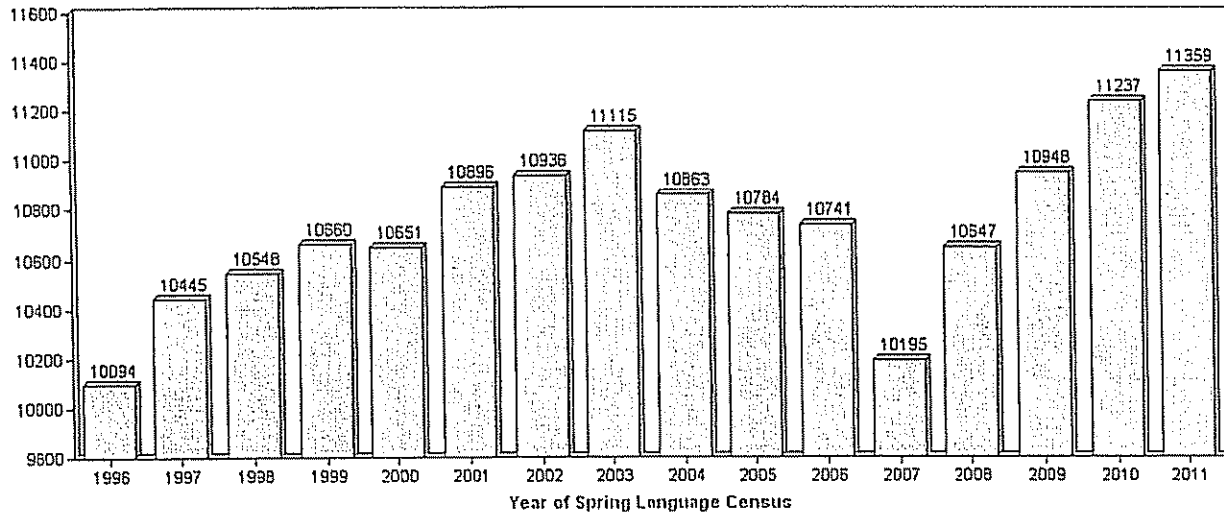
[Web Policy](#)



California Department of Education
Educational Demographics Unit
Prepared: 10/17/2011 2:32:44 PM

Select Report

Number of English Learners for Santa Cruz County



Web Policy

**Organizations Serving the Minority
and Low-Income Community in Santa Cruz County**

Attachment A

Name	Address	City	State	Zip	Phone	Contact	Mail Date	Response Rec'd
Beach Flats Community Center	133 Liebrandt Ave.	Santa Cruz	CA	95060	(831) 426-2322	Reyna Ruiz	10/11/2011	
Central California Alliance for Health Community Action	1600 Green Hills Road, Suite 101	Scotts Valley	CA	95066	(800) 700-3874 (831) 430-5500	Alan McKay, Executive Director Imeter@cccah-alliance.org; etsuei@cccah-alliance.org	10/11/2011	
Board of SC County - SC County Immigration Project	406 Main St. #207	Watsonville	CA	95076	(831) 724-5667	Doug Keegan, Prog. Director SC County Immigration Project	10/26/2011	X
Community Bridges	236 Santa Cruz Ave.	Aptos	CA	95003	(831) 688-8840	Sam Storey, CEO	10/11/2011	
Davenport Resource Center	P.O. Box 97	Davenport	CA	95017	(831) 425-8115	Erika Hearon	10/11/2011	
Familia Center	711 E. Cliff Drive 4450 Capitola Road,	Santa Cruz	CA	95060	(831) 423-5747	Yolanda Henry, Executive Director	10/26/2011	X
First 5 Santa Cruz County	Suite 106, P.O. Box 1457	Capitola	CA	95010	(831) 465-2217	Stephanie Bluford, Program Coordinator	10/18/2011	
La Manzana Community Resource Center	521 Main Street, Suite Y	Watsonville	CA	95067	(831) 724-2997	Celia Organista	10/11/2011	
Lift Line Transportation Services	236 Santa Cruz Ave.	Aptos	CA	95003	(831) 425-1558	Kirk Ance, Interim Program Director	10/11/2011	
Live Oak Family Resource Center	1740 17th Avenue	Santa Cruz	CA	95062	(831) 476-7284	Elizabeth Schilling	10/11/2011	X
Mountain Community Resources	P.O. Box 105	Ben Lomond	CA	95005	(831) 335-6600	Jennifer Anderson- Bahr, Exec. Director	10/26/2011	X

**Organizations Serving the Minority
and Low-Income Community in Santa Cruz County**

Attachment A

Name	Address	City	State	Zip	Phone	Contact	Mail Date	Response Rec'd
Our Lady Help of Christians Parish	2401 East Lake Ave.	Watsonville	CA	95076	(831) 722-2665	Rev. Albert Mengon	10/17/2011	
Pajaro Valley Prevention and Student Assistance, Inc.	335 E. Lake Avenue	Watsonville	CA	95076 x.303	(831) 728-6445	Jenny Sarmiento, CEO	10/27/2011	
Santa Cruz County Housing Authority	2931 Mission St.	Santa Cruz	CA	95060	(831) 454-9455	Ken Cole, Executive Director	10/26/2011	
Santa Cruz Zen Center	115 School Street	Santa Cruz	CA	95060	(831) 457-0206	Sobun Katherine Thanas	10/26/2011	
Saint Patrick Parish	721 Main Street	Watsonville	CA	95076	(831) 724-1317	Rev. Miguel A. Grajeda	10/17/2011	
Valley Churches United Volunteer Centers of Santa Cruz County, Literacy Program	P.O. Box 367 1740 17th Avenue, St	Ben Lomond Santa Cruz	CA CA	95005 95062	(831) 336-8258 (831) 427-5070	Linda Lovelace Gisela Soto	10/26/2011 10/11/2011	X
Watsonville Family YMCA	27 Sudden Street	Watsonville	CA	95076	(831) 728-9622	Robert Wollenzien, Center Director	10/26/2011	

Attachment A

*Santa Cruz Metropolitan
Transit District*



October 00, 2011

Attn: Name
Name of Organization
Address
City, State Zip

Re: Survey of Limited English Proficient (LEP) Persons

Dear Mr /Ms Name:

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is in the process of developing an Implementation Plan to improve access for people who are *Limited English Proficient (LEP)* within Santa Cruz County. Santa Cruz METRO is conducting this survey to help identify ways in which oral or written language assistance may be provided to LEP persons.

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*." At this time, Santa Cruz METRO is conducting a survey of community organizations that serve people who are LEP.

Attached is a short survey regarding the LEP population that your organization serves. Please take a few minutes to complete the survey and return it in the self-addressed stamped envelope. Your response would be appreciated by December 23, 2011.

If you have any questions regarding the survey, please contact Rickie-Ann Kegley at (831) 426-6080.

Very truly yours,

Margaret Gallagher
District Counsel

MG/rk

Enc

cc: Leslie White, General Manager

*110 Vernon Street, Santa Cruz, CA 95060 (831) 426-6080, FAX (831) 426-6117
Santa Cruz METRO OnLine at <http://www.scmtd.com>*

Appendix B.12

8.a119

Attachment 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: _____

Attachment A



Title VI Program 2013 Report

DRAFT

Advisory Committees

8.a121



Attachment A

Santa Cruz METRO

Advisory Committees - Minority Representation

Racial Composition of Advisory Committees

Santa Cruz METRO receives advisory information from two committees, the Metro Advisory Committee (MAC) and the Elderly and Disabled Advisory Committee (E/D TAC). The Santa Cruz Metropolitan Transit District Board of Directors selects members for MAC, which obligates Santa Cruz METRO to report the racial composition as shown in the table below in accordance with FTA Circular 4702.1B *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*.

The Santa Cruz County Regional Transportation Commission selects members of the Elderly and Disabled Advisory Committee (E/D TAC), and Santa Cruz METRO has no authority over or influence on the selection process. The racial composition of the E/D TAC is shown for illustrative purposes only and does not comprise part of the reporting obligation.

Body	Caucasian	Latino	African American	Asian American	Native American	Other
MAC						
E/D TAC						

E/D TAC and MAC members will self-select their racial identity at their meetings of 12/11/12 and 12/19/12, respectively.

The table will be updated with calculated percentages by minority representation prior to submitting the final draft.

Attachment A



Title VI Program 2013 Report

DRAFT

Subrecipient Title VI Compliance Monitoring

-Santa Cruz METRO-UCSC Subrecipient 989 Pass-Through Agreement

-UCSC Title VI Policy & Complaint Procedure

-UCSC List of Title VI Complaints

8.a123

Attachment A

EXTENSION AMENDMENT TO 989 AGREEMENT

WITNESS: This Agreement has been entered into by and between the

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
(hereinafter "METRO")

and

The University of California Santa Cruz
(hereinafter "Subgrantee")

for the undertaking of:

Paratransit Vehicle Purchase
(hereinafter "Project")

RECITALS

WHEREAS, the American Recovery and Reinvestment Act of 2009 ("ARRA") was enacted on February 17, 2009 and includes funding for transit capital improvements; and

WHEREAS, an ARRA Transit Funding grant for transit capital improvements is available from the Federal Transit Administration ("FTA") and will be disbursed by the Santa Cruz Metropolitan Transit District ("METRO"); and

WHEREAS, Subgrantee desires to use the ARRA Transit Funding grant to undertake the following transit capital improvement project: purchase of paratransit vehicles; and

WHEREAS, under applicable ARRA grant requirements, only an eligible recipient may serve as the direct recipient of the ARRA funds and enter into a formal grant contract with the FTA; and

WHEREAS, applicable FTA and ARRA regulations permit an eligible recipient to pass ARRA funds through to another agency to carry out the purposes of the ARRA grant agreement as a subrecipient provided that the recipient enters into a written agreement with the subrecipient and passes through the grant requirements to the subrecipient; and

Attachment A

ARRA Funds Pass Through Agreement (989 Agreement)
METRO and University of California, Santa Cruz

WHEREAS, METRO, an eligible recipient of ARRA funds, is willing to pass through such funding to the Subgrantee, which is ineligible to receive ARRA funds directly; and

WHEREAS, METRO and Subgrantee entered into a formal contract pursuant to which ARRA grant funds were passed through METRO to Subgrantee for implementation of the Project, effective April 10, 2009 and the project was to be completed by September 30, 2010; and

WHEREAS, METRO and Subgrantee wish to extend the Agreement from October 1, 2010 until March 31, 2011 to allow Subgrantee to finalize the modifications to the paratransit vehicles,

NOW, THEREFORE, IT IS HEREBY AGREED BETWEEN THE PARTIES AS FOLLOWS:

TERMS AND CONDITIONS

The Project shall be undertaken and accomplished in accordance with the terms and conditions specified in the original Agreement, and the parties' intentions with regard to the Federal ARRA funds, which are the subject of this Agreement.

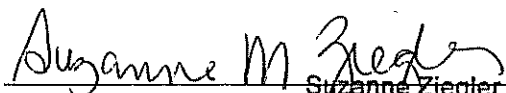
The effective date of this Extension Amendment to 989 Agreement shall be October 1, 2010. The Project shall be completed on or before March 31, 2011.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto:

SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

AND REGENTS OF THE UNIVERSITY OF
CALIFORNIA: SANTA CRUZ CAMPUS


By: Leslie R. White, General Manager

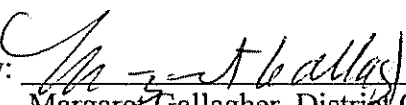

By: Suzanne M. Ziegler
Contract & Grant Officer
Office of Sponsored Projects
UC Santa Cruz

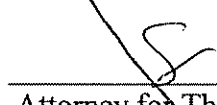
Dated: 1-27-11

Dated: 1/18/2011

APPROVED AS TO FORM:

APPROVED AS TO FORM:


By: Margaret Gallagher
Margaret Gallagher, District Counsel


By: [Signature]
Attorney for The Regents of the
University of California

Attachment A

989 AGREEMENT

WITNESS: This Agreement has been entered into by and between the

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
(hereinafter "METRO")

and

The University of California Santa Cruz
(hereinafter "Subgrantee")

for the undertaking of:

Paratransit Vehicle Purchase
(hereinafter "Project")

RECITALS

WHEREAS, the American Recovery and Reinvestment Act of 2009 ("ARRA") was enacted on February 17, 2009 and includes funding for transit capital improvements; and

WHEREAS, an ARRA Transit Funding grant for transit capital improvements is available from the Federal Transit Administration ("FTA") and will be disbursed by the Santa Cruz Metropolitan Transit District ("METRO"); and

WHEREAS, Subgrantee desires to use the ARRA Transit Funding grant to undertake the following transit capital improvement project: purchase of paratransit vehicles; and

WHEREAS, under applicable ARRA grant requirements, only an eligible recipient may serve as the direct recipient of the ARRA funds and enter into a formal grant contract with the FTA; and

WHEREAS, applicable FTA and ARRA regulations permit an eligible recipient to pass ARRA funds through to another agency to carry out the purposes of the ARRA grant agreement as a subrecipient provided that the recipient enters into a written agreement with the subrecipient

and passes through the grant requirements to the subrecipient; and

WHEREAS, METRO, an eligible recipient of ARRA funds, is willing to pass through such funding to the Subgrantee, which is ineligible to receive ARRA funds directly; and

WHEREAS, METRO and Subgrantee desire to enter into a formal contract pursuant to which ARRA grant funds will be passed through METRO to Subgrantee for implementation of the Project.

NOW, THEREFORE, IT IS HEREBY AGREED BETWEEN THE PARTIES AS FOLLOWS:

TERMS AND CONDITIONS

The Project shall be undertaken and accomplished in accordance with the terms and conditions specified herein or contained in the Appendices named below, which are attached hereto and by reference incorporated herein. Appendices A, A-1, and A-2 contain general provisions and special requirements applicable to this Agreement. Appendix B identifies the scope of work, benefits, and budget for the project and identifies the funding source(s). The Recitals set forth above are a part of the Agreement and establish the parties' intentions with regard to the Federal ARRA funds, which are the subject of this Agreement

The effective date of this Agreement shall be April 10, 2009. The Project shall be completed on or before September 30, 2010. Federal ARRA funds not to exceed \$125,000_ are currently available for expenditure under this Agreement

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto:

SANTA CRUZ METROPOLITAN
TRANSIT DISTRICT

AND REGENTS OF THE UNIVERSITY OF
CALIFORNIA: SANTA CRUZ CAMPUS

By: [Signature]

By: [Signature]

Dated: 8-27-09

Dated: 8.26.09

APPROVED AS TO FORM:

APPROVED AS TO FORM:

By: [Signature]
Attorney for METRO

By: [Signature]
Attorney for The Regents of the University
of California

APPENDIX A

GENERAL PROVISIONS

1. **General:** Subgrantee shall comply with any and all laws, statutes, ordinances, rules, regulations or requirements of the federal, state or local government, and any agency thereof, which relate to or in any manner affect the performance of this Agreement. 49 CFR Part 18, "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments," Circular 4220.1F of the Federal Transit Administration ("FTA"), and the Federal Transit Administration Master Agreement (Form "FTA MA(15)," October 1, 2008) as may be amended, are each incorporated herein by reference as though set forth in full, and shall govern this Agreement except as otherwise provided herein. Those requirements imposed upon METRO as "grantee" are hereby imposed upon Subgrantee, and those rights reserved by DOT, FTA or Government are hereby reserved by METRO

2. **Accomplishment of the Project:** Subgrantee shall accomplish the Project in a timely and satisfactory manner, in conformance with the work program and project budget contained in the appendices hereto, and in compliance with the terms and conditions contained herein. Subgrantee may accomplish all or any portion of the Project by procurement through subcontractors in accordance with 49 CFR § 18.36, FTA Circular 4220.1F, and the ARRA.

3. **Project Accounts, Funds and Cost**

a. **Accounts:** In conducting accounting activities, Subgrantee shall comply with provisions contained in 49 CFR Part 18.

b. **Funds:** Subgrantee will contribute in cash and/or professional services such percentages of the expenses incurred in the performance of this Agreement as are specified in Appendix B, Project Budgets, provided that METRO passes through the remaining percentages in cash received from the FTA ARRA grant.

c. **Allowable Costs:** METRO shall reimburse Subgrantee for those services and expenses required to perform the work in accordance with the project budgets (Appendix B). Reimbursement shall be in accordance with the cost principles set forth in Office of Management and Budget Circular A-87, Revised, "Cost Principles Applicable to Grants and Contracts with State and Local Governments." Notwithstanding any provisions herein, METRO's reimbursement responsibility under this section is limited to the ARRA funding METRO actually receives under the federal grant, which is the subject of this Agreement.

d. **Record Retention:** Subgrantee will retain intact and accessible all data, documents, reports, records, contracts and supporting materials relating to the Project during the course of the Project and for three years thereafter or until 3 years after any litigation related to this agreement or the funding herein concludes, whichever is longer.

e. **Access to Records:** Upon request, Subgrantee agrees to permit the Secretary of Transportation and the Comptroller General of the United States, METRO, or their authorized representatives, to inspect all of the Project's work, materials, payrolls, and other data, and to audit the books, records, and accounts of the Subgrantee and its contractors pertaining to the Project. In accordance with 49 U.S.C. § 5325(a), Subgrantee agrees to require each third party contractor whose contract award is not based on competitive bidding procedures to permit the Secretary of Transportation, the Comptroller General of the United States and METRO, or their duly authorized representatives, to inspect all work, materials, payrolls, and other data and records involving that third party contract and to audit the books, records, and accounts involving that third party contract as it affects the Project.

f. **Audit:** Subgrantee will provide thorough and complete accounting for all funds expended in the performance of this work, to the extent that such funds are provided by METRO as set forth in Section 3 of this Agreement, consistent with 49 Code of Federal Regulations, Part 18.37(b). Subgrantee shall be responsible for meeting audit requirements of the Single Audit Act of 1996, 31 U.S.C. §§ 7501 et seq., in accordance with OMB Circular A-133, "Audits of States, Local Governments, and Non-Profit Organizations," and any revision or supplement thereto. Subgrantee shall annually submit to METRO one copy of its audit completed in accordance with the above-described single audit requirements within 30 days after completion of the audit, but not later than one year after the end of the audit period.

4. **Project Reporting**

a. **Narrative Progress Report:** Subgrantee shall prepare a narrative progress report covering accomplishments during regular three-month periods. These periodic reports shall contain the following information: a description of the work completed during the period; tasks expected to be performed during the next period, and explanations of problems or delays encountered or anticipated. The three-month reporting periods shall end December 31, March 31, June 30 and September 30. The narrative progress reports shall be delivered to METRO within five (5) calendar days after the end of each reporting period.

b. **Financial Report:** Subgrantee shall prepare a financial report covering the same reporting periods specified in 4.a. above. These reports shall include, but not be limited to, a balance sheet and a project expenditure statement by line item code. Financial reports shall be delivered to METRO five (5) calendar days after each three-month period.

c. **ARRA Reporting Requirements:** Subgrantee agrees to comply with the reporting requirements of ARRA pursuant to Appendix A-2.

5. **Requisitions:** Subgrantee shall prepare requisitions for reimbursement for services performed and/or expenses incurred under this Agreement. Such requisitions shall be signed by Subgrantee's Executive Director or a designated representative thereof. Subgrantee shall maintain records of payroll distribution, receipted bills, procurement documents, including

pre-and post-delivery audits and all records required in the FTA Master Agreement and such other documentation as may be reasonably required by METRO. Records shall be maintained for a minimum of three (3) years after the Project is completed or until three (3) years after any litigation related to this Agreement or the funding herein concludes, whichever is longer. Requisitions shall be accompanied by supporting documentation. If a requisition includes payment for work performed under subcontract, copies of the contractor invoices and proof of payment shall be enclosed

6. **Payment:** METRO shall pass through funds to Subgrantee within ten (10) working days, following the approval of requisitions and the subsequent receipt of funds from FTA.

7. **Project Property:** Subgrantee agrees to comply with the property management standards of 49 CFR §§ 18.31-18.34 and Section 19 of the FTA Master Agreement.

8. **Changes:** No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

9. **Termination:** METRO may terminate this Agreement, in whole or in part, at any time upon five working days' prior written notice. Subgrantee shall submit a requisition to METRO for an amount representing the costs incurred, or which a binding contract promises to incur, up to the effective date of termination, provided Subgrantee has not been previously reimbursed for such costs.

10. **Indemnification:** Subgrantee shall indemnify, defend, and hold harmless METRO (including its Board of Directors, representatives, agents, officers, and employees) from and against all claims, demands, losses, damages, or defense costs (collectively "Claims"), whether direct or indirect, that METRO may incur, but only in proportion to and to the extent that such Claims arise out of the negligent or wrongful acts or omissions of the Subgrantee's (including its agents, officers, and employees) performance of this Agreement. The indemnification provisions set forth above include any claims or actions by third parties against METRO as a result of Subgrantee's negligent or wrongful acts or omissions related to Subgrantee's use of the vehicles, which are purchased with the funds passed through pursuant to this Agreement and to any loss of federal funding experienced by METRO due to a finding of ineligibility as a result of Subgrantee's refusal, neglect or failure to perform any or all of the federal requirements which are a part of this Agreement and required to be performed by the Subgrantee as a result of this Agreement

11. **Additional Federal Clauses and Provisions:** Those federally-funded clauses set forth in Appendix A-1, attached hereto and incorporated herein by this reference, apply to this Agreement. Appendix A-1 is not meant to be an exhaustive list of federal clauses that apply to this Agreement. Subgrantee agrees that the provisions set forth in Appendix A-2 apply to ARRA assistance authorized under Pub. L. 111-5, February 17, 2009, and agrees to comply with the requirements thereof, except to the extent the FTA determines otherwise in writing. These

requirements, where applicable, shall be incorporated into any ARRA-assisted contracts Subgrantee enters into with third parties.

12 **Independent Contractor:** No relationship of employer and employee or partnership between METRO and the Subgrantee is created by this Agreement.

APPENDIX A-1

ADDITIONAL FEDERAL REQUIREMENTS

- I. Civil Rights
 - A. Equal Employment Opportunity
 - B. Title VI
 - C. Disadvantaged Business Enterprise (DBE)
 - D. Access Requirements for Individuals with Disabilities
- II. Equipment Purchases
 - A. Buy America
 - B. Cargo Preference
 - C. Fly America
- III. Construction
 - A. Davis-Bacon Act
 - B. Contract Work Hours and Safety Standards Act
 - C. Copeland Anti-Kickback Act
- IV. Design and Construction
 - A. Utility Relocation
 - B. Seismic Standards
- V. Development Work
 - A. Rights in Data
 - B. Patent Rights
- VI. Environmental Requirements

- A. State Energy Conservation Plan
- B. Clean Air and Water Pollution Acts

VII. Rolling Stock Requirements

- A. Audits
- B. Motor Vehicle Safety and Pollution
- C. DBE Certification of Transit Vehicle Manufacturer
- D. Testing

I. CIVIL RIGHTS

A. **Equal Employment Opportunity**: In the performance of services under this Agreement, Subgrantee shall not discriminate or permit discrimination against any person or group of persons on the grounds of race, religious creed, color, national origin, ancestry, age, physical handicap, medical condition, marital status or sex, in any manner prohibited by federal, state or local laws. Subgrantee shall comply with Department of Labor regulations at 41 C.F.R. Parts 60 et seq., which will implement Executive Order 11246 as amended by Executive Order 11375.

Subgrantee shall take affirmative actions to ensure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, sex, color or national origin. Such actions shall include, but not be limited to, the following: employment; upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Subgrantee agrees to include these requirements in its contracts, and to require its contractor(s) to include these requirements in any subcontract, except subcontracts for standard commercial supplies or raw materials

B. **Title VI**: Subgrantee agrees to comply, and to assure compliance by its contractor(s), with all the requirements imposed by Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d) and the regulations of the U.S. Department of Transportation issued thereunder, 49 CFR Part 21, incorporated herein by reference. Title VI programs must adhere to Circular 4702.1A, released May, 2007.

C. **Disadvantaged Business Enterprises (DBE)**: Subgrantee shall comply with the METRO's Disadvantaged Business Enterprises (DBE) Program pursuant to the federal requirements of 49 C.F.R. Part 26. Subgrantee shall ensure non-discrimination on the basis of race, color, sex or national origin in the award and administration of FTA-assisted contracts. The METRO's DBE Program requirements are specified in the Diversity Program for Contracts, available in the METRO's DBE Program Office ("Office").

Annual overall goals for DBE participation in METRO U.S. D.O.T.-assisted contracts are established by METRO's Board of Directors on a fiscal year basis. These goals reflect the availability of willing and able DBEs that would be expected to participate in METRO contracts absent the effects of discrimination. The goals are calculated as a percentage of the total amount of U.S. D.O.T. funds that the METRO expects to expend on contracting opportunities during the fiscal year. The annual overall goal for FTA-assisted contracts for FY 2009 is 1.32%. The METRO intends to consider federal funds paid to Subgrantee's contractors for the Project in its calculation of its annual DBE participation

Subgrantee shall therefore include DBE Program requirements in the FTA-assisted contracts it awards and shall take all appropriate steps to encourage the participation of DBEs, including consulting with the METRO's outreach officer at (415) 257-4581. The Office shall

make available to Subgrantee and its bidders the DBE Database of all DBE firms certified to participate in the METRO's DBE Program as a resource to assist Subgrantee and its bidders in soliciting bids and sub bids from potential contractors, subcontractors, and suppliers. The DBE Database does not in any way prequalify the certified firms with respect to licensing, bondability, competence or financial responsibility. The Office also maintains a list of organizations that promote DBE participation in contracts which will be provided upon request.

D. Access Requirements For Individuals With Disabilities: Subgrantee agrees to comply with all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. § 12101 *et seq.*; Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794; Section 16 of the Federal Transit Act, as amended, 49 U.S.C. § 5310(f); and their implementing regulations.

II. PREFERENCE FOR UNITED STATES PRODUCTS AND SERVICES

A. Buy America Requirements

Buy America - Subgrantee's contractor(s) must agree to comply with 49 U.S.C. § 5323(j) and 49 CFR Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver, listed in 49 CFR 661.7

B. Cargo Preference Requirements

Subgrantee agrees to ensure that its contractors will comply with 46 U.S.C. § 1241 and 46 CFR Part 381, regarding use of United States-Flag Vessels for equipment, materials or commodities transported by ocean vessel.

C. Fly America

Subgrantee agrees to ensure that its contractors will comply with 49 U.S.C. § 40118 and 41 C.F.R. §§ 310.131 through 301.143, regarding the use of United States-Flag Air Carriers for the international air transportation of any persons involved in, or property acquired for, the Project.

III. EMPLOYEE PROTECTIONS: CONSTRUCTION

A. Davis-Bacon Act

Subgrantee agrees to include applicable provisions of the Davis-Bacon Act, as amended, 49 U.S.C. § 5333(a), the Davis-Bacon Act, 40 U.S.C. §§ 276a - 276a(7), and Department of Labor Regulations, 29 C.F.R. Part 5 in all construction contracts in excess of \$2,000.

B. Contract Work Hours And Safety Standards Act

Subgrantee agrees to include applicable provisions of the Contract Work Hours and Safety Standards Acts, 40 U.S.C. §§ 327-333, and implementing Department of Labor Regulations, 29 C.F.R. Part 5, in all construction contracts in excess of \$2,000 and all turnkey, rolling stock and operational contracts (excluding contracts for transportation services) in excess of \$2,500.

C. Copeland Anti-Kickback Act

Subgrantee agrees to ensure that all third-party contractors and subcontractors with construction contracts comply with Copeland Anti-Kickback Act (40 U.S.C. § 276c (1995); 29 C.F.R. § 3 (1995); 29 C.F.R. § 5 (1995)).

IV. DESIGN AND CONSTRUCTION

A. Utility Relocation

If Subgrantee relocates and/or rearranges privately or publicly owned utilities as part of the Project, Subgrantee shall execute a Utility Relocation Agreement with the entity responsible for the facilities prescribing the procedures for the relocation and/or rearrangement of the facilities for the purpose of accommodating the Project

B. Seismic Standards

Subgrantee agrees to comply with the seismic design and construction requirements as may be applicable to the Project under 49 C.F.R. Part 41.

V. DEVELOPMENTAL WORK

A. Rights in Data

Subgrantee shall ensure, in accordance with 49 C.F.R. § 18.34 and 49 C.F.R. § 19.36, that the Federal Government reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, for "Federal Government purposes," any Project data or copyright as defined in the FTA Master Agreement

B. Patent Rights

If any invention, improvement, or discovery is conceived or first actually reduced to practice in the course of or under the Agreement to which this Appendix has been added, and that invention, improvement, or discovery is patentable under the laws of the United States of America or any foreign country, Subgrantee agrees to take actions necessary to provide

immediate notice and a detailed report to METRO and to take the necessary actions to provide, through FTA, those rights in that invention due the Federal Government as described in U.S. Department of Commerce regulations, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," 37 C.F.R. Part 401

VI. ENVIRONMENTAL REQUIREMENTS

A. State Energy Conservation Plan

Subgrantee shall comply with all mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan in compliance with the Energy Policy and Conservation Act, 42 U.S.C. §§ 6321 et seq., and shall require its contractor(s) to comply with these provisions.

B. Clean Air And Water Pollution Acts

Subgrantee agrees to comply with the applicable requirements of all standards, orders, or requirements issued under the Clean Air Act, 42 U.S.C. §§ 7501 et seq., the Clean Water Act, 33 U.S.C. §§ 1251 et seq., Executive Order 11738, and Environmental Protection Agency regulations, 40 CFR Part 15, and shall require its contractor(s) to comply with these provisions.

VII. ROLLING STOCK

A. Audits

Subgrantee agrees to comply with the requirements of 49 U.S.C. Section 5323(I) and FTA regulations, "Pre-Award and Post-Delivery Audits of Rolling Stock Purchases," 49 C.F.R. Part 663

B. Motor Vehicle Safety and Pollution

Subgrantee agrees to ensure that any vehicles procured pursuant to this Agreement are, or will be on the date of manufacture, in compliance with the following: (1) all applicable requirements and regulations of United States Environmental Protection Agency, including but not limited to "Control of Air Pollution from Motor Vehicles and Motor Vehicle Engines" (40 CFR Part 85), "Control of Air Pollution from New and In-Use Motor Vehicles and New and In-Use Motor Vehicle Engines: Certification and Test Procedures" (40 CFR Part 86) and "Fuel Economy of Motor Vehicles" (40 CFR Part 600); (2) all applicable regulations and requirements of United States Department of Transportation, including the Federal Motor Vehicle Safety Standards; and (3) all applicable requirements and regulations of the State of California Highway Patrol.

C. DBE Certification of Transit Vehicle Manufacturer

Subgrantee agrees to ensure that all third-party contractors engaged in transit vehicle manufacturing comply with FTA certification requirements for DBE subcontracting, 49 CFR Section 23, Subpart D.

D. Testing

Subgrantee agrees to comply with applicable provisions of the Federal Transit Act and the Code of Federal Regulations, Title 49, Part 665, regarding testing of new vehicle models

APPENDIX A-2

ADDITIONAL PROVISIONS FOR PROJECTS FUNDED UNDER THE AMERICAN
RECOVERY AND REINVESTMENT ACT

- I. INTEGRITY.** Subgrantee agrees that all data it submits to FTA in compliance with ARRA requirements will be accurate, objective, and of the highest quality.
- II. VIOLATIONS OF LAW.** Subgrantee agrees that it shall report any credible evidence that a principal, employee, agent, contractor, subrecipient, subcontractor, or other person has submitted a false claim under the False Claims Act or has committed a criminal or civil violation of law pertaining to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving ARRA funds
- III. EMBLEMS.** Subgrantee agrees to identify projects supported by FTA by attaching the appropriate emblems as the Federal Government may require.
- IV. REPORTING REQUIREMENTS.** In addition to other Federal reporting requirements applicable to the type of projects undertaken, the Subgrantee agrees to:
- (A) Comply with the reporting requirements of ARRA, Section 1201(c) and (f), as amended from time to time; and
 - (B) Comply with the reporting requirements and deadlines of ARRA, Section 1512, as amended from time to time.
 - (C) Obtain a Dun and Bradstreet Universal Numbering System (“DUNS”) number (www.dnb.com). METRO is registered with Dun & Bradstreet and with the Central Contractor Registry. Subgrantee is also registered with Dun & Bradstreet and with the Central Contractor Registry

The recipient report on the use of the funds and compliance with the National Environmental Policy Act shall be submitted on the SF-PPR-Recovery form not later than ten (10) days after the end of each calendar quarter to the FTA. Subgrantee agrees to maintain active and current profiles in the Central Contractor Registration (www.ccr.gov), and shall require its contractor(s) to maintain active and current profiles in the Central Contractor Registration if any Federal and/or state authorities require such.

- V. FURTHER REQUIREMENTS.** Subgrantee agrees to comply with applicable future Federal and/or state requirements, including reporting requirements, that may be imposed on the use of ARRA funds.

APPENDIX B

Subgrantee Project Information

Scope of Work:

Purchase of paratransit vehicles appropriate for use in the UCSC Disability Van Service program.

Project Benefits:

Maintain high quality service levels in the Disability Van Service program which allows continued full access to campus life for all students, staff, faculty or visitors of UCSC who live with a permanent or temporary disability.

Project Budget: \$125,000 (100% ARRA funds)
 \$3,000 **Local Match if required: UCSC will provide the funds necessary above the grant amount should the purchase of the vehicles exceed the \$125,000 grant.**

Attachment A

UC Santa Cruz

Nondiscrimination Policy Statement

The University of California, in accordance with applicable Federal and State law and University policy, prohibits discrimination against or harassment of any person and does not discriminate on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition (cancer related or genetic characteristics), genetic information (including family medical history), ancestry, marital status, age, citizenship, sexual orientation, or service in the uniformed services as defined by the Uniformed Services Employment and Reemployment Rights Act of 1994. The University also prohibits sexual harassment. This nondiscrimination policy covers admission, access, treatment in University programs and activities and employment.

University policy also prohibits retaliation for bringing a complaint of discrimination or participating in a complaint process or investigation pursuant to this policy.

Inquiries regarding the University's student-related nondiscrimination policies may be directed to Student Judicial Affairs at extension 9-1738, or e-mail sja@ucsc.edu.

Inquiries regarding the UCSC Policy on Sexual Assault, and UC Policy on Sexual Harassment and/or violations of Title IX may be directed to the Title IX Coordinator/Sexual Harassment Officer, (831) 459-2462, or e-mail rew@ucsc.edu.

Inquiries regarding the University's affirmative action, equal employment opportunity, and nondiscrimination policies for staff or academic employment may be directed to the Office for Diversity, Equity and Inclusion, (831) 459-3676, or e-mail cbene@ucsc.edu. For academic employment related matters, inquiries may also be directed to the Assistant Vice Chancellor for Academic Human Resources at (831) 459-4300, or e-mail pgpeters@ucsc.edu.

Student inquiries regarding disability or disability accommodations may be addressed to the Director, Disability Resource Center, (831) 459-2089 (voice); (831) 459-4806 (TTY); e-mail drc@ucsc.edu.

Attachment A



Transportation & Parking Services

[Home](#)
[About TAPS](#)
[Campus Safety](#)
[Parking Permit & Bus Pass Application](#)
[Maps](#)
[Core West Parking Structure](#)

Search Dept.

go

Transportation & Parking Services

1156 High St.
 University of California
 Santa Cruz, CA 95064
 Location: Carriage House
 Mail Stop: TAPS - Carriage House
 Email: taps@ucsc.edu
 Phone: (831) 459-2190

Office for Diversity, Equity, and Inclusion

Other Links:

- [UCSC Home](#)
- [Parking Enforcement & Citations](#)

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Maintained by cjward@ucsc.edu

UCSC Transportation and Parking Services Title VI Policy Statement

University of California and UC Santa Cruz policies prohibit discrimination and/or retaliation on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, genetic information, ancestry, marital status, age, sexual orientation, citizenship or status as a covered veteran. This nondiscrimination policy covers admissions, access, treatment in University programs and activities and employment. University policy also prohibits retaliation for bringing a complaint of discrimination or participating in a complaint process or investigation pursuant to this policy.

UC Santa Cruz Transportation and Parking Services Department (UCSC TAPS) is committed to providing public transportation in an environment that is free of discrimination. As a Federal Transit Administration (FTA) fund sub-recipient, UCSC TAPS ensures 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 as a consumer of UCSC TAPS's programs, activities, services or other transportation-related benefits, may file a Title VI complaint with the campus Office for Diversity, Equity, and Inclusion. For a consultation regarding transportation discrimination concerns or to file a transportation-related discrimination complaint, contact:

Office of Diversity, Equity and Inclusion
 University of California, Santa Cruz
 1156 High Street
 Santa Cruz, CA 95064
 (831) 459-3676
cbene@ucsc.edu

Complaint forms can be obtained at http://diversity.ucsc.edu/eoo-aa/eoo/filing_a_complaint.html

In addition, Federal Transit Administration (FTA) Title VI Complaints* may be filed directly to:

Federal Transit Administration Office of Civil Rights
 Title VI Program Coordinator East Building, 5th Floor - TCR
 1200 New Jersey Avenue, SE
 Washington, DC 20590

*Please note, complaints filed directly to the FTA must be filed within 180 days of alleged violation.

Declaración de la Póliza del Título VI para los Servicios de Transporte y Estacionamiento de la Universidad de California en Santa Cruz (UCSC par sus siglas en ingles)

Las pólizas de la Universidad de California y UC Santa Cruz prohíben la discriminación y las represalias en base a su raza, color, origen nacional, religión, sexo, identidad de género, embarazo, incapacidad física o mental, condición médica, información genética, ascendencia, estado civil, edad, orientación sexual, ciudadanía o estado como veterano cubierto. Esta póliza de no discriminación cubre admisión, acceso y trato en programas, actividades y empleo en la universidad. La póliza de la universidad también prohíbe represalias por aducir una queja de discriminación o por participar en un proceso de queja o una investigación de acuerdo con esta póliza.

El departamento de servicios de transporte y estacionamiento de UC Santa Cruz. (UCSC TAPS par sus siglas en inglés) se compromete a proveer transporte público en un ambiente libre de discriminación como sub-receptor del fondo de la Administración Federal de Tránsito (FTA par sus siglas en inglés), UCSC TAPS asegura que sus programas, pólizas y actividades cumplen con el Título VI del Acta de Derechos Civiles de 1964, como fue enmendada, y los reglamentos del Departamento de Transporte.

Cualquier persona que crea que ha sido sujeta a discriminación como consumidor de los programas, actividades, servicios y otros beneficios relacionados con el transporte de UCSC TAPS, puede poner una queja de Título VI con el Oficial de Diversidad, Igualdad e Inclusión del campus. Para una consulta referente a asuntos de discriminación en el transporte o para poner una queja por discriminación relacionada con el transporte, comuníquese con:

La Oficina de Diversidad, Igualdad e Inclusión
 Universidad de California en Santa Cruz
 1156 High Street

Santa Cruz, CA 95064
(831) 459-3676
cbene@ucsc.edu

El formulario para poner una queja puede obtenerse en:
http://diversity.ucsc.edu/eo-aa/eo/filing_a_complaint.html

Además, las quejas de Título VI de la Administración Federal de Tránsito se pueden poner directamente en:

La Oficina de Derechos Civiles de la Administración Federal de Tránsito
El Coordinador del Programa de Título VI
East Building 5th floor- TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

*Por favor observe, las quejas que se pongan directamente con la Administración Federal de Tránsito (FTA por sus siglas en inglés) deben ponerse dentro de los primeros 180 días de que haya pasado la supuesta violación.

Attachment A

UNIVERSITY OF CALIFORNIA, SANTA CRUZ

BERKELEY • DAVIS • IRVINE • LOS ANGELES • MERCED - RIVERSIDE • SAN DIEGO • SAN FRANCISCO



SANTA BARBARA • SANTA CRUZ

OFFICE FOR DIVERSITY, EQUITY, & INCLUSION

SANTA CRUZ, CALIFORNIA 95064

December 4, 2012

Mr. Tom Hiltner
Santa Cruz METRO
Administrative Offices
110 Vernon Street
Santa Cruz, CA 95060

Dear Mr. Hiltner:

This letter attests that during the period July 1, 2009 to June 30, 2012; the UC Santa Cruz Office for Diversity, Equity, and Inclusion (formerly Equal Employment Opportunity/Affirmative Action) received no transportation- related (passengers and employees) Title VI or civil rights complaints.

Sincerely,

Ciel Benedetto

Ciel Benedetto

cc: Teresa Buika, Senior Transportation Planner/UC Santa Cruz

8.a144

Attachment A



Title VI Program 2013 Report

DRAFT

Title VI Equity Analysis for New Facilities

8.a145



Attachment A

Title VI Equity Analysis for New Facilities Santa Cruz METRO

Title VI compliance requires that Santa Cruz METRO evaluate the impact of new facilities on minority and low-income populations. The environmental review process of a capital construction project incorporates an assessment of negative impacts upon minority and low incomes within the federal National Environmental Protection Act.

Santa Cruz METRO embarked upon a new facilities project in 1995 to replace maintenance and operating facilities that were damaged by the 1989 Loma Prieta earthquake. Environmental Impact Reports were prepared for multiple sites prior to selecting a site in 2002. The preferred and financially feasible site finally selected used existing properties, some of which had been leased, vacated other leased properties and acquired additional right of way around the owned properties to build replacement facilities consolidated within a cluster of adjacent sites. Santa Cruz METRO named the comprehensive project “MetroBase.” MetroBase was the only new facilities project which Santa Cruz METRO initiated since 2002.

For several reasons, the Federal Transit Administration determined MetroBase to be Categorically Exempt from further environmental review for NEPA compliance. First, MetroBase replaced existing facilities and did not create increased public transit service delivery; there were no traffic impacts. Second, Santa Cruz METRO’s consolidation project occurred within an area zoned for industry. Third, Santa Cruz METRO’s operation was compatible with surrounding industrial operations. Finally, MetroBase did not displace residents because there were no residences in proximity.

Although not required by the Federal Transit Administration, Santa Cruz METRO prepared an Environmental Impact Report anyway in order to accommodate in-depth public review of the project’s impacts. The Environmental Impact Report did not disclose any unmitigated impacts on nearby populations.

An on-site Title VI compliance review at Santa Cruz METRO in September 2011 generated an advisory on the environmental justice assessment. Santa Cruz METRO had not used a checklist which specified an environmental justice assessment in the environmental scoping process for MetroBase. Although the scoping process and the written justification to support a Categorical Exclusion considered potential impacts on residences within the zone of influence, it did not reference separately environmental justice for low-income and minority populations. The advisory stated that for future construction projects, Santa Cruz METRO must use the environmental impact checklist to address environmental justice. In the future, Santa Cruz METRO will use the environmental assessment checklist to ensure an evaluation of impacts on minority and low-income population.

Attachment A

Santa Cruz METRO
Title VI Equity Analysis
for New Facilities

While Santa Cruz METRO did not initiate any new facilities projects during the last three years, the 2011 Title VI Compliance Review, which produced an advisory finding in the Title VI Equity Analysis for New Facilities, occurred during the reporting period. An excerpt of the Title VI Equity Analysis from the Title VI Compliance Review report is attached along with the FTA's determination for a Categorical Exclusion and supporting documents for the Categorical Exclusion.

Mark

Attachment A

COPY



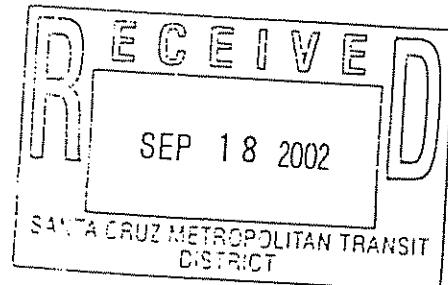
U.S. Department
of Transportation
Federal Transit
Administration

REGION IX
Arizona, California,
Hawaii, Nevada, Guam

201 Mission Street
Suite 2210
San Francisco, CA 94105-1839
415-744-3133
415-744-2726 (fax)

SEP 16 2002

Mr. Leslie White
General Manager
Santa Cruz Metropolitan Transit District
370 Encinal Street, Suite 100
Santa Cruz, CA 95060



Re: Categorical Exclusion; Metrobase Facility

Dear Mr. White:

The Federal Transit Administration has completed its review of your September 5, 2002 request and attachments requesting an environmental determination on the Santa Cruz Metropolitan Transit District (SCMTD) Metrobase project to be located at Harvey West Industrial Park in Santa Cruz. Based on the information submitted, we concur in your determination that this project qualifies as a categorical exclusion under 23 CFR part 771.117(d)(8), "Construction of new bus storage and maintenance facilities in areas used predominately for industrial or transportation purposes where such construction is not inconsistent with existing zoning and located on or near a street with adequate capacity to handle anticipated bus and support vehicle traffic."

Your letter states that the project is consistent with the criteria associated with this categorical exclusion since this project is located within a heavy industrial zone and the local street capacities are adequate to handle project-generated traffic. The Facility will be built on property leased by the SCMTD and will not require any displacement of households, but will require the relocation of two commercial businesses. We agree with your assessment that this project is consistent with the criteria under the requirements for this categorical exclusion.

This review, which is based on past experience with similar projects, finds that this project: does not induce significant environmental impacts to planned growth or land use for the area; does not require the relocation of significant numbers of people; does not have a significant impact on natural, cultural, recreational, historical or other resource; does not involve significant air, noise, or water quality impacts; does not have significant impacts on travel patterns; or does not otherwise, either individually or cumulatively, have any significant environmental impacts.

If you have any questions about this review, please contact Paul Page at 415.744.3116.

Sincerely,

Leslie T. Rogers
Regional Administrator

cc: pp
9/11/02

8.a148

Attachment A

Santa Cruz Metropolitan Transit District MetroBase Consolidated Operating Facility

Environmental Assessment September, 2002

I. Santa Cruz METRO-Current Operation

- METRO provides fixed-route service on 44 routes throughout Santa Cruz County and on Highway 17 express from 5:45am until 12:45am every day.
- METRO owns 108 buses to operate a maximum fleet pullout of 82 buses and employs 300, including 194 coach operators.
- METRO carried approximately 8,000,000 passenger trips in 3,500,000 revenue miles of service.
- METRO has no fuel facilities and purchases diesel fuel and gasoline at a commercial vendor. It is building a temporary CNG fueling station for 10 buses recently delivered.

II. Background

- Until October, 1989, the District operated a state-of-the-art maintenance facility with 17 repair bays, refueling facilities and bus washers to service 200 buses on 9.4 acres of land in Watsonville.
- The 1989 Loma Prieta Earthquake irreparably damaged the Watsonville Maintenance facility, the Santa Cruz Operations and the Minor Maintenance facilities, forcing the District to relocate fleet maintenance to leased facilities and fueling to a commercial vendor, both in Santa Cruz.
- A feasibility study in 1993 concluded that the Watsonville facility should not be rebuilt due to the site instability.
- The District currently operates from six separate facilities clustered in Harvey West Industrial Park in Santa Cruz. The District has no fuel facilities.
- The District leases one of two Maintenance buildings, two bus storage yards, and a building housing administration and facilities maintenance in Harvey West Park. The River Street Operations adjacent to Harvey West Park accommodates dispatch, training, driver support and parking for about 65 buses.
- A feasibility study contracted to Gannett Fleming in January 1995 concluded that facilities consolidation would reduce operating costs by approximately \$2 million annually.
- The District performed an environmental assessment in 1996 to assess the impact of facilities consolidation at a preferred Delaware Ave site and at two alternative sites in Santa Cruz.

Attachment A

- Since 1996 when the FTA issued a FONSI on the preferred project site at Delaware Avenue, the District has pursued facilities consolidation in a project known as Metro Base.
- Due to public opposition, the District abandoned the preferred Delaware Ave. site in 2000. The District abandoned its first alternate site in Harvey West Park which involved assembling a 15-acre site in by acquiring developed parcels from a number of owners after a financial feasibility study indicated it to be cost prohibitive.
- Now, the District is pursuing alternate number two, the Harvey West “Cluster” option, which entails improving existing facilities, purchasing currently leased property and buying substantially less additional right-of-way than required for the first Harvey West A option.

III. Project Scope

The current project will redevelop the District’s existing facilities on current and expanded sites in Harvey West Park for 11 maintenance bays, a bus washer, CNG, diesel and gasoline fueling facilities, open bus parking, administration, operations and facilities maintenance to operate a revenue fleet of 98 buses with associated support equipment at the current size and personnel not to exceed 350 employees.

IV. Project Cost ~ \$20 Million

V. Schedule

Right of Way	January, 2003
Design Engineering	May, 2003
Construction	November, 2003
Complete	October, 2005

VI. Environmental Review

- In a 1995 feasibility study, the District evaluated a number of potential sites to consolidate disparate operating and maintenance facilities at one location.
- The 1995 feasibility study by Gannett Fleming considered the current project as an alternative
- The District adopted a mitigated Negative Declaration on January 19, 1996 for the preferred site at Delaware Avenue for facilities consolidation.
- The Federal Transit Administration issued a Finding of No Significant Impact (FONSI) for the project on March 26, 1996.
- On July 31, 1998, the District adopted an addendum to the 1996 Negative Declaration due to a change in the number and size of parcels at the Delaware Avenue site.

Attachment A

- Due to intense citizen opposition and changes in the scope of the project, in 2000 the District Board directed that an EIR be prepared to replace the Negative Declaration.
- In September, 2000, the District abandoned the preferred site at Delaware Avenue and selected an alternate location at Harvey West Industrial Park.
- In April 2002, the District abandoned the Harvey West Alternate A when a supplemental financial feasibility study revealed it to be a cost-prohibitive project.
- The financial feasibility study estimated the cost of the Harvey West Cluster Option (98 buses) to be approximately \$20,415,000
- On April 19, 2002, the District selected Harvey West Cluster Option as the preferred alternative and is currently evaluating its implications.

VII. Current Environmental Assessment

- The 1995 Feasibility Study by Gannet Fleming identified the parcels comprising the current Harvey West “Cluster” option.
- The District currently conducts its entire operation from four sites within Harvey West Park and two adjacent to Harvey West Park on Highway 9.
- Harvey West Park is zoned “Industrial” within the City of Santa Cruz and designated “Industrial” within the City of Santa Cruz General Plan. The City of Santa Cruz General Plan targets future development in the Harvey West Park for “clean” industrial, commercial and office uses.
- Current land use within Harvey West Park includes 2 cement plants, a gravel yard, a waste oil reclamation site, an auto wrecker, two metal fabricators, a metal coatings applicator, a George Wilson contractor yard, United Parcel Service distribution terminal, a Costco Wholesale Club and numerous office buildings.
- A bus maintenance and operation facility is compatible with existing zoning and current land uses.
- The current project entails renovation and expansion of existing facilities in a compatible industrial park rather than new construction. The current project supports only the current operation and would not facilitate significant service expansion. As currently defined, the facilities consolidation would be Categorically Excluded from additional environmental review.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Leslie R. White, General Manager

SUBJECT: CONSIDERATION OF APPROVAL OF THE 2013 FEDERAL LEGISLATIVE ADVOCACY PROGRAM

I. RECOMMENDED ACTION

That the Board of Directors adopt the proposed METRO 2013 Federal Legislative Advocacy Program attached to this staff report.

II. SUMMARY OF ISSUES

- Elected officials at the federal level support the goals established by the METRO Board of Directors when the Legislative Program is presented to them early in the legislative process.
- In 2013, the first session of the 113th Congress will appropriate transit funds for Federal FY 2014. The FY 2014 Transportation Appropriations Bill is anticipated to be consistent with the funding structure outlined in the MAP-21 Authorization Bill.
- As costs related to federally mandated, complementary paratransit service continue to rise, staff recommends that METRO continue to advocate for funding at the federal level to assist in offsetting these expenses.
- Transit financing needs will continue to increase in future years. In order maximize the federal capital and operating formula find that we receive Staff recommends that METRO advocate for the transit program funding levels to increase to a level beyond the current level of \$10.3 billion in 2013 to a new level of \$12 billion in 2014 as envisioned by the new authorization bill entitled Moving Ahead for Progress in the 21st Century (MAP-21).
- The current MAP-21 Authorization Bill will expire in 2014. It is essential that a successor authorization Bill be enacted by Congress prior to September 30, 2014.
- The Alternative Fuel Tax Credit expired December 31 2011. This funding source provides approximately \$800,000 to METRO. As the METRO fleet becomes increasingly powered by CNG this funding source will increase. It is recommended that METRO advocate for the extension of the Alternative Fuel Tax Credit for a minimum of two years to coincide with the authority envisioned in the MAP-21 legislation.

III. DISCUSSION

In 2013, Congress will appropriate funds for federal FY 2014. The federal formula funds that METRO receives to offset operating and capital expenses are derived from the annual appropriations bill. The FY 2014 Transportation Appropriations Bill should be funded at the levels envisioned in the MAP-21 Authorization Bill.

It is likely that federally mandated ADA Paratransit costs will increase in future years. Staff recommends that METRO advocate for supplemental federal capital and operating funds to assist in supporting the costs of the ADA-mandated complimentary paratransit.

The current MAP-21 Authorization Bill will expire on September 30, 2014. It is critical that a multi-year successor bill be enacted by the Congress.

Staff recommends that METRO advocate that an Authorization Bill extension or additional stimulus bill must include the provisions supporting the Small Transit Intensive Cities (STIC) funding program.

The Alternative Fuel Tax Credit expired December 31 2011. This funding source provides approximately \$800,000 to METRO. As the METRO fleet becomes increasingly powered by CNG this funding source will increase. It is recommended that METRO advocate for the extension of the Alternative Fuel Tax Credit for a minimum of two years to coincide with the authority envisioned in the MAP-21 Authorizing Bill and that the Alternative Fuel Tax Credit be applied retroactively to January 1, 2012.

In order to effectively advocate for the goals contained in the proposed 2013 Federal Legislative Program, it will take the concerted efforts of members of the Board of Directors, staff, other community leaders and citizens to communicate our needs to our members of Congress as well as the continued efforts of Carolyn Chaney and Associates in Washington DC.

IV. FINANCIAL CONSIDERATIONS

Funding necessary for travel to Washington, DC and other APTA Legislative Committee meetings is included in the 2012/2013 METRO operating budget. Additionally, funds necessary to support the services of contracted legislative advocates are included in the METRO budget.

V. ATTACHMENTS

Attachment A: Proposed Santa Cruz Metropolitan Transit District 2013 Federal Legislative Program.

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
2013 FEDERAL LEGISLATIVE PROGRAM**

Federal Goals:

1. Support the appropriation of federal transit funds at the maximum amount provided in the current Authorization Extension Bill and any successor legislation. Resist efforts to single out specific states for lower transit funding levels.
2. Advocate for the enactment of a multi-year extension of the MAP-21 Authorization Bill that encompasses the provisions outlined and adopted by the American Public Transportation Association, including the extension of the Small Transit Intensive Cities Program (STIC).
3. Support efforts to obtain funding for operating and capital costs to meet the increasing service requirements of ADA paratransit (ParaCruz).
4. Advocate for passage of the FY 2014 Transportation Appropriations Bill in a timely manner and in no case later than October 1, 2013.
5. Advocate for the restoration of the Alternative Fuel Tax Credit effective January 1, 2012, which provides approximately \$800,000 annually in funds to METRO which will increase as the CNG fleet expands.
6. Advocate for the enactment of an Infrastructure Investment Bill as a part of the “fiscal cliff” negotiations that would provide approximately \$50 billion in transit funds over the next 10 years.
7. Advocate for the restoration of the discretionary bus funding program with an authorized funding level of \$800 million annually.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012
TO: Board of Directors
FROM: Leslie R. White, General Manager
**SUBJECT: CONSIDERATION OF APPROVAL OF 2013 STATE LEGISLATIVE
ADVOCACY PROGRAM**

I. RECOMMENDED ACTION

That the Board of Directors adopt the proposed METRO 2013 State Legislative Advocacy Program attached to this Staff Report.

II. SUMMARY OF ISSUES

- Elected officials at the State level continue to actively support the goals established by the METRO Board of Directors when the legislative program is presented to them early in the legislative process.
- On November 7, 2006 the voters of California approved, among other measures, Propositions 1A, 1B, and 1C. These measures provide protection for transportation funds, and authorize the sale of general obligation bonds, over the next 10 years, to provide funds for transportation investments. There currently remains approximately \$800 million in transit funds that need to be appropriated by the Legislature to complete this program.
- In order for METRO to proceed to implement final components of construction the MetroBase Project it will be necessary for the bonds for transit eligible projects to continue to be sold on a predictable basis, and for the Santa Cruz County Regional Transportation Commission (SCCRTC) to continue to pass funds under the State Transit Assistance Formula (STA) and the Public Transportation Modernization, Improvement, and Service Enhancement Account (PTMISEA) through to METRO.
- METRO will continue to incur additional costs to provide the mandated ADA complimentary paratransit service. The state has yet to provide specific funding programs to address this need.
- The reliance of UCSC, Cabrillo College, and some K-12 systems on METRO services makes it important to advocate for exploration of “cross function” funding opportunities.
- In 2010 the California Legislature repealed the sales tax on gasoline and replaced it with a per gallon tax. This action allowed the state to avoid complying with the court decision requiring the sales tax on gas revenues be spent on transportation. The Legislature also retained the sales tax on diesel fuel and used a portion of the

revenues to support the State Transit Assistance (STA) Program. This funding source provides approximately \$3 million dollars annually to METRO.

- In 2012 the Legislature passed and the Governor signed AB 1706 into law thereby establishing a temporary waiver of bus axle weight restrictions through 2015 and requiring a study of alternatives and legislative remedies to the current overweight problem.

III. DISCUSSION

The 2013 California State Legislature will convene in December 2012. On November 7, 2006 the voters of California approved Propositions 1A, 1B, and 1C. These measures provided protection for transportation funds, and authorized the sale of general obligation bonds to provide funds for transportation investments. The PTMISEA program is being administered by the Mass Transit Division of Caltrans. The State Controller's Office has estimated that METRO will receive approximately \$27 million when all of the PTMISEA bonds are sold. The state currently owes METRO approximately \$5.8 million in unbudgeted PTMISEA Bond funds. METRO has applied for the full amount of the PTMISEA allocation for facility construction. In order for METRO to proceed to implement the construction of all of the components of the MetroBase Project it will be necessary for the bonds for transit eligible projects to continue to be sold on a predictable basis, and for the Santa Cruz County Regional Transportation Commission (SCCRTC) to continue to pass funds to METRO.

It is likely that future years will see cost increases in the area of ADA-Mandated complimentary paratransit service. Currently, the State does not have a funding program to assist transit agencies in addressing this need. Staff recommends that METRO advocate for State consideration of operating and capital funding measures that would support the complementary paratransit needs.

Service provided by METRO is relied upon by UCSC, Cabrillo College, and some of the K-12 school districts in Santa Cruz County. Currently, there is no mechanism or incentive at the State level for coordination of funding for transportation between the education functions and the transportation functions. Staff recommends that METRO advocate for the exploration of "cross function" funding opportunities.

Over the past four years the Governor and the Legislature have diverted significant amounts of funds from the Public Transportation Account to the General Fund. The result of these diversions is a loss of funding to METRO of approximately \$31 million. Despite receiving favorable decisions from the state courts it is unlikely that the funds diverted from Transit systems by the state will ever be repaid. In order to avoid compliance with the orders of the court the Governor and Legislature repealed the state sales tax on gasoline in 2010. The Legislature then replaced the sales tax on gasoline with a "per gallon" tax that was described as the "Gas Tax Swap". As a part of this action the Legislature dedicated a portion of the remaining sales tax on diesel fuel revenues to the State Transit Assistance (STA) Program. It is important that METRO advocate for a continuation of the dedication of the revenues from the sales tax on diesel fuel to be used for the State Transit Assistance Program. This fund provides approximately \$3 million annually to METRO.

The California State Vehicle Code establishes that the maximum weight limit for transit bus axles is 20,500 lbs. All transit buses in production today exceed the maximum weight limit. The fixed route buses operated by METRO average approximately 27,000 lbs at the rear axle. The California Transit Association sponsored AB 1706 which was signed into law by Governor Brown in 2012. The AB 1706 legislation requires the completion of a comprehensive study by 2015 to develop strategies and legislation needed to address the axle weight issue on a long term basis. The AB 1706 allows transit agencies in California to continue to purchase buses as long as they are consistent with current axle weights in the agency's fleet while the study takes place. Staff recommends that METRO support the efforts of the California Transit Association and actively participate in the study to develop strategies to address the issue of axle weights.

The specific legislative goals recommended by staff are attached to this Staff Report.

IV. FINANCIAL CONSIDERATIONS

Funds for the State Legislative Advocacy activities, including travel to Sacramento and the contract with Joshua W. Shaw, are included in the adopted 2012/2013 METRO Operating Budget.

V. ATTACHMENTS

Attachment A: Proposed 2013 Santa Cruz Metropolitan Transit District Legislative Program.

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
2013 STATE LEGISLATIVE PROGRAM**

State Goals:

1. Support legislation and actions necessary to protect funding sources and funding levels for transit operating assistance and capital assistance at the FY 2012 level at a minimum.
2. Support the introduction and passage of legislation designed to enact additional sources of transit operating and capital assistance.
3. Support efforts to obtain operating and capital funds to meet the increasing service requirements of ADA Para transit.
4. Explore the possibility of using state education funds for the development, construction, and operation of off-campus park and ride facilities as well as public transit services at campuses in the University of California system.
5. Support efforts to improve communication and funding for public schools (K-12) and community college/university transportation needs.
6. Advocate that the sale of the remaining 2006 voter approved bonds for transit capital investments be budgeted and sold in FY 13.
7. Actively participate in the study of strategies designed to address axle weights as outlined in AB 1706.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012

TO: Board of Directors

FROM: Lynn Robinson, Chair

SUBJECT: CONSIDERATION OF AUTHORIZING THE CHAIR OF THE BOARD OF DIRECTORS TO EXECUTE AN EMPLOYMENT AGREEMENT WITH METRO DISTRICT COUNSEL LESLYN SYREN FOR THE PERIOD DECEMBER 17, 2012 THROUGH DECEMBER 31, 2015.

I. RECOMMENDED ACTION

That the Board of Directors authorize the Chair to execute an Employment Agreement with METRO District Counsel Leslyn Syren for the period of December 17, 2012 through December 31, 2015.

II. SUMMARY OF ISSUES

- Earlier this year METRO District Counsel Margaret Gallagher notified the Board of Directors that it was her intention to retire at the end of 2012.
- In response to Ms. Gallagher's notification the Board of Directors formed a Recruitment Task Force comprised of Board Members; Chair Lynn Robinson, Vice-Chair Daniel Dodge, Director Dene Bustichi, Director John Leopold, and Director Ellen Pirie.
- With assistance of Human Resources Manager Robyn Slater the Recruitment Task Force placed solicitations in trade and legal media resulting in the receipt of 23 applications for the District Counsel position.
- The Members of the Recruitment Task Force reviewed the application materials that were submitted and developed a list of 5 candidates that would be interviewed in Santa Cruz.
- On November 16, 2012 the Recruitment Task Force interviewed the 5 selected candidates for District Counsel. Leaders from the UTU Local 23 and the SEIU Local 521 also were provided the opportunity to interview each of the 5 candidates.
- The November 16, 2012 interview process resulted in the selection of 3 candidates to be invited to Santa Cruz to be interviewed by the entire Board of Directors.
- On November 30, 2012 the Board of Directors interviewed the 3 selected candidates.
- At the conclusion of the interview process the Board of Directors selected Leslyn Syren as the preferred candidate for the position of District Counsel and authorized

the Chair of the Board to negotiate an Employment Agreement for review by the Board.

- On December 7, 2012 the Board of Directors formally appointed Leslyn Syren to the position of METRO District Counsel effective December 17, 2012.
- The Chair of the Board has negotiated the attached Employment Agreement, effective 12/17/12-12/31/15, and Leslyn Syren has accepted the agreement pending approval by the Board of Directors.
- It is recommended that the Board of Directors authorize the Chair to execute the attached Employment Agreement with Leslyn Syren.

III. DISCUSSION

METRO has been fortunate to have the services of Margaret Gallagher as the District Counsel for over 20 years. Earlier this year Ms. Gallagher indicated that it was her intention to retire at the end of 2012. Based upon the notification from Ms. Gallagher the Board of Directors began the process of recruiting an individual to be appointed to the position of District Counsel prior to the end of 2012.

The Board of Directors appointed a Recruitment Task Force comprised of Board Members, and supported by the METRO Human Resources Manager to carry out the recruitment process. Solicitations and information was distributed through trade and legal publications. METRO received 23 applications for the position of District Counsel as a result of the solicitations. The Members of the Recruitment Task Force reviewed all of the applications and selected 5 candidates to be invited to Santa Cruz for in-person interviews.

On November 16, 2012 the Members of the Task Force interviewed the selected candidates. The candidates were also interviewed by leaders from UTU 23 and SEIU 521. General Manager Les White was also provided an opportunity to meet with the candidates on November 16, 2012. As a result of these interviews 3 candidates were selected to be invited to Santa Cruz to be interviewed by the entire Board of Directors.

On November 30, 2012 the Board of Directors interviewed the selected 3 candidates for the position of District Counsel. At the conclusion of the interviews the Board selected Leslyn Syren as the preferred candidate and authorized the Board Chair to negotiate an Employment Agreement.

The Chair of the Board of Directors met with Leslyn Syren and negotiated an Employment Agreement for the period December 17, 2012 through December 31, 2015. Leslyn Syren has accepted the Agreement which is attached to this Report.

On December 7, 2012 the Board of Directors formally appointed Leslyn Syren to the position of METRO District Counsel effective December 17, 2012.

It is recommended that the METRO Board of Directors authorize the Chair to execute the attached 2012/2015 Employment Agreement.

IV. FINANCIAL CONSIDERATIONS

Funds to support the position of METRO District Counsel, and the provisions of the attached Employment Agreement, are contained in the 13/14 METRO Operating Budget.

V. ATTACHMENTS

Attachment A: Employment Agreement—METRO/Leslyn Syren, 2012 through 2015.

Attachment A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

EMPLOYMENT AGREEMENT

This is an employment agreement made and entered into on December 7, 2012 by and between the Santa Cruz Metropolitan Transit District (hereinafter referred to as "SC METRO") and Leslyn Syren (hereinafter referred to as "Employee").

WHEREAS, the Board of Directors of the SC METRO is authorized pursuant to the Santa Cruz Metropolitan Transit District Act of 1967, Sections 98114 and 98115 of the California Public Utilities Code to enter into contracts on behalf of the SC METRO and to appoint and fix the salary of the District Counsel:

WHEREAS, the Board of Directors of the SC METRO desires to employ the services of Leslyn Syren in the position of District Counsel; and

WHEREAS, Leslyn Syren will serve as an at will employee in the position of District Counsel; and

WHEREAS, Leslyn Syren desires to enter into an agreement to serve in the position of District Counsel for the period December 17, 2012 through December 31, 2015.

THEREFORE, in consideration of the terms and conditions of the Agreement the parties agree as follows:

SECTION 1 – DUTIES AND RESPONSIBILITIES

- A. SC METRO agrees to the employment of Employee as District Counsel and the Employee accepts such employment under the terms and conditions set forth in this Agreement.
- B. Employee shall have and agrees to perform in good faith the duties and responsibilities of District Counsel. As such, Employee shall have the responsibility for the proper administration of the SC METRO in accordance with State law and such ordinance, resolutions and policies as have been or may be established by the Board of Directors. Employee shall have the general supervision and management of the legal affairs of the SC METRO under the direction of the Board of Directors and shall perform such duties as outlined in the position description, a true copy of which is attached heretofore as Attachment A, the terms of which are incorporated by reference herein as though fully set forth, and shall perform such other duties and responsibilities as may be assigned from time to time by the Board of Directors. Employee's duties shall also include but not be limited to those set forth in Public Utilities Code Section 98000 et seq (as amended) and the SC METRO Bylaws (as amended).

SECTION 2 – CONDITIONS OF EMPLOYMENT

- A. Employee shall devote all of her professional energies, interests, and abilities to the performance of the duties and responsibilities of District Counsel and shall not engage in any additional professional activities without the permission of the Board of Directors.

SECTION 3 – TERM OF EMPLOYMENT

- A. Subject to the provisions for termination set forth below in Section 7 of this Agreement, the Employee's term of employment shall be for the period December 17, 2012 through December 31, 2015.

Attachment A

SECTION 4 – COMPENSATION

- A. As compensation for the services rendered to the SC METRO during the term of this Agreement, the Employee shall be compensated at the rates identified in the District Management Compensation Plan identified as Attachment B to this Agreement, the terms of which are incorporated by reference herein as though fully set forth. It is agreed that the Employee shall initially be placed at step three (3) of the salary range for District Counsel as identified in Attachment B and shall advance to the next step in the range every twelve (12) months thereafter. Any cost of living adjustments approved by the Board of Directors applying to the rates of compensation in the Management Compensation Plan shall be applied to rates identified for the position of District Counsel in the Plan. Compensation provided under this section shall be payable in accordance with the SC METRO's regular payroll procedures.

SECTION 5 – VACATION

- A. Commencing upon execution of this Agreement, the Employee shall accrue vacation at a rate equivalent to three (3) weeks per year. Accrual shall be in accordance with the SC METRO's regular payroll procedures and the District's Management Compensation Plan.

SECTION 6 – SICK LEAVE

- A. The Employee shall be provided sick leave benefits in accordance with the District's Management Compensation Plan identified in Attachment B of this Agreement.

SECTION 7 – TERMINATION/SUSPENSION

- A. This Agreement may be terminated:
- i. By mutual agreement and upon such terms and conditions as agreed to in writing by the Employee and the SC METRO.
 - ii. By adoption of a resolution approved by the affirmative vote of a majority of the Board of Directors for the removal, with or without cause, of the Employee as District Counsel. The Employee shall be provided notification of the meeting where the resolution is to be considered at least ten (10) working days prior to the meeting;
 - iii. By not successfully passing the Probationary period. Employee shall be subject to an initial Probationary period of twelve (12) months. Prior to the end of the initial Probationary period, the Board of Directors act to confirm Employee's successful completion of Probation or act to extend the Probationary period for one or more additional periods of time. During the initial Probationary period or any approved extension, if it is determined by the Board of Directors that the Employee is not performing at the standards set by the Board of Directors, the Employee may be removed pursuant to the procedure set forth in subsection 7(A)(ii).
 - iv. By the death or resignation of the Employee.
- B. The SC METRO may suspend the Employee with or without full pay and benefits by the adoption of a resolution setting forth the reasons for the suspension approved by the affirmative vote of a majority of the Board of Directors for the suspension of the Employee as District Counsel. The Employee shall be provided notification of the meeting where the resolution is to be considered at least ten (10) working days prior to the meeting.
- C. This Agreement shall not limit the rights of the parties to pursue remedies under California State Law should a breach of contract occur which is not able to be mutually resolved by the parties.

Attachment A

SECTION 8 – COMPENSATION AFTER TERMINATION

- A. If the Employee does not successfully complete the probationary period (first twelve [12] months of employment and any approved extensions), or elects to voluntarily terminate employment prior to completing the probationary period the SC METRO is under no obligation to compensate the Employee for any time left until the end of the term of the contract.
- B. If this Agreement is terminated under Section 7(A)(ii) by the adoption of a resolution and the grounds for the Employee termination are malfeasance, dishonesty, or moral turpitude on the part of the Employee, which shall result in a conviction, the SC METRO shall have no additional financial obligation to the Employee. If the grounds of the Employee's termination under Section 7(A)(ii) are other than those set forth in the preceding sentence, the SC METRO shall compensate the Employee, at the level of salary and benefits in effect at the time of termination, for the remaining period of this Agreement or for a maximum period of eighteen (18) months, whichever is the lesser, and shall compensate the Employee for all unused leave accruals provided in the District's Management Compensation Plan identified in Attachment B to this Agreement.
- C. If this Agreement is terminated under section 7(A)(iv) by the Employee's death the SC METRO shall compensate the Employee's beneficiary, identified in the life insurance policy provided by the SC METRO, for all unused leave accruals provided in the District's Management Compensation Plan identified in Attachment B to this Agreement.

SECTION 9 – OTHER CONDITIONS OF EMPLOYMENT

- A. Employee shall be entitled to and receive the benefits and conditions of employment which are available generally to other non-bargaining unit employees of the SC METRO except as expressly modified by this Agreement. The District Management Compensation Plan is outlined in Attachment B and incorporated into this Agreement by reference. Any modifications in the District's Management Compensation Plan adopted by the Board of Directors during the term of this Agreement shall be incorporated into this Agreement at the time of adoption.

SECTION 10 – EVALUATIONS

- A. The Board of Directors shall evaluate the performance of the Employee at least annually. More frequent evaluations may be conducted if the Board of Directors deems it necessary.

SECTION 11 – EXPENSES

- A. The SC METRO shall provide the Employee reasonable and necessary business equipment and supplies in order to carry out the performance of her duties and responsibilities as set forth in this Agreement, in accordance with the SC METRO's normal practice. Any unanticipated reasonable and necessary business expenses which the Employee incurs shall be reimbursed by SC METRO upon satisfactory proof of detailed expenses and invoiced for which reimbursement is claimed.

SECTION 12 – INDEMNIFICATION

- A. To the extent permitted under California State Law, the SC METRO shall indemnify and hold harmless the Employee from any claim or legal action arising out of the Employee's actions in carrying out the duties of the District Counsel, as long as the Employee is acting within the course and scope of her employment as defined herein.

Attachment A

SECTION 13 – OTHER TERMS AND CONDITIONS

- A. Any notice to the District under this Agreement shall be furnished in writing by the Employee to the Chair of the Board, Santa Cruz Metropolitan Transit District, 110 Vernon Street, Santa Cruz, CA. 95060. Any notice to the Employee shall be furnished in writing by the SC METRO to her most recent home address as identified in her Employee Personnel file. All such notices must be sent by first class mail or delivered in person by messenger.
- B. This written instrument represents the entire Agreement between the parties and supersedes any prior agreements or understandings whether oral or written with the exception of those referenced in this Agreement.
- C. This Agreement cannot be changed or terminated orally and may be modified only by a written agreement executed by both parties.
- D. This Agreement is personal to the Employee and cannot be assigned to any other person by the Employee.
- E. This agreement shall be binding on the heirs, personal representatives, successors and assigns of the employee.
- F. This Agreement shall be interpreted, construed, and applied according to the laws of the State of California.
- G. The invalidity or unenforceability of any one or more provisions of this Agreement will in no way affect any other provisions.
- H. The captions or headings of the paragraphs hereof are for convenience only and shall not control or affect the meaning or construction of any of the terms or provisions of this Agreement.
- I. Time is of the essence.
- J. No provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

IN WITNESS WHEREOF, the undersigned have executed this Agreement on December 7, 2012.

Employee:

Santa Cruz Metropolitan Transit District

Leslyn Syren

Lynn Robinson
Chair, Board of Directors

Date

Date

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: December 14, 2012
TO: Board of Directors
FROM: Erich R. Friedrich, Sr. Transportation Planner
SUBJECT: REVIEW OF SERVICE CHANGES FROM FY 2011 TO FY 2013

I. RECOMMENDED ACTION

This is an informational report. No action is required.

II. SUMMARY OF ISSUES

- Santa Cruz METRO's budget volatility from the last recession caused service fluctuations in fixed route transit service.
- Service reductions in the Fall of 2010 and 2011 were designed based on extensive community involvement and to increase operational efficiency.
- Service restorations and enhancements in the Spring of 2012 and Fall of 2012 were designed to address service deficits on highly used routes and/or corridors; as well as implement recommendations from the Watsonville Transit Planning Study.
- Santa Cruz METRO Staff is currently brainstorming future service plans that include improvements to the Highway 17 Express, Live Oak service, and Mid-County service.

III. DISCUSSION

Shortly after the economic recession of 2008, Santa Cruz METRO's budgetary situation became very volatile and transit service had to be adjusted to match various funding levels. In the Fall of 2010, Santa Cruz METRO reduced service as a result of downturns in Sales Tax revenue and other operational funding sources. Then in the Fall of 2011, service levels were further reduced because economic conditions had not recovered at a reasonable pace. These service reductions, by design, reflected the community's priorities as heard through an extensive public outreach process and maximized operational efficiencies. Attachments A and B outline the service changes for Fall 2010 and Fall 2011.

Shortly after the Fall 2011 reduction in service, Santa Cruz METRO's operational revenues increased beyond expectations which freed resources to address service deficits along highly used routes and/or corridors. These deficits occurred because of service reductions in previous years as well as changes in the transit needs of the community. In the Spring of 2012, service was increased to fill these service deficits and address the present day transit needs of the community. As the new service for Spring 2012 was rolled out, the Board of Directors accepted

the Watsonville Transit Planning Study, a comprehensive review of transit service and community needs in and around the city of Watsonville. That study provided Santa Cruz METRO staff with data driven insights as to how to improve the local transit system after previous years of service reductions. From that study, increased service in the local Watsonville area was rolled out in the Fall of 2012. It is important to know that the service increases did not restore all transit service back to the same manner of which they were reduced, meaning that service was not “put back” the same way it existed when it was reduced. This was intentional as Santa Cruz METRO staff was receptive to changes in the transit needs of community as expressed through public correspondence, planning studies and analysis, and suggestions offered by bus operators. Attachments C and D outline the service changes for Spring 2012 and Fall 2012

Below is a table outlining the changes in service hours per weekday and weekends starting with a base year of Fall 2009:

Year	Weekday Service Hours	Weekend Service Hours	Change in Service Hours Weekday*	Change in Service Hours Weekends*
Fall 2009	765	403	----	----
Fall 2010	719	373	-6.1%	-7.5%
Fall 2011	683	340	-15.0 %	-15.7%
Fall 2012**	756	405	-1.2%	>0.01%

*Calculated from base year of Fall 2009.

**Includes service increases from Spring 2012.

This table shows that weekday service hours have nearly returned to pre-service reduction (Fall 2009) levels and weekend service hours have slightly exceeded pre-service reduction levels.

Preliminary planning efforts are underway for service changes and enhancements for the remainder of FY13. Santa Cruz METRO staff is collating public input, ridership data, and brainstorming with the bus operators of UTU Local 23 in order to deliver effective changes that will increase operational efficiency and satisfaction of the riding public. Specifically targeted are the transit services in the Live Oak and Mid-County areas as well as enhancements to the Highway 17 Express. Changes may include:

- New Highway 17 trips focused in the evening hours
- Live Oak departure time and runtime adjustments
- Restoring the “short Route 69” (Santa Cruz/Capitola via Capitola Rd)
- Mid-County scheduling refinements and possible route consolidation
- New connector route between the Capitola Mall and Cabrillo College via 41st Ave & Soquel Ave.

IV. FINANCIAL CONSIDERATIONS

V. ATTACHMENTS

- Attachment A:** Fall 2010 Service Changes
- Attachment B:** Fall 2011 Service Changes
- Attachment C:** Spring 2012 Service Changes
- Attachment D:** Fall 2012 Service Changes

Prepared By: Erich R. Friedrich, Sr. Transportation Planner
Date Prepared: November 19, 2012



Fall 2010 Service Changes (September 16th – December 8th, 2010)

Route 3 Mission/Beach:

The Route 3 and the Route 7 have been combined into a new Route 3 Mission/Beach. The Route 3 Mission/Beach will continue to depart at :50 but will have different routing. The 6:50 PM trip will be deleted.

Route 7 Beach/Lighthouse:

This route has been deleted. Some of the area that this route used to serve will now be served by the new Route 3 Mission/Beach.

Route 8 Emeline:

The 7:35AM trip of the Route 9 will now be renamed the Route 8 Emeline. This route will run between the Santa Cruz Metro Center and the County Emeline Complex only and will not serve the Prospect Heights area.

Route 9 Prospect Heights:

The 7:35AM trip has been renamed the Route 8 Emeline and has been shortened to only serve the area between the Santa Cruz Metro Center and the County Emeline Complex and will not serve the Prospect Heights area. The 2:35PM trip will be deleted entirely.

Route 16N UCSC Night Owl – Laurel East:

Some trips of the 16N UCSC Night Owl service have been deleted and some trip departures have been changed.

Route 19 University via Lower Bay – Weekends:

Weekend trips departing from 11:50am to 4:50pm will return to regular routing and will once again serve the Beach Street loop. The weekday evening trips (starting at 6:30PM) and all weekend trips will have their routing changed in order to provide service to the Beach Street and 2nd Street area. The 7:30AM trip of the Route 19 will no longer serve the Beach Street area. The new routing for the Route 3 will now serve this area.

Route 19N UCSC Night Owl – Lower Bay:

Some trips of the 19N UCSC Night Owl service have been deleted and some trip departures have been changed. The routing for the 19N will be the same as the routing for the weekend and evening Route 19.

UCSC Night Owl Dial-a-Ride:

This service has been deleted.

Route 20D:

The departures from Bay & Laguna will all be moved 5 minutes earlier. These trips will now depart Bay & Laguna at :20 after the hour (the same time as the Route 20 leaves the Metro Center). Check the footnotes on the Route 20 schedule.

Route 27X UCSC Express:

This route has been deleted

Route 30 Graham Hill/Scotts Valley:

A new Route 30 Graham Hill/Scotts Valley will serve the area along Graham Hill Road, Scotts Valley and Scotts Valley Drive. This route will replace the Route 31 and Route 32.

Route 31 Scotts Valley/Santa Cruz via Hwy 17:

This route has been deleted. (See Route 30 Graham Hill/Scotts Valley on page xx for more information regarding service in Scotts Valley.)

Route 32 Graham Hill:

This route has been deleted. (See Route 30 Graham Hill/Scotts Valley on page xx for more information regarding service in Scotts Valley.)

Route 35/35A Santa Cruz/San Lorenzo Valley: The current Route 35 trips departing the Santa Cruz Metro Center at 1:00PM, 1:30PM, 3:00PM, 3:30PM, 4:00PM, 4:30PM and 5:00PM will now become Route 35A serving Scotts Valley Drive. The weekday 10:45PM trip of the Route 35 from Boulder Creek to Santa Cruz has been deleted.

Route 40 Davenport:

A weekday 12:30PM trip has been added. This trip will serve Davenport and Cement Plant Road but it will not serve Waddell Creek.

Route 42 Davenport/Bonny Doon:

The 12:30PM, 7:15PM and 10:00PM weekday trips have been deleted. An 8:30PM weekday trip has been added. The weekend 10:00PM trip has been deleted.

Route 53 Capitola/Dominican:

This route has been deleted.

Route 54 Capitola/Aptos/La Selva Beach:

Weekday: The weekday 5:30PM trip will continue in service from Cabrillo College to the Capitola Mall. From La Selva Beach inbound to the Capitola Mall this trip will only make the following stops: Soquel at State Park Drive, Cabrillo College and the Capitola Mall. See map below.

Weekend: The current weekend trips will be deleted. These trips will be replaced with weekend trips departing Capitola Mall at 8:20AM, 10:55AM and 6:40PM. These new trips will use the same routing as the weekday 5:30PM Route 54 with the same limited stops inbound from La Selva Beach to the Capitola Mall. See schedule and map on page xx.

Route 56 La Selva:

The current five weekday trips will be replaced with trips departing the Capitola Mall at 8:45AM and 1:55PM.

Route 66 Live Oak via 17th:

The weekday and weekend departure times of the Route 66 have been changed.

Route 68 Live Oak via Broadway/Portola:

Weekday: The weekday and weekend departure times of the Route 68 have been changed. A weekday and weekend trip departing the Santa Cruz Metro Center at 6:30PM to the Capitola Mall has been added. The weekend trip that currently departs the Capitola Mall for the Santa Cruz Metro Center at 6:45PM has been deleted.

Weekend The weekend trips of the Route 68 will resume regular weekend routing using San Lorenzo Blvd. to Ocean St. instead of the summer routing from Broadway to Ocean.

Route 68N Night Beach:

This route has been deleted.

Route 69 Capitola Road:

Weekday: The weekday trip that departs the Capitola Mall at 6:00AM to the Santa Cruz Metro Center has been deleted. The weekday trips that depart the Santa Cruz Metro Center at 9:52AM and 10:22AM to the Capitola Mall have been deleted. See schedule and map on page 30

Weekend: The weekend trip that departs the Santa Cruz Metro Center at 7:37AM to the Capitola Mall has been deleted. The weekend trip that departs the Capitola Mall for the Santa Cruz Metro Center at 8:00AM has been deleted.

Route 69A/69W Capitola Road/Cabrillo:

The weekend trip that departs Watsonville at 7:50AM to Santa Cruz will be changed to a 69W.

Route 69N Cabrillo Capitola Road:

The weekday trip that departs Cabrillo College at 9:40PM to the Santa Cruz Metro Center has been deleted.

Route 70 Cabrillo:

This route has been deleted.

Route 71 Santa Cruz to Watsonville:

The daily 11:35 PM trip between the Boardwalk and the Santa Cruz Metro Center will end. The last Route 71 to Watsonville will now begin at the Santa Cruz Metro Center at 11:45 PM.

Route 75 Green Valley:

The weekday and weekend trips departing the Watsonville Transit Center at 7:09AM, 9:09AM, 11:09AM, 1:09PM, 3:09PM, 5:09PM and 7:09PM will not serve the loop on Wheelock Road and Green Valley Road. The weekend trip departing the Watsonville Transit Center at 8:09PM has been deleted.

Route 76 Corralitos/Buena Vista:

This route has been deleted.

Route 91X Commuter Express:

The *weekday* trip that departs Watsonville at 6:25AM to Santa Cruz has been deleted. The *weekend* trip that departs Watsonville at 7:15AM to Santa Cruz has been deleted.

Highway 17 Express:

The weekday trips that depart the Soquel Park and Ride at 4:35AM and 5:15AM will now depart the Santa Cruz Metro Center at 4:45AM and 5:25AM respectively and will not serve the Soquel Park and Ride. The weekday trips that depart San Jose at 5:15PM and 6:15PM will now end at the Santa Cruz Metro Center at 6:30PM and 7:30PM respectively and will not continue to the Soquel Park and Ride.



Fall 2011 Service Changes

(September 15, 2011 to December 21, 2011)

Route 3 Mission/Beach:

The Route 3 has been rerouted to serve Mission St. in both directions, see map below. This route will continue to depart at :50 every hour from 6:50am to 5:50pm.

Route 4 Harvey West - Weekends:

A partial Route 4 has been added on the weekends and will serve the Harvey West area only. The first trip will begin service at 8:40am at Encinal & Hwy 9 after pulling out of the yard and will end at Metro Center, Pacific Station. Then the Route 4 will run every other hour beginning at Metro Center, Pacific Station from 10:30am till 4:30pm. Please see the timetable and routing in the map below.

Route 10 UCSC via High St.:

Weekdays: The weekday departures have moved from :25 and :55 to :20 and :50. The departures at :50 are regular service and will operate from 6:50am to 6:20pm. The departures at :20 are now school-term (“ST”) only trips.

Weekends: The weekend departures have moved from :25 to :50. These trips will operate hourly from 8:50am to 5:50pm

Route 13 UCSC via Walnut:

This route has been deleted

Route 16 UCSC via Laurel:

Weekday: The 11:45pm trip was moved to 12:00 midnight

Weekends: The following trips have been deleted:

12:55pm	1:55pm	2:55pm
3:55pm	4:55pm	5:55pm
8:15pm		

The following trips have been moved:

10:05am to 10:40am	11:05am to 11:10am	11:55am to 11:40am
6:25pm to 6:40pm	7:00pm to 7:10pm	7:45pm to 7:40pm
8:45pm to 8:40pm	9:15pm to 9:20pm	9:45pm to 9:40pm
10:40pm to 10:30pm	11:20pm to 11:00pm	

Route 16N UCSC Night Owl – Laurel East:

This service has been deleted.

Route 19 University via Lower Bay – Weekends:

Weekdays: Trips departing at :00 have been converted from “ST” trips to regular service.

Weekends: Trips departing at :50 have been moved to :00. Trips departing at :30 have been added and will operate hourly from 10:30am to 6:30pm.

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Route 19N UCSC Night Owl – Lower Bay:

This service has been deleted.

Route 34 South Felton:

The 2:35pm trip has been moved to 3:20pm.

Route 35/35A Santa Cruz / San Lorenzo Valley :

Weekdays: The 6:30pm outbound (35A), 7:25pm outbound (35A), and 8:20pm inbound (35) trips have been deleted. The following trips have had departure changes and/or adjustments:

8:25pm (ob) to 8:15pm	9:45pm (ob) to 9:35pm	6:42pm (ib) to 6:35pm – <i>depart at Country Club</i>	7:10pm (ib) to 7:05pm – <i>depart at Sylvan</i>
8:20pm (ib) to 8:10pm	5:30pm (ob) – <i>serves Country Club</i>	6:00pm (ob) – <i>serves Sylvan</i>	

Weekends: The Route 35/35A will no longer serve Big Basin. The 6:00pm outbound trip has been deleted. The 11:00pm outbound trip has been moved to 10:40pm. The following trips have had departure changes and/or adjustments:

5:30pm (ob) – <i>serves Sylvan</i>	6:30pm (ob) – <i>serves Country Club</i>	6:55pm (ib) to 6:34pm – <i>depart at Sylvan (then departs Boulder Creek at 6:55pm)</i>	7:07pm (ib) to 7:32pm – <i>depart at Country Club (ends at Metro Center, Pacific Station)</i>
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School Term (“ST”): “ST” trips of the Route 35 have been reduced from 6 trips to 4 trips. The 7:04am and 2:20pm trips have been deleted. The 2:35pm outbound trip has been moved to 2:30pm. The 2:46pm outbound trip has been moved to 2:35pm.

Route 40 Davenport:

Weekdays: The Route 40 will no longer serve Waddell Creek. The Route 40 will turn around at the north end of Cement Plant Road. The 6:15am trip has been moved to 6:40am.

Weekends: The Route 40 will no longer serve Waddell Creek. The Route 40 will turn around at the north end of Cement Plant Road. The 4:30pm trip has been deleted.

Route 42 Davenport / Bonny Doon - Weekends:

The 12:30pm trip on the *Weekends* has been deleted. Also the 5:30pm *Weekend* trip has been moved to 6:00pm.

Route 54 Capitola / Aptos / La Selva:

Weekdays: The Route 54 has been rerouted to no longer serve the “Mar Vista Loop” which runs off State Park Drive to the Searidge/Mar Vista/McGregor area. Now the Route 54 will continue on State Park Drive to Center Ave. Please see the map below. The 5:30pm trip has been moved to 5:35pm.

Weekends: The Route 54 has been rerouted to no longer serve the “Mar Vista Loop” which runs off State Park Drive to the Searidge/Mar Vista/MeGregor area. Now the Route 54 will continue on State Park Drive to Center Ave. Please see map below. The 8:20am trip has been moved to 8:00am.

Route 55 Rio Del Mar:

The Route 55 has been rerouted to no longer serve the “Mar Vista Loop” which runs off State Park Drive to the Searidge/Mar Vista/MeGregor area. Now the Route 55 will continue on State Park Drive to Center Ave. Please see the map below.

Route 56 La Selva:

The *Weekday* 8:45am trip has been moved to 8:00am.

Route 66 Live Oak via 17th Ave.:

Weekdays: The follow trips have been deleted.

8:00am inbound	6:55pm outbound	7:55pm outbound
9:00pm outbound	10:00pm outbound	7:10pm inbound
8:25pm inbound	9:40pm inbound	10:40pm inbound

Some trips of the Route 66 have been re-purposed into the new Route 66N (see below)

Weekends: Outbound trips will now depart at :30 every hour between 6:30am and 6:30pm. There will also be an 8:00pm outbound trip. All inbound trips will now depart at :15 every hour between 9:15am and 7:15pm. There will also be 7:30am and 8:25am inbound trips.

Some trips of the Route 66 have been re-purposed into the new Route 66N (see below)

Route 66N Live Oak via 17th Ave. – Night:

The Route 66N is a new night route between Metro Center, Pacific Station and the Capitola Mall. The routing of the Route 66N is much like a Route 66 except the Route 66N will travel along Soquel Ave. between Front St. and Morrissey Blvd. instead of Water St. Please see map for exact routing. The departures of the Route 66N are as follows:

Weekdays:	7:00pm outbound	8:30pm outbound	10:00pm outbound
	7:40pm inbound	9:10pm inbound	10:40pm inbound
Weekends:	9:30pm outbound	8:45pm inbound	10:15pm inbound

Route 68 Live Oak via Broadway:

Weekdays: The Route 68 will no longer serve the 26th Ave. – East Cliff – 30th Ave. loop. The Route 68 will continue on Portola between 41st Ave and 17th Ave. Please see map below for routing.

Weekends: The Route 68 will now have 5 outbound trips departing the Metro Center, Pacific Station at :00 which will operate every other hour from 9:00am to 5:00pm. The Route 68 will now have 5 inbound trips departing the Capitola Mall at :45 which will operate every other hour from 9:45am till 5:45pm. The Weekend routing will match the new Weekday routing.

Route 69 Capitola Road:

This route has been deleted.

Route 69A Capitola Road / Santa Cruz / Watsonville - Weekends:

Weekend outbound trips will now depart Metro Center, Pacific Station at :00 and operate every other hour from 9:00am to 7:00pm. *Weekend* inbound trips will now depart Watsonville Transit Center at :20 and operate every other hour from 8:20am to 6:20pm

Route 69N Capitola Road - Night:

This route has been deleted.

Route 69W Capitola Road / Santa Cruz / Watsonville - Weekends:

Weekend outbound trips will now depart Metro Center, Pacific Station at :00 and operate every other hour from 8:00am to 8:00pm. *Weekend* inbound trips will now depart Watsonville Transit Center at :20 and operate every other hour from 7:20am to 5:20pm

Route 71 Santa Cruz / Watsonville:

Weekdays: The following trips have been deleted:

6:55am inbound	3:55pm inbound	4:25pm inbound	4:55pm inbound
5:25pm inbound	9:00pm inbound	9:15pm outbound	

The 10:30pm inbound trip has been moved to 10:50pm.

Weekends: The 9:00pm inbound trip has been deleted.

Route 72 Corralitos:

The following trips have been deleted:

6:40am	8:40am	10:40am
12:40pm	2:40pm	4:40pm

All remaining departures have been moved from :40 to :50.

Route 74 Ohlone / Rolling Hills:

The following trips have been deleted:

7:50am	9:50am	11:50am
1:50pm	3:50pm	5:50pm

The 12:50 and 4:50 trips will now serve the Social Security Office at Westgate & Technology Drive. The 2:50pm trip will serve PVHS at the end of the trip, during the inbound portion of the route, to accommodate the new 3:15pm ending bell time.

Route 75 Green Valley:

The 8:09pm trip has been deleted.



Spring 2012 Service Changes

(March 29, 2012 to June 6, 2012)

Route 3W – Mission Weekends:

Weekends Only: The Route 3W is a new route that will serve Mission Street and west side Santa Cruz on weekends only. This route will depart every other hour at :50 starting at **9:50 AM** and ending at **5:50 PM**. The routing is below:

Route 4W – Harvey West:

Weekends: The weekend departures have been moved from :30 to :45.

Route 10 – UCSC via High St.:

Weekdays: Two new weekday trips of the Route 10 have been added. These trips will depart from Metro Center, Pacific Station at **6:50 PM** and **7:20 PM**. The new **7:20 PM** trip will be ST service only.

Route 15 – UCSC via Laurel West:

Weekdays: Three new weekday trips of the Route 15 have been added. These trips will depart from Metro Center, Pacific Station at **6:40 AM**, **8:20 PM** and **8:50 PM**. All new trips will be ST service only.

Route 16 – UCSC via Laurel East:

Weekdays: Two new weekday trips of the Route 16 have been added. These trips will depart from Metro Center, Pacific Station at **7:00 AM** and **7:30 PM**. The new **7:30 PM** trip will be ST service only. The **9:05 AM** trip has been moved to **9:10 AM**.

Route 20D – UCSC via Western Delaware Only:

Weekdays: Three new weekday trips of the Route 20D have been added. These trips will be supplemental to the Route 20 at the following times: **12:20 PM**, **1:20 PM**, and **2:20 PM**.

Route 35/35A – Santa Cruz/San Lorenzo Valley:

Weekdays: Four new weekday trips of the Route 35/35A have been added. These trips include:

- **2:20 PM** Outbound from Felton Faire (ST service only)
- **6:30 PM** Outbound to Country Club
- **7:25 PM** Outbound to Mountain Store
- **8:20 PM** Inbound from Mountain Store

Also the **7:18 AM** inbound ST trip will now depart Bear Creek & Deerwood at **7:08 AM**.

Route 66 Live Oak via 17th:

Weekends: trips were restored to pre-Fall service levels on the Route 66. Please see timetable below:

Route 66N Live Oak via 17th Night:

Weekends: The weekend trips have changed departure times and new trips have been added to the Route 66N. In the outbound direction trips will depart the Metro Center, Pacific Station at **9:00 PM** and **10:10 PM**. In the inbound direction trips will depart the Capitola Mall at **8:25 PM**, **9:35 PM**, and **10:40 PM**.

Route 68 – Live Oak via Portola:

Weekends: trips were restored to pre-Fall Bid levels on the Route 68. Please see timetable below:

Route 69A – Capitola Rd./Watsonville via Airport:

Weekends: The Route 69A will have restored weekend trips bringing back hourly service in each direction. In the outbound direction the Route 69A will depart hourly from Metro Center, Pacific Station at **:07** from **8:07 AM** to **6:07 PM**. In the inbound direction, the Route 69A will depart hourly from the Watsonville Transit Center at **:50** from **8:50 AM** to **6:50 PM**.

Route 69W – Capitola Rd./Cabrillo/Watsonville:

Weekends: The Route 69W will have restored weekend trips bringing back hourly service in each direction. In the outbound direction the Route 69W will depart hourly from Metro Center, Pacific Station at **:37** from **8:37 AM** to **8:37 PM**. In the inbound direction, the Route 69A will depart hourly from the Watsonville Transit Center at **:20** from **10:20 AM** to **6:20 PM**. An additional inbound trip of the 69W will depart from the Watsonville Transit Center at **7:50 AM**.

Route 91X – Santa Cruz/Watsonville Express:

Weekdays: The Route 91X will have new trips operating every half hour in both directions. The current morning trips between **5:55 AM** and **8:30 AM** will remain the same. Starting at **9:15 AM** the Route 91X will have departures every half hour at **:15** and **:45** in the outbound direction ending at **5:45 PM**. The outbound routing will no longer serve Civic Plaza. All Inbound trips starting at **9:40 AM** will have departures every half hour at **:10** and **:40** ending at **5:40 PM**. The inbound routing will serve the 41st Avenue to Dominican Hospital. The **9:30 AM** inbound trip and all the current afternoon trips will be replaced by the new trips.



Fall 2012 Service Changes

(September 13, 2012 to December 5, 2012)

Route 72 - Corralitos:

Weekdays: The Route 72 departures have been moved to :45 and the route has been given more running time. This route will now operate hourly from 5:45AM till 6:45PM.

Route 74 - Ohlone Parkway / Rolling Hills:

Weekdays: The Route 74 has been rerouted to better serve the Watsonville Community Hospital, Social Security Office, Pajaro Valley High School, and Rolling Hills Jr. High School. Along with the routing change, the Route 74 departure times have been moved to :10 and will operate hourly from 6:10AM till 6:10PM. The Route 74 has also been given more running time.

Weekends: The Route 74 will now operate on the weekends. This route will depart at :45 and operate hourly from 6:45AM till 6:45PM.

Route 75 – Green Valley:

Weekdays: The Route 75 departures have been moved to :15 and the route has been given more running time. This route will now serve Wheelock & Monte Vista every trip.

Weekends: The weekend Route 75 departures have been moved to :15 and the route has been given more running time. The weekend timetable matches the weekday timetable above.

Route 77 – Civic Plaza/Pajaro:

Weekdays: This is a new route that will serve the Pajaro community on the southern edge of Watsonville. This route will depart at :30 and operate hourly from 6:30AM till 6:30PM.

Route 79 – East Lake:

Weekdays: The Route 79 has been rerouted to better serve Beach St. Along with the routing change, the Route 79 departure times have moved to :00 and will remain operating hourly from 7:00AM till 6:00PM. The Route 79 has also been given more running time.

Weekends: The Route 79 will now operate on the weekends. This route will depart at :30 and operate hourly from 7:30AM till 6:30PM. See timetable below: