

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

September 14, 2001

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, September 14, 2001 at the District's Administrative Office, 370 Encinal Street, Santa Cruz, CA.

Vice-Chairperson Reilly called the meeting to order at 9:12 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Sheryl Ainsworth
Bruce Gabriel
Michelle Hinkle
Mike Keogh
Emily Reilly

DIRECTORS ABSENT

Jeff Almquist (arrived at 9:11 a.m.)
Jan Beautz (arrived at 9:22 a.m.)
Tim Fitzmaurice
Christopher Krohn (arrived at 9:13 a.m.)
Rafael Lopez
Dennis Norton
Ex-Officio Mike Rotkin

STAFF PRESENT

Bryant Baehr, Operations Manager
Paul Chandley, Human Resources Mgr.
Kim Chin, Planning & Marketing Manager
John Daugherty, Access. Svcs. Coord.
Mark Dorfman, Asst. General Manager
Marilyn Fenn, Asst. Finance Manager

Terry Gale, IT Manager
Tom Hiltner, Grants/Legis. Analyst
David Konno, Fac. Maint. Manager
Ian McFadden, Transit Planner
Elisabeth Ross, Finance Manager
Tom Stickel, Fleet Maintenance Manager
Leslie R. White, General Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO INDICATED THEY WERE PRESENT

Jim Bosso, S. C. Transportation
Wally Brondstatter, UTU
Mary Ferrick, PSA
Kasandra Fox, MASTF
Mark Hartunian, Lift Line
Patti Korba, SEA

John Mellon, VMU
David Moreau, UTU
Karena Pushnik, SCCRTC
Patricia Spence, MASTF
Marian Taylor, League of Women Voters
Linda Wilshusen, SCCRTC

2. ORAL AND WRITTEN COMMUNICATION

Mr. Fahmey Ma'Awad called the Administrative Services Coordinator and asked that his concerns regarding the lawsuit being brought against the District regarding the

Call Stop Announcements be read aloud. He wanted to emphasize the fact that the lawsuit was filed by two individuals only. A copy of this statement will be attached to the Minutes.

3. LABOR ORGANIZATION COMMUNICATIONS

No questions or comments.

4. METRO USERS GROUP (MUG) COMMUNICATIONS

Bruce Gabriel, Chair of MUG, restated MUG's recommendation to the Board of a few months ago in which MUG requested that the Board meetings be at a central location, i.e. County building or City Council Chambers.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

No questions or comments.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

The following documentation was distributed: "The Paratransit Experience – Issues and Answers" and "Living the Paratransit Experience Statistics". A letter from U.S. President George Bush was also distributed. The President declared September 14, 2001 as a National Day of Prayer and Remembrance for the Victims of the Terrorist Attacks on September 11, 2001. Based on this declaration Vice Chairperson Reilly stated that only Items 9, 10 and 23 would be addressed at today's meeting.

CONSENT AGENDA

- 7-1. APPROVE REGULAR BOARD MEETING MINUTES OF 8/10/01 & 8/17/01
- 7-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS
- 7-3. ACCEPT AND FILE AUGUST 2001 RIDERSHIP REPORT
- 7-4. CONSIDERATION OF TORT CLAIMS: Deny the claims of: Pamela Lee Spires, Vickie Ruelas, James C. Goates, Isabel M. Carrasco; Deny the application to file a late claim and Reject the claim of Pamela Lee Spires as untimely filed
- 7-5. ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING OF 8/16/01
- 7-6. ACCEPT AND FILE MINUTES OF MUG COMMITTEE MEETING OF 8/15/01
- 7-7. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR JULY 2001, APPROVAL OF BUDGET TRANSFERS
- 7-8. ACCEPT AND FILE STATUS REPORT ON ADA PARATRANSIT PROGRAM FOR JULY 2001
- 7-9. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR JULY 2001
- 7-10. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE
- 7-11. ACCEPT AND FILE STATUS REPORT ON CALL STOP ISSUE PROGRESS
- 7-12. ACCEPT AND FILE STAFF REPORT ON THE INVESTIGATION OF BIO-DIESEL AS AN INTERIM FUEL

- 7-13. **CONSIDERATION OF RECALCULATION OF TRASH COST FOR METRO CENTER TENANTS AND AMENDMENTS OF SANTA CRUZ METRO CENTER LEASE AGREEMENTS TO REFLECT RECALCULATION**
- 7-14. **ACCEPT AND FILE STATUS REPORT ON BEACHFEST EVENT**
- 7-15. **NOTIFICATION OF ACTION TAKEN IN CLOSED SESSION OF JULY 20, 2001, REGARDING MCDONALD'S CORPORATION'S REQUEST FOR RENT REDUCTION**
- 7-16. **CONSIDERATION OF APPROVAL OF CUSTODIAL SERVICE WORKER II RECLASSIFICATION**

ACTION: MOTION: DIRECTOR KEOGH SECOND: DIRECTOR GABRIEL

Move Items 13, 15, 16, 17, 18, 19, 20 and 21 to the Consent Agenda.

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

REGULAR AGENDA

9. **CONSIDERATION OF ISSUES RELATING TO THE SERVICE AREA SERVED BY ADA PARATRANSIT PUBLIC HEARING AT 9:30 A.M. AT THE 9/21/01 BOARD MEETING**

Summary:

Kim Chin discussed paratransit service which is complimentary to the fixed route service in times and location. The current paratransit service area is identified as $\frac{3}{4}$ of a mile outside the fixed route and 1 1/2 miles outside of fixed route in five (5) exception areas.

DIRECTOR BEAUTZ ARRIVED.

The Comprehensive Operational and Financial Audit (COFA) identified numerous trips that were made outside of the normal paratransit service area. Mr. Chin added that 80% of the county's population lives within $\frac{3}{4}$ of a mile of the fixed route service areas. Twenty-two registered ADA passengers took 984 trips in FY 00/01. Eleven percent (11%) of these rides were provided by Lift Line; eighty-nine percent (89%) were provided by sub-contractors (taxicabs). METRO pays \$22.97 per trip to Lift Line per contract specifications. The taxicab subcontractors are paid by the mileage rate and flag drop fee. Lift Line has begun a reconciliation process whereby they utilize the Trapeze software to compare the calculated mileage of a trip to the actual mileage. METRO's Request for Proposal (RFP) for dispatch and paratransit services will contain specific requirements for trip reconciliations.

Discussion:

John Daugherty suggested that Transportation Demonstration Act (TDA) funds from the Transportation Commission be used to pay for programs not covered by the Americans with Disabilities Act (ADA). Pat Spence commented that there is no conformity in the standards of the various paratransit rides, i.e. Lift Line, taxicabs. Ms. Spence was asked to be the Cabrillo

Stroke Center's representative and in that capacity, her main focus is reliability and uniformity of the paratransit service. Mark Dorfman added that the Consolidated Transportation Services Agencies (CTSA's) are allocated a specific percentage of the TDA funds. In Santa Cruz the CTSA receives a greater share. At the time the ADA Plan was adopted, a decision was made not to utilize the TDA funds going to the CTSA. The District ran this service within the existing confines of its operating budget. The Transportation Commission could change the amount of TDA funds that go to the CTSA. Mark Hartunian stated that CTSA expects \$566,000 from the Transportation Commission this year. These funds will be used to supplement the Cabrillo Stroke Center, coupons, administration, and other service provided, including taxi script of which \$15 buys \$30 worth of coupons. Any remaining funds would be used towards their purchase of additional ADA vehicles. Director Beautz requested a breakdown of how CTSA uses their TDA allocation each year. The District's RFP for paratransit service operations will be issued approximately October 19, 2001.

There was a brief discussion of Mr. Whiteagle's situation and it was stated that he has other options available to him; however, these options are not as financially beneficial to him as using ADA service. Director Almquist noted that seven people use 71% of the rides outside of the $\frac{3}{4}$ mile service area. He suggested that Commission staff be approached to see if they would direct Lift Line to handle these rides. It was clarified that taxi script covers an immediate need and is not for longer trips, whereas paratransit service is for next day trips. Director Beautz stated that the $\frac{3}{4}$ mile parameter and grandfathering in the current customers who utilize the 1 1/2-mile parameter is a good compromise. However, she would like to look into the TDA issue for the rest of the financing. Mr. Chin stated that the final program for the paratransit system will be communicated consistently and that all information in this regard would be easily accessible and consistent. Patti Korba asked that instead of grandfathering individuals into the program, could these customers be given a specific timeframe in which to make other arrangements?

10. CONSIDERATION OF ISSUES RELATING TO THE PARATRANSIT CUSTOMER'S GUIDE/POLICIES AND PROCEDURES FOR PARATRANSIT OPERATIONS

Summary:

Kim Chin reported that as part of the paratransit process, a "how to" customer's guide would be developed for paratransit applicants and customers. Currently, a brochure is given to new riders in the system. The Policies and Procedures Manual is a "how to" for the operators and outlines the District's expectations as to how the service will be provided. This manual will be a key document for the RFP for dispatch and paratransit services which will be sent out. Both the Customer's Guide and the Policies and Procedures Manual were developed with a consultant and with input from MUG, MASTF and E&D TAC. MUG and MASTF have recommended approval of the Customer's Guide by the Board. A number of meetings and open house functions were held to receive input as well as mailing working drafts to over eighty different agencies. Mr. Chin further reported that the name "Metro ParaCruz" would be presented to the Board for consideration.

After holding an informal conference with bidders to receive their input, the RFP will be released on October 8, 2001. Proposals are due back to District staff by November 8, 2001. The contract would begin on July 1, 2002.

Discussion:

Pat Spence commended Lynn Everett-Lee for her part in implementing the Customer's Guide. She stated that the "ready window" is an important element and would give the provider the flexibility to "group" riders together and to make multiple trips. Mr. Chin added that presentations would be made to all providers and social service agencies and groups so they all have a better understanding of how paratransit works. Kasandra Fox volunteered to design, typeset and print the original Customer's Guide.

Chairperson Ainsworth suggested that the items "Personal Attendants" to "Pets", and possibly "Packages and Personal Items", be categorized and alphabetized for easier reference.

23. CONSIDERATION OF PARATRANSIT SENSITIVITY TRAINING OF DIRECTORS AND MANAGERS AND RECOMMENDATIONS THEREFROM

Summary:

Les White reported that the "Living with the Paratransit Experience" involved both Directors and staff who entered into the paratransit system under different identities. Participants were encouraged to take three round trips and one group trip. Mr. White stated that Ms. Spence's coordination of the aliases and equipment was tremendous. Lynn Everett-Lee composed an "Issues and Answers" document which outlined specific issues and cross-referenced these with the Customer's Guide and/or Policies and Procedures manuals. Ms. Spence submitted a document outlining the specific problems experienced during the sensitivity training and details of each trip taken.

Discussion:

Individual participants in the "Sensitivity Training" session spoke of their experiences. Areas of improvement were discussed. Mark Hartunian stated that he should have been notified when drivers made inappropriate comments. Mr. White added that with the willingness of the providers, a meeting to discuss these comments would be more constructive. Pat Spence recommended that the training be conducted for each paratransit driver so that the service is standardized. There was a discussion regarding customer profiles and landmarks. Kim Chin discussed certification software and how there would be a seamless connection between the database and the providers' database of the information collected. Information is currently being sent to Lift Line.

ADJOURN

There being no further business, Vice-Chairperson Reilly adjourned the meeting at 11:28 a.m.

Respectfully submitted,

DALE CARR
Administrative Services Coordinator
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