



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)  
BOARD OF DIRECTORS AGENDA MEETING MINUTES  
DECEMBER 9, 2016 – 8:30 AM  
METRO ADMIN OFFICES  
110 VERNON STREET  
SANTA CRUZ, CA 95060**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, December 9, 2016 at the METRO Admin Offices, 110 Vernon Street, Santa Cruz, CA.

The Board Meeting Agenda Packet can be found online at [www.SCMTD.com](http://www.SCMTD.com) and is available for inspection at Santa Cruz METRO's Administrative offices at 110 Vernon Street, Santa Cruz, California.

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

**SECTION I: OPEN SESSION**

**1 CALL TO ORDER at 8:35 AM by Chair Rotkin.**

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

|  |                             |                  |
|--|-----------------------------|------------------|
| <b>Director Ed Bottorff</b>              | <b>City of Capitola</b>     |                  |
| <b>Director Cynthia Chase</b>            | <b>City of Santa Cruz</b>   |                  |
| <b>Director Zach Friend</b>              | <b>County of Santa Cruz</b> |                  |
| <b>Director Norm Hagen</b>               | <b>County of Santa Cruz</b> |                  |
| <b>Director Don Lane</b>                 | <b>City of Santa Cruz</b>   |                  |
| <b>Director Bruce McPherson</b>          | <b>County of Santa Cruz</b> | <b>AR 8:37AM</b> |
| <b>Director Mike Rotkin, Chair</b>       | <b>County of Santa Cruz</b> |                  |
| <b>Ex Officio Director Donna Blitzer</b> | <b>UCSC</b>                 |                  |

Directors Bustichi, Cervantez, Dutra and Leopold were absent.

**STAFF PRESENT:**

Alex Clifford  
Leslyn K. Syren

METRO CEO/General Manager  
METRO District Counsel

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

Antonio Castillo, SEIU VMU  
Joan Jeffries, SEIU  
Daniel Zaragoza, METRO

Erich Friedrich, AMBAG  
Suzanne Silva, METRO

### **3 ANNOUNCEMENTS**

Chair Rotkin introduced Carlos Landaverry and his Spanish Language Interpretation services and continued with the following announcements and this meeting is being televised by Community Television of Santa Cruz County with technician, Mr. Lynn Dunton, on channel 26.

*Director McPherson arrived at 8:37AM*

### **4 ART CONTEST RESULTS**

Chair Rotkin presented the art contest winners below with additional prizes. Each child was presented with a ribbon and a gift by April Warnock, Paratransit Superintendent. METRO thanked several local merchants for their generous donations.

1st Place: Mr. Clarke Maciel-Snyder

2nd Place: Mr. Dorian Garcia and Ms. Alma Mendez

3rd Place: Mr. Jose Velasco, Ms. Olivia Cole, Ms. Madeline Taylor, Ms. Harlow Kadmiri and Mr. Elliot Higgins-Axton

Ms. Mendez and Ms. Kadmiri were not present.

### **5 BOARD OF DIRECTORS COMMENTS**

Director McPherson thanked everyone, METRO employees and the Bus Operators in particular for the successful passing of Measure D. It took a lot of work through a combined effort to achieve the 2/3 margin. As a result, Santa Cruz County will have improved transportation to meet the needs of our residents. Now that we are taxing ourselves, the State and Federal agencies are more likely to help with matching funds. This was a phenomenal achievement.

Director Lane echoed Director McPherson's comments noting the unions made substantial contributions to the campaign.

Director Hagen also expressed his appreciation for the way the County residents came together to achieve this success.

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

### **6 COMMUNICATIONS TO THE BOARD OF DIRECTORS**

Mr. Eduardo Montesino, thanked Director Lane for handling the finances of the campaign and keeping them on task. He then expressed his discontent with management and labor relations.

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

### **7 COMMUNICATIONS FROM MAC**

Veronica Elsea, speaking as a private citizen, expressed her happiness with the passing of Measure D and reminded everyone that this gives a new meaning to "shop locally".

### **8 LABOR ORGANIZATION COMMUNICATIONS**

See Mr. Montesino's comments under Item 6 above.

### **9 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS**

Chair Rotkin announced the following items were distributed to Board Members and are available at the back of the room for public viewing:

- News clips of interest

- Additional information pertaining to Item 13, COA Update, was distributed to Board members and is available at the rear of the assembly.

## **CONSENT AGENDA**

- 10-01 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF NOVEMBER 2016
- 10-02 ACCEPT AND FILE: YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF SEPTEMBER 30, 2016
- 10-03 ACCEPT AND FILE: REVISED MINUTES OF THE SANTA CRUZ METRO PERSONNEL/HUMAN RESOURCES STANDING COMMITTEE MEETING OF SEPTEMBER 21, 2016
- 10-04 ACCEPT AND FILE: MINUTES OF THE SANTA CRUZ METRO BOARD OF DIRECTORS MEETING OF NOVEMBER 18, 2016
- 10-05 ACCEPT AND FILE: MINUTES OF THE METRO ADVISORY COMMITTEE (MAC) MEETING OF AUGUST 17, 2016
- 10-06 APPROVE: CONSIDERATION OF OWNED AND LEASED PROPERTY INVENTORIES TO DETERMINE IF THERE ARE ANY PROPERTY IN EXCESS OF SANTA CRUZ METRO'S FORESEEABLE NEEDS
- 10-07 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A 4<sup>TH</sup> AMENDMENT EXTENDING THE CONTRACT WITH FOLGER GRAPHICS, INC. FOR PRINTING OF HEADWAYS – BUS RIDERS' GUIDE, INCREASING THE CONTRACT TOTAL BY \$32,000
- 10-08 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A 1<sup>ST</sup> AMENDMENT EXTENDING THE CONTRACT WITH FLYERS ENERGY, LLC FOR OFF-SITE FUELING SERVICES, INCREASING THE CONTRACT TOTAL BY \$460,000
- 10-09 **PULLED FROM CONSENT**  
APPROVE: CONSIDERATION OF AWARD OF CONTRACT TO PEDX FOR COURIER SERVICES
- 10-10 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A 7<sup>TH</sup> AMENDMENT EXTENDING THE CONTRACT FOR TWO MONTHS WITH HILL INTERNATIONAL, INC. FOR PROJECT MANAGEMENT CONSULTANT SERVICES, INCREASING THE CONTRACT TOTAL BY \$125,000
- 10-11 APPROVE: CONSIDERATION OF A 5-YEAR LEASE AGREEMENT WITH ALI GHARAHGOZLOO AND JESSICA HSU, DBA JESSICA'S GROCERY
- 10-12 APPROVE: A SEMI-ANNUAL REPORT ON THE STATUS OF METRO'S DISADVANTAGED BUSINESS ENTERPRISE PROGRAM

Referring to Item 10-09, Mr. Rick Graves, representing Clutch Couriers, informed the Board that Clutch Couriers formally submitted a protest. He spoke of their history with METRO and provided the Clerk with documentation. Chair Rotkin noted that Item 10-09 was being pulled from the agenda and no further action would take place at today's meeting.

# Attachment A - CORRECTED

**ACTION: MOTION TO ACCEPT THE CONSENT AGENDA AS PRESENTED WITH ITEM 10-09 PULLED TO BE PRESENTED AT A FUTURE DATE.**

**MOTION: DIRECTOR LANE**

**SECOND: DIRECTOR CHASE**

**MOTION PASSED WITH 6 AYES (Directors Bottorff, Chase, Hagen, Lane, McPherson and Rotkin) Vice Chair Dutra, Directors Bustichi, Cervantez and Leopold were not present. Director Friend abstained.**

## REGULAR AGENDA

**11 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS FOR H.D. BROWN, ARLAN COLWELL, ANTONIO CASTILLO, EFREN ESCAMILLA, PEGGY FLECHTNER, LEONEL HERRERA, HUNG C. LEE AND TODD PINSKY**

Chair Rotkin recognized the contributions of the employees, noting they had each been with METRO for 10 years. Messrs. Colwell, Herrera, Lee and Pinsky were not present.

Mr. Efren Escamilla, Van Operator, thanked everyone at METRO and April Warnock, Paratransit Superintendent.

Mr. H.D. Brown, Bus Operator, also thanked everyone at METRO, in particular Ciro Aguirre, Anna Marie Gouveia, Daniel, Michael and Eduardo for their hard work.

Ms. Peggy Flechtner, Bus Operator, said she highly recommends METRO as a place to work and thanked her coworkers and staff.

Mr. Antonio Castillo, Fleet Maintenance Lead Mechanic, thanked everyone for the opportunity to grow and move up in the job.

**12 ACCEPT: ORAL METRO ADVISORY COMMITTEE (MAC) SEMI-ANNUAL REPORT**

Ms. Veronica Elsea, MAC Chair, thanked the Board for allowing her to serve and acknowledged her fellow MAC members and their service. She reviewed the activity of the past year and thanked Mr. Harlan Glatt and Mr. Barrow Emerson for their contributions to the Committee.

Ms. Else announced the 2017 MAC 2017 meeting schedule: February 15, May 17, August 16 and November 15 with the location(s) yet to be confirmed. She advised interested parties to monitor the website for updates. The 2017 MAC Chair will be Michael Pisano, Vice Chair will be Joseph Martinez; both for a **one two** year term, **with the option to run for a second term**. MAC plans to continue their efforts working with Stay Connected and the public on behalf of METRO

Chair Rotkin thanked Ms. Elsea, noting her contributions and activities have made a difference.

Director McPherson also thanked Ms. Elsea for her contributions and said he had the pleasure of working with her during her tenure as MAC Chair.

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

**13 ACCEPT: UPDATE ON THE DEVELOPMENT OF BUS STOP POLICIES AND PROCEDURES**

Mr. Barrow Emerson, Planning and Development Manager, introduced Mr. Pete Rasmussen, Transportation Planner, who provided the assembly with basic bus stop information and added commentary to Item 13A.1.

Director Hagen, speaking as a METRO rider, thanked Mr. Rasmussen and his team for their efforts.

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

**14 ACCEPT: ORAL COA UPDATE**

Mr. Barrow Emerson, Planning and Development Manager, provided an update on the September 2016 service changes and referenced the one page ridership by route handout which breaks down the routes by category. (See attached.)

He also announced that the latest edition of "Headways" is being distributed today.

Director McPherson asked if the cutback was still at 12%, given the addition of four trips. Mr. Emerson answered that 12% is still a good average as the four trips had a very miniscule impact; however, they had a critical impact to the bus service.

Chair Rotkin thanked the staff for the teamwork and good system we have in place.

Director McPherson added that it is important to note we are looking at Fall and Measure D revenue impacts.

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

**15 APPROVE: CONSIDERATION OF AWARD OF CONTRACT TO HANSON BRIDGETT LLP FOR GENERAL COUNSEL AND LEGAL SERVICES NOT TO EXCEED \$1,750,000**

Chair Rotkin provided a brief oral history of the process and the importance of ensuring METRO is adequately protected. He also stressed that the General Counsel works primarily for the Board but has daily contact with the CEO/General Manager on issues as applicable.

Director Lane asked how this cost fits into the overall Legal Services budget. Chair Rotkin replied that while the framework of the contract includes a fee for a certain set of ongoing services, there may be unanticipated items which may occur and that the CEO would be notified in advance of any special needs outside the contract which may arise. CEO Clifford referred the assembly to page 2 of the report for specifics.

**ACTION: MOTION TO APPROVE THE AWARD OF CONTRACT TO HANSON BRIDGETT LLP FOR GENERAL COUNSEL AND LEGAL SERVICES NOT TO EXCEED \$1,750,000 AS PRESENTED.**

**MOTION: DIRECTOR LANE                      SECOND: DIRECTOR HAGEN**

**MOTION PASSED WITH 7 AYES (Directors Bottorff, Chase, Friend, Hagen, Lane, McPherson and Rotkin) Vice Chair Dutra, Directors Bustichi, Cervantez and Leopold were not present.**

**16 ACCEPT: CY 17 STATE AND FEDERAL LEGISLATIVE AGENDAS**

Alex Clifford, CEO/General Manager, highlighted the past year's accomplishments and future goals, including several suggestions at the State and Federal levels. This information is provided for board members to use when speaking with our elected officials.

Chair Rotkin asked if it makes sense to prepare a resolution in support of specific legislation. CEO Clifford replied it's a bit too early yet; but, we will do this as the occasions arise.

Director McPherson added that Governor Brown is now engaged in transportation issues. The question in everyone's mind now is what will happen after the first of the year. We can work our agendas with various organizations; e.g., League of American Cities, California State Association of Counties (CSAC), etc.

There were no public comments.

**ACTION: MOTION TO ACCEPT THE CY17 STATE AND FEDERAL LEGISLATIVE AGENDAS AS PRESENTED.**

**MOTION: DIRECTOR McPHERSON**

**SECOND: DIRECTOR LANE**

**MOTION PASSED WITH 7 AYES (Directors Bottorff, Chase, Friend, Hagen, Lane, McPherson and Rotkin) Vice Chair Dutra, Directors Bustichi, Cervantez and Leopold were not present.**

**17 APPROVE: CONSIDERATION OF AUTHORIZING THE TEMPORARY APPOINTMENT OF LESLYN SYREN AS SPECIAL COUNSEL**

Chair Rotkin spoke of the need for continuity with the JKS construction issues and the role of Ms. Syren.

There were no public comments.

**ACTION: MOTION TO APPROVE AUTHORIZING THE TEMPORARY APPOINTMENT OF LESLYN SYREN AS SPECIAL COUNSEL AS PRESENTED.**

**MOTION: DIRECTOR LANE**

**SECOND: DIRECTOR ROTKIN**

**MOTION PASSED WITH 7 AYES (Directors Bottorff, Chase, Friend, Hagen, Lane, McPherson and Rotkin) Vice Chair Dutra, Directors Bustichi, Cervantez and Leopold were not present.**

**18 ACCEPT: CEO ORAL REPORT**

Alex Clifford, CEO/General Manager, focused his comments on METRO's State of Good Repair (SOGR) and the resources required.

There were no public comments.

**19 REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION**

Chair Rotkin announced that today's anticipated closed session item will be postponed to a future date.

There were no public comments.

**20 ANNOUNCEMENT OF NEXT MEETING: FRIDAY, JANUARY 27, 2017 AT 8:30AM, METRO ADMIN OFFICES, 110 VERNON STREET, SANTA CRUZ, CA**

Chair Mike Rotkin announced the next meeting as above.

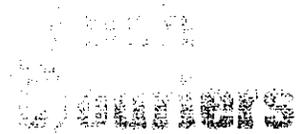
**21     ADJOURNMENT**

Chair Mike Rotkin adjourned the meeting at 9:57A

Respectfully submitted,

Gina Pye  
Executive Assistant

# Attachment



PO Box 358  
Santa Cruz, CA 95061

(831)466-0560  
www.clutchcouriers.com

11/15/09

Dear Lloyd Longuecker:

I am pleased to agree to extend Clutch Couriers contract with Santa Cruz Metropolitan Transit District for one year with the

following proposed changes:

1. Daily interoffice mail delivery service at a billing rate of \$1100/month (an increase of \$4.44 per delivery day).
2. Backup and delivery of 14 board packets two Tuesdays per month to 13 locations for \$130 per delivery day (less \$10 secretary discount extended for one year).
3. Daily pickup of pre-metered mail stays at the current rate of \$5.00 per day.

All the other stipulations of the previous contract would remain in place including agreed upon time frames and legal clauses.

Please review these proposed terms and return an updated renewal contract for me to sign if you are in agreement.

Thank you for choosing Clutch Couriers!

All the best,

Rock Graves  
Clutch Couriers/Owner

*Rock Graves*

# Attachment

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FIRST AMENDMENT TO CONTRACT FOR DAILY INTEROFFICE MAIL DELIVERY SERVICES

This First Amendment to the Contract for daily interoffice mail delivery services is made effective December 1, 2009 between the Santa Cruz Metropolitan Transit District, a political subdivision of the State of California ("METRO") and Clutch Couriers("Contractor").

### 1. RECITALS

- 1.1 METRO and Contractor entered into a Contract for daily interoffice mail delivery services ("Contract") on December 1, 2008.
- 1.2 The Contract allows for the extension upon mutual written consent.
- 1.3 Contractor has requested an increase in the service rates as allowed in the contract.

Therefore, METRO and Contractor amend the Contract as follows:

### 2. TERM

- 2.1 Article 3.02 is amended to include the following language:

This Contract shall continue through November 30, 2010. This Contract may be mutually extended by agreement of both parties.

### 3. COMPENSATION

- 3.1 Effective December 1, 2009, the following rates for services shall apply:
  - 3.1.1 Daily interoffice mail delivery service at a billing rate of \$1,100 per month.
  - 3.1.2 Pickup and delivery of fourteen board packets two Tuesdays per month to thirteen locations for \$130 per delivery day (less \$10 courtesy discount extended for one year).
  - 3.1.3 Daily pickup of pre-metered mail at \$5.00 per day.

### 4. REMAINING TERMS AND CONDITIONS

- 4.1 All other provisions of the Contract that are not affected by this amendment shall remain unchanged and in full force and effect.

### 5. AUTHORITY

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

SIGNATURES ON NEXT PAGE

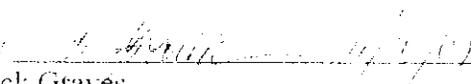
# Attachment

Signed on \_\_\_\_\_

METRO  
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

\_\_\_\_\_  
Leslie R. White  
General Manager

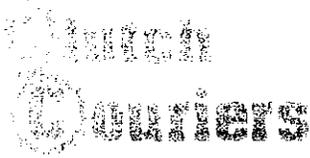
CONTRACTOR  
CLUTCH COURIERS

By   
Rick Graves  
Owner

Approved as to Form:

  
Margaret R. Gallagher  
District Counsel

# Attachment



PO Box 358  
Santa Cruz, CA 95061

(831)466-0560  
www.clutchcouriers.com

1/22/00

Dear Hina Patel:

I am pleased to agree to extend Clutch Couriers contract with Santa Cruz Metropolitan Transit District for one year with no changes:

1. Daily interoffice mail delivery service remaining at a billing rate of \$1,100/month
2. Pickup and delivery of board packets two Tuesdays per month remaining at the same rate of \$10 per packet delivered.
3. Daily pickup of pre-metered mail stays at the current rate of \$5.00 per day.

All the other stipulations of the previous contract would remain in place including agreed upon time frames and legal clauses.

Please review these proposed terms and return an updated renewal contract for me to sign if you are in agreement.

Thank you for choosing Clutch Couriers!

All the best,

Rick Graves  
Clutch Couriers/Owner

A handwritten signature in black ink, appearing to read "Rick Graves", is written over a horizontal line.

# Attachment 1



**SANTA CRUZ METROPOLITAN  
TRANSIT DISTRICT**  
110 Vernon Street, Santa Cruz, CA 95060

**Solicitation #06242014  
June 24, 2014**  
Alex Strudley, Purchasing Assistant  
(831) 426-0199 or [astrudley@scmttd.com](mailto:astrudley@scmttd.com)

**REQUEST FOR PROPOSAL - THIS IS NOT AN ORDER**  
**Submit Your Proposal No Later Than July 1, 2014 5:00 p.m.**

From: Alex Strudley [<mailto:AStrudley@scmttd.com>]  
Sent: Tuesday, June 24, 2014 4:34 PM  
To: Alex Strudley <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>; Erron Alvey <[EAlvey@scmttd.com](mailto:EAlvey@scmttd.com)>  
Subject: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Good afternoon - Please see the attached Request For Quote for daily inter-office and USPS courier services for the Santa Cruz METRO.**

**We encourage you to send us a quote. Quotes are due July 1st, 2014 by 5:00PM and can be sent via traditional mail or email.**

**Please contact me with any questions. We look forward to your response.**

**Thank you.**

**Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702  
Fx: (831) 469-1958**

From: Rick Graves [<mailto:rick@clutchcouriers.com>]  
Sent: Tuesday, June 24, 2014 5:35 PM  
To: 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
Subject: RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

I wanted to confirm that we have received your email and will be preparing a quote for submission by the stated deadline.

Thank You,

# Attachment

2

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]  
**Sent:** Wednesday, June 25, 2014 8:35 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Thank you**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fx: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, June 25, 2014 5:19 PM  
**To:** 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

We're working on a quote for submission and had a few preliminary questions:

- 1) What is the proposed start-date of service?
- 2) What would the length of the contract be and would there be possibilities to renew after that date?
- 3) For the Board Agenda Packet deliveries, what areas of the county would we deliver to directors: Bryant, Cervantez, Friend, Hinkle, Leopold, and Blitzer, who receive pdf copies but could need a paper copy delivered when requested?

We're excited to be included in the bidding process and greatly look forward to your response.

Thank you for your time,

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]  
**Sent:** Thursday, June 26, 2014 10:10 AM

# Attachment

3

To: 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>

Subject: RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Good morning- Please see my answers in red.

1) What is the proposed start-date of service?

As soon as possible after bids are reviewed, we will award to the lowest bidder and will contact the winning bidder to coordinate beginning service.

2) What would the length of the contract be and would there be possibilities to renew after that date?

This is not a contract. This is a service agreement, an established account with a corresponding blanket purchase order that is good for up to 5 years. We will be monitoring performance from time to time. If no issues come up, and if things go smooth and we are happy with your service, we will use you for up to 5 years. After 5 years are up, we are required by the FTA to go out to bid on service agreements every 5 years. Your firm will of course be one of the vendors that we solicit again in 5 years.

3) For the Board Agenda Packet deliveries, what areas of the county would we deliver to directors: Bryant, Cervantez, Friend, Hinkle, Leopold, and Blitzler, who receive pdf copies but could need a paper copy delivered when requested?

The best answer I can give you is that they are all in Santa Cruz County.

I am not permitted to give out their addresses at this time. Board deliveries that are currently delivered by PDF RARELY request a hard copy. Most of the time, they would just print out a copy for themselves from the PDF.

Another thing to think about- in a few years the board of directors will change.

Hope that helps. Thank you.

Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060

Ph: (831) 426-6080 x1702

Fx: (831) 469-1958

From: Rick Graves [<mailto:rick@clutchcouriers.com>]

Sent: Tuesday, July 01, 2014 10:36 AM

To: 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>

Subject: RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

Please find attached a pdf of Clutch Couriers quote.

# Attachment

4

Please confirm receipt of this e-mail.

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmtd.com>]  
**Sent:** Wednesday, July 02, 2014 10:00 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Rick-**

**Thank you for your quote. We will be getting back to you shortly.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fx: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, July 09, 2014 10:17 AM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

We are looking forward to your decision on our quote for service. Since it's now been over a week, do you have a timeframe you can give as to when we can expect to hear back from you on this? Please advise at your convenience.

Thank you for your time.

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

# Attachment

5

**From:** Alex Strudley [<mailto:AStrudley@scmtd.com>]  
**Sent:** Wednesday, July 09, 2014 10:34 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**We have a meeting about it today. Will get back to you shortly.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Alex Strudley [<mailto:AStrudley@scmtd.com>]  
**Sent:** Wednesday, July 09, 2014 5:21 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Hi Rick- Bids are currently under review and we will be getting back to you by July 30th. Thanks for your patience.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, July 09, 2014 5:23 PM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

Thanks for the timely response. We look forward to hearing from you then.

Thank you for choosing Clutch Couriers.

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

# Attachment

6

**From:** Alex Strudley [<mailto:AStrudley@scmtd.com>]  
**Sent:** Friday, July 25, 2014 9:28 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District  
**Importance:** High

Good morning- Thank you for your patience regarding review of your quote.

We have a few questions for you:

**Billing:**

In the price quoted for a year of service for \$9,995.00, how do you envision billing to occur? Monthly? Would you take this lump sum and divide by 12 to generate a monthly total or do you bill monthly for actual services rendered based on daily charges?

Monthly billing is normally how we pay for these services I wanted to see if that is acceptable to you.

Also,

(Based on an average of 22 business days per month)

Please provide an average cost per day for each of the following. Please fill in the following blank spaces.

- Daily interoffice mail runs (Mon-Fri) (\$\_\_\_\_\_ per day)
- US Postal Service daily afternoon outgoing mail run (Mon-Fri) (\$\_\_\_\_\_ per day)
- Delivery of Board of Directors meeting agenda packets, twice a month, eleven months a year. (\$\_\_\_\_\_ per month)

If you could get that information to us, that would be great, then we can move forward. Thank you and we look forward to hearing from you!

Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060

Ph: (831) 426-6080 x1702

Fax: (831) 469-1958

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Monday, July 28, 2014 10:07 AM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

Thank you for your response.

# Attachment

Yes, monthly billing is acceptable. Our quote for the entirety of services in the request for proposal would be billed at the rate of \$832.92 per month.

That rate includes all packet delivery on any given month despite the wide variation of packets we may receive - anywhere from 14 to 26 packets.

Your monthly billed rate will remain the same during the duration of our one year service agreement.

The average rate for each of the services have been broken down into per day values below as requested, but will vary depending on how many Board Agenda Packets we deliver each month.

- Daily interoffice mail runs (Mon-Fri) would charge from \$25 to \$30 per day
- US Postal Service daily afternoon outgoing mail run (Mon-Fri) from \$5 to \$7 per day

In regards to the delivery of Board of Directors Agenda Packets, it's hard to give you a per month figure when we do not know how many packets we will be delivering. The flat rate for the entirety of services we gave you was for yearly service, or in this case, \$832.92 monthly. The portion of your monthly fee allocated to interoffice mail and mail administration services will vary monthly depending on the amount of packets delivered in any given month. While our rates per day will vary, the amount you pay remains at \$832.92 per month. The original quote we submitted included the delivery of all packets and was figured into the bulk yearly quote. For reference, our standard rate for bulk packet deliveries is \$10.00 per packet, and we are offering a deep discount from that. The discount you will be receiving on each agenda packet delivery will vary according to the quantity of packets we deliver.

Please keep in mind that the rate of \$832.92 per month is a bulk discount rate for all services in the request for proposal we received. The rates above are not meant to be broken up and are not the rate we would be charging for any of those services done individually. Due to all the variables involved, we understand that there may be some confusion. Please feel free to give us a follow up call or email and we can discuss this further.

Thank you for your time and we look forward to the opportunity of working with you further,

Rick Graves  
Clutch Couriers  
831-466-0560

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, July 30, 2014 10:29 AM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hi Alex,

Did you receive the reply to this email that we sent you on Monday 7-28-14?

Thank you for choosing Clutch Couriers.

# Attachment

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Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]  
**Sent:** Wednesday, July 30, 2014 10:31 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Yes thank you. We are still reviewing things. We will get back to you shortly. Thank you.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]  
**Sent:** Friday, August 01, 2014 10:04 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Thanks Rick- Have a great weekend. We are having another meeting about this and should be getting back to you sometime next week.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, August 01, 2014 10:18 AM  
**To:** 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

Appreciate the follow up, and have a great weekend as well!

Thank you for choosing Clutch Couriers.

Michael Donohue

# Attachment

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Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, August 08, 2014 2:47 PM  
**To:** 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

Just wanted to follow up and see if there is anything to update us on?

Thank you for choosing Clutch Couriers.

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]  
**Sent:** Friday, August 08, 2014 2:50 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**Not yet- I will keep you posted Rick. I will follow up with you again next Friday. Thank you.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]  
**Sent:** Friday, August 08, 2014 4:39 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

**You guys are low bidder. We are just ironing out some details. Sit tight- will get back to you soon.**  
**Thanks**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Monday, August 11, 2014 9:51 AM  
**To:** 'Alex Strudley' <[ASTrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: Request for Proposal Courier Services Santa Cruz Metropolitan Transit District

Hello Alex,

Sounds great. We look forward to hearing from you.

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:ASTrudley@scmtd.com>]  
**Sent:** Friday, September 19, 2014 9:17 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** next step for Clutch Courier

**Good morning Rick-**

**I apologize for taking so long to get back to you. Thank you for the recent cost breakdown you provided. We would like to review a few items from your firm before we can proceed.**

**Rates and Length of Contract:**

**We would like to propose that the contract to be for a one-year term, with rates fixed for the entirety of this first year, and four optional one-year extensions. After the first year of the contract your firm will have an opportunity to increase rates at the commencement of each option year, upon approval by Santa Cruz METRO. Such rate increases in subsequent option years will be limited to the annual percentage change in the Consumer Price Index for the San Francisco/Oakland/San Jose area, and are subject to notification and prior written approval by Santa Cruz METRO.**

**Documentation needed:**

**Please send us:**

**-Your firm's business license number**

**Proof of the following insurances:**

**-Auto Insurance**

**-General Liability Insurance**

**-Workers Compensation Insurance**

# Attachment

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Let us know if you have any questions, and are agreeable to these terms and we will proceed accordingly.

Thank you and we look forward to hearing from you.

Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060

Ph: (831) 426-6080 x1702  
Fax: (831) 469-1958

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, September 19, 2014 9:20 AM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: next step for Clutch Couriers

Hello Alex,

I am confirming that we have received this message. We will get together the items you asked and be in touch shortly.

Thank you for choosing Clutch Couriers.

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Monday, September 22, 2014 11:37 AM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: next step for Clutch Courier

Hello Alex,

Thank you for your follow up. Here are the answers to your questions:

1) Rates and Length of Contract:

We would like to propose that the contract to be for a one-year term, with rates fixed for the entirety of this first year, and four, optional one-year extensions. After the first year of the contract your firm will have an opportunity to increase rates at the commencement of each option year, upon approval by Santa Cruz METRO. Such rate increases in subsequent option years will be limited to the annual percentage change in the Consumer Price Index for the San Francisco/Oakland/San Jose area, and are subject to notification and prior written approval by Santa Cruz METRO.

1A) Clutch Couriers is in agreement to these terms.

# Attachment

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2) Your firm's business license number

2A) Business License # 94559 (attached)

3) Auto Insurance

3A) Auto Insurance through CSAA Insurance Exchange, policy number CAAS100049663 (attached)

4) General Liability Insurance

4A) General Liability Insurance through State Farm General Insurance Company, policy number 97-BY-B398-3 (attached)

5) Workers Compensation Insurance

5A) Clutch Couriers has no employees and instead utilizes professional couriers who sign contracts with Clutch Couriers to perform their services in accordance with the standards and expectations of Clutch Couriers' Clients. While maintaining part time hours, Clutch Couriers' independent contractors enjoy commission-based compensation that exceeds the City of Santa Cruz's current living wage. To meet any exemption requirement(s), Clutch Couriers can provide a letter or other documentation stating the utilization of only independent contractors for the company. If you have any clarification or additional information to this, please let us know.

Thank you for your time, we look forward to your response.

Michael Donohue

Clutch Couriers

831-466-0560

[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmtd.com>]

**Sent:** Monday, September 22, 2014 11:58 AM

**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>

**Subject:** RE: next step for Clutch Courier

**Thank you. I have received your message. I will present this info at a meeting I have tomorrow with my superiors.**

**I will then contact you and let you know how we will proceed. Thank you.**

**Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060**

# Attachment

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**Ph: (831) 426-6080 x1702**

**Fax: (831) 469-1958**

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]

**Sent:** Tuesday, September 23, 2014 9:31 AM

**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>

**Subject:** RE: next step for Clutch Courier - UPDATE

**Rick- The meeting I had scheduled for today was rescheduled. I will be presenting your information on Tuesday Sept 30th at a meeting and will be contacting you after that time.**

**Just wanted to give you an update-keeping you in the loop. I'm sorry things move so slow around here.**

**Thank you.**

**Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**

**Fax: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]

**Sent:** Tuesday, October 07, 2014 5:46 PM

**To:** 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>

**Subject:** RE: next step for Clutch Courier - UPDATE

Hello Alex,

Please find attached an updated version of our business license. The one we went you before expired since we originally sent it to you.

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmttd.com>]

**Sent:** Wednesday, October 08, 2014 7:46 AM

**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>

**Subject:** RE: next step for Clutch Courier - UPDATE

**Thanks! I'm sorry things have been so slow. We are in the process of putting something together for you. I'll follow up with you again and keep you posted in about 2 weeks from now.**

**Alex Strudley**  
**Santa Cruz METRO**  
**138 Golf Club Drive**  
**Santa Cruz, CA 95060**

**Ph: (831) 426-6080 x1702**  
**Fax: (831) 469-1958**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, October 08, 2014 10:38 AM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: next step for Clutch Courier - UPDATE

Hello Alex,

We very much appreciate the update. We look forward to your next update in about 2 weeks.

Thank you for choosing Clutch Couriers.

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, October 24, 2014 5:23 PM  
**To:** 'Alex Strudley' <[AStrudley@scmtd.com](mailto:AStrudley@scmtd.com)>  
**Subject:** RE: next step for Clutch Courier - UPDATE

Hello Alex,

We are working on our scheduling for the this last quarter of 2014 and we have a few questions for you: Did we win the bid for the contract? Also, do you have an estimated start date?

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmtd.com>]  
**Sent:** Friday, October 24, 2014 5:25 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: next step for Clutch Courier - UPDATE

# Attachment

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Hi Rick/Brandon- We have developed a contract for your firm and it is currently under review by legal. We hope to have it back by the end of October. You were the lowest bidder. We hope to have some answers for you by the 1st week of November.

Thank you.

Alex Strudley  
Santa Cruz METRO  
138 Golf Club Drive  
Santa Cruz, CA 95060

Ph: (831) 426-6080 x1702

Fax: (831) 469-1958

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, October 24, 2014 5:30 PM  
**To:** 'Alex Strudley' <[AStrudley@scmt.com](mailto:AStrudley@scmt.com)>  
**Subject:** RE: next step for Clutch Courier - UPDATE

Hello Alex,

We appreciate the prompt reply. Have a great weekend and we look forward to hearing back from you around the 1<sup>st</sup> week of November.

Thank you for choosing Clutch Couriers.

Michael Donohue  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Alex Strudley [<mailto:AStrudley@scmt.com>]  
**Sent:** Thursday, November 13, 2014 5:23 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** update from Santa Cruz METRO

Good afternoon Rick- I apologize for the delay. We have had a rotating staff in our Admin dept as of late and as a result management has not been able to make clear decisions regarding changes to Admin operations for quite some time including when your new courier services will be integrated into our daily operations.

The good news is we just hired someone permanently in the Admin dept and they started this week. We anticipate a start date of your services on or around 1/15/2015 (right after the holidays). We will be in touch again in the coming weeks and of course we will assist you in the transition.

Thank you for your patience and I will be sending you a PO and contract shortly.  
Thank you.

# Attachment

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Best,

Alex Strudley  
Santa Cruz METRO  
110 Vernon Street  
Santa Cruz, CA 95060

Ph: (831) 426-6080 x1702  
Fax: (831) 469-1958

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Thursday, November 13, 2014 6:03 PM  
**To:** 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
**Subject:** RE: update from Santa Cruz METRO

Hello Alex,

Thanks for the reply. We look forward to working with you.

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Erron Alvey [<mailto:EAlvey@scmttd.com>]  
**Sent:** Monday, December 22, 2014 10:59 AM  
**To:** 'rick@clutchcouriers.com' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Cc:** Alex Strudley <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
**Subject:** Santa Cruz METRO - Update

Hi Rick,

I just wanted to give you an update on where we are at with courier services. After we put this out to bid, the person responsible for administrating the services, and the General Manager (who they reported to) left METRO. We have had many, many temps filling the Admin position since, and the interim Manager was unwilling to make any changes to services during that time. Then we finally hired a new GM and a new Admin, the GM questioned why we are using courier services at all. Now he is reviewing staffing levels and responsibilities to decide if we will continue using courier services at all. I haven't wanted to push him, for several reasons, but mostly because I think he will cancel it all together and that won't be good for anyone!

Thank you so much for your patience with us, we will let you know as soon as anything further develops. Keep your fingers crossed for continuing service!

Have a great holiday,  
~ Erron

# Attachment

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**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Tuesday, December 23, 2014 4:59 PM  
**To:** 'ealvey@scmttd.com' <[ealvey@scmttd.com](mailto:ealvey@scmttd.com)>  
**Cc:** 'Alex Strudley' <[AStrudley@scmttd.com](mailto:AStrudley@scmttd.com)>  
**Subject:** RE: Santa Cruz METRO - Update

Hello Erron,

Thank you very much for the update. We know you are working to keep the courier service going and we greatly appreciate your continued efforts.

Can we meet with the GM and/or Admin, either by phone or in person, to discuss the matter and outline our plan to save SCMTD time and money while keeping the responsibilities of SCMTD employees streamlined and efficient?

Some benefits of Clutch Couriers' service for the SCMTD are:

- 1) Cost Savings – As SCMTD's courier, hiring Clutch Couriers represents a 33% annual savings from your current courier service (based on posted expense data obtained from Board of Directors Agenda Packets).
- 2) Increased productivity for SCMTD employees who potentially would be handling in-house delivery duties if the courier service is eliminated – Travel time with traffic and/or seeking parking could be 2+ hours every day delivering important inter-office mail.
- 3) Decreased vehicle workload - SCMTD employees use of company vehicles for inter-office mail delivery would result in a loss of productivity due to traffic congestion around SCMTD offices and increased burden on company vehicles.
- 4) No loss of office productivity due to digitally scanning hard copies of large and bulky (often double-sided) inter-office documents that are more appropriately and affordably hand delivered by a professional courier.
- 5) Duties according to salary - Employees that are paid for administrative duties would not have their skills and expertise designated to inter-office mail deliveries.
- 6) Daily Post Office deliveries would be handled by Clutch Couriers at the regular pick up time of 4:45pm. This would allow office administration to get last minute mail out the door that same day without fighting traffic congestion around the post office at the worst time of day for driving.

In short, hiring Clutch Couriers would help SCMTD run more affordably and efficiently without placing the extra burden of inter-office and post office mail deliveries on your in-house employees. In addition to cost savings over your current provider, hiring Clutch Couriers and our team of professional bike messengers will help SCMTD reduce carbon emissions.

We look forward to hearing back from you, and for the opportunity to meet with the agent in charge of purchasing for this proposed service.

Have a happy holiday,

Richard Graves

# Attachment

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Clutch Couriers/Owner  
831-466-0560  
[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Tuesday, March 03, 2015 10:21 AM  
**To:** 'ealvey@scmtd.com' <[ealvey@scmtd.com](mailto:ealvey@scmtd.com)>  
**Subject:** SCMTD Courier Services

Hello Erron,

Back in December we sent out the below email as a response to your email from 12/22/14. We have not heard any response from SCMTD and were wondering if the email was received and if there has been any decision made regarding courier services at SCMTD. We would like to remind you and the new GM that we could offer a 33% cost savings immediately by using Clutch Couriers. Can you please give us an update on what is happening regarding SCMTD and Clutch Couriers?

Thank you.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Erron Alvey [<mailto:EAlvey@scmtd.com>]  
**Sent:** Tuesday, March 03, 2015 11:05 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: SCMTD Courier Services

**Hi Rick,**

**I apologize, getting this through approvals has been like running in quicksand. We have had high turnover of the staff responsible for this service and no one wanted to make a change during such turmoil. I can't blame them for that though. However, we finally have permanent staff hired, so we're getting there. I was supposed to have a meeting with them last week about this and they cancelled. I just called and reminded them to reschedule. I will let you know as soon as I have a transition date for everyone. We are still moving toward switching to Clutch!**

**~ Erron**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Tuesday, March 03, 2015 5:39 PM  
**To:** 'Erron Alvey' <[EAlvey@scmtd.com](mailto:EAlvey@scmtd.com)>  
**Subject:** RE: SCMTD Courier Services

Hello Erron,

# Attachment

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Thank you for the reply. We look forward to hearing from you with any updates and working with you!

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Erron Alvey [<mailto:EAlvey@scmtd.com>]  
**Sent:** Tuesday, March 03, 2015 5:40 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: SCMTD Courier Services

**Oh! I just noticed you are Brandon, not Rick. Is Rick still there?**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Tuesday, March 03, 2015 5:44 PM  
**To:** 'Erron Alvey' <[EAlvey@scmtd.com](mailto:EAlvey@scmtd.com)>  
**Subject:** RE: SCMTD Courier Services

Hello Erron,

Yes Rick is still here. He is the owner and is the final person making all decisions for Clutch Couriers, Michael Donohue and I handle the dispatch and invoicing throughout the week.

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, June 05, 2015 5:11 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: SCMTD Courier Services

Hello Erron,

As summer gears up, we wanted to check in to see if there's any update regarding the daily inter-office mail service agreement, as it has been almost a year since we put in our low bid. We had an excellent working relationship with SCMTD for the daily inter-office deliveries from 2008-2010, and we would love to renew our mutually beneficial relationship while saving SCMTD 33% from the current provider.

# Attachment

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Our goal is to make the transition seamless for SCMTD and meet all expectations of service. With that in mind, we're beginning to look at our hiring prospects for the summer but would like to hear from you as to what we might expect from SCMTD and when we might start. If service comes up for bid again before we start, we would appreciate being included in the bidding process.

Thank you for your time.

Michael Donohue  
Clutch Couriers  
831-466-0560

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Friday, June 12, 2015 4:36 PM  
**To:** 'Erron Alvey' <[EAlvey@scmtd.com](mailto:EAlvey@scmtd.com)>  
**Subject:** RE: SCMTD Courier Services

Hello Erron,

I was wondering if you received the email below? Maybe it got lost in the spam box or glossed over on a busy day?  
Look forward to hearing from you.

Thank you for choosing Clutch Couriers.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Erron Alvey [<mailto:EAlvey@scmtd.com>]  
**Sent:** Monday, June 15, 2015 11:17 AM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: SCMTD Courier Services

**Hi Brandon and Rick,**

**I have had such a difficult time with this service! Our CEO keeps waffling about keeping the service going at all. I haven't wanted to push him because staff feels we really need these services, and I don't want him to make a quick decision and just cancel it. We have made several changes to service and we might need to perform the procurement again with new specs.**

**Let me check in today and I'll see if I can get some movement on this.**

**~ Erron**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, September 09, 2015 4:55 PM  
**To:** 'Erron Alvey' <[EAlvey@scmtd.com](mailto:EAlvey@scmtd.com)>  
**Subject:** RE: SCMTD Courier Services

# Attachment

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Hello Erron,

We hope you're surviving this current heat-wave. We are wondering if there's been any progress since the below email of 6-15-15, and if there are any updates as it has been over a year since the original request for bid.

Will the new services be included in the next request for bid, and if so, do you have an estimate as to when we can expect to prepare a proposal for service?

Thank you for your time, and we look forward to hearing back from you.

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

**From:** Erron Alvey [<mailto:EAlvey@scmttd.com>]  
**Sent:** Tuesday, September 15, 2015 3:33 PM  
**To:** 'Rick Graves' <[rick@clutchcouriers.com](mailto:rick@clutchcouriers.com)>  
**Subject:** RE: SCMTD Courier Services

**Hi Brandon,**

**I have finally received updated specifications from the Admin department. I hope to have the request for bid out to you in the next few weeks. Thank you for your patience, and I apologize again that things went south on the last round. We'll speak soon.**

**~ Erron**

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]  
**Sent:** Wednesday, September 16, 2015 4:55 PM  
**To:** 'Erron Alvey' <[EAlvey@scmttd.com](mailto:EAlvey@scmttd.com)>  
**Subject:** RE: SCMTD Courier Services

Hello Erron,

Thank you update. We understand that this is all a process, and we value SCMTD as a former and potential future client. We look forward to being in touch soon when the time comes for the next round of bids.

Sincerely,

Brandon Bailey  
Clutch Couriers  
831-466-0560  
[www.clutchcouriers.com](http://www.clutchcouriers.com)

# Attachment

22

**From:** Rick Graves [<mailto:rick@clutchcouriers.com>]

**Sent:** Friday, February 19, 2016 4:17 PM

**To:** 'Erron Alvey' <[EAlvey@scmttd.com](mailto:EAlvey@scmttd.com)>

**Subject:** Budget Woes? Save 30% on Courier Service by Switching to Clutch Courier LLC!

Hello Erron,

It has been a while since we have been in contact, however I wanted to remind you and fine folks at the Santa Cruz Metropolitan Transit District that you could cut your expenses and save 30% right now by switching your courier service provider to Clutch Courier LLC! We have been working hard this past year to provide even better customer service as well as improve our courier services across the board.

Clutch Courier LLC already offers daily customized courier services all over the county and would love to work with S.C.M.T.D. to help save money as well as offering a more professional courier service. If you are ready to save your organization money please let us know, we are not going anywhere.

Thank you for choosing Clutch Courier.

Brandon Bailey

Clutch Courier LLC

831-466-0560

[www.clutchcourier.com](http://www.clutchcourier.com)

Exhibit 1

# Attachment

County Govt. Building  
Mail Room

GARY KLEMZ Basement,

*Give the directors' packets to the receptionist in the Board of Supervisors office on the 5<sup>th</sup> floor. Go to the mailroom in the basement across from the cafeteria and leave the packet for Gary Klemz in the SEIU outgoing mail slot, which is on the RIGHT as you enter the mailroom.*

3) 833 Front Street, #228, Santa Cruz                      DEBORAH LANE    **DO NOT LEAVE WITH MANAGER!**

4) 133 Monterey Street, Santa Cruz    LYNN ROBINSON

5) 420 Riverview Avenue, Capitola    RON GRAVES

6) Watsonville City Administrative Offices                      DANIEL DODGE    275 Main Street, Suite 400, Watsonville

*Give the director's packet to staff in the Administrative office on the 4<sup>th</sup> floor.*

*NOTE: As of January 2014, Directors Bryant, Cervantez, Friend, Hinkle, Leopold, and ex-officio Director Blitzer receive a PDF of the Agenda. Delivery of a paper packet will be by request.*



rev 2/14

## ADMINISTRATIVE OFFICE CLOSURES

2014

Wednesday, January 1, 2014

New Year's Day, Observed

Monday, January 20, 2014

Martin Luther King, Jr. Day

Monday, February 17, 2014

President's Day

Monday, May 26, 2014

Memorial Day

# Attachment

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|                                    |                                |
|------------------------------------|--------------------------------|
| <b>Friday, July 4, 2014</b>        | <b>Independence Day</b>        |
| <b>Monday, September 1, 2014</b>   | <b>Labor Day</b>               |
| <b>Tuesday, November 11, 2014</b>  | <b>Veterans Day</b>            |
| <b>Thursday, November 27, 2014</b> | <b>Thanksgiving Day</b>        |
| <b>Friday, November 28, 2014</b>   | <b>Day after Thanksgiving</b>  |
| <b>Thursday, December 25, 2014</b> | <b>Christmas Day, Observed</b> |

\*\*\*\*\*Informational Only – Subject to Change\*\*\*\*\*

# Attachment

## Fall Ridership by Route

| September 8 - December 6, 2016          |                                 | Average Weekday Ridership per Trip |             |                 | Average Weekend Ridership per Trip |           |             |                 |                              |
|---|---------------------------------|------------------------------------|-------------|-----------------|------------------------------------|-----------|-------------|-----------------|------------------------------|
| Route                                   | Corridor                        | Riders                             | UCSC Riders | Cabrillo Riders | Discount Fare and Pass Usage       | Riders    | UCSC Riders | Cabrillo Riders | Discount Fare and Pass Usage |
| <b>UCSC Routes</b>                      |                                 |                                    |             |                 |                                    |           |             |                 |                              |
| 10 *                                    | UCSC via High St.               | 66                                 | 63          | 0               | 1                                  | 70        | 65          | 0               | 2                            |
| 15 *                                    | UCSC via Laurel West            | 59                                 | 57          | 0               | 1                                  |           |             |                 |                              |
| 16 *                                    | UCSC via Laurel East            | 70                                 | 67          | 0               | 1                                  | 83        | 77          | 0               | 0                            |
| 16ST *                                  | UCSC via Laurel East Supp.      |                                    |             |                 |                                    | 62        | 59          | 0               | 5                            |
| 19 *                                    | UCSC via Lower Bay              | 67                                 | 63          | 1               | 2                                  | 85        | 78          | 1               | 2                            |
| 20 *                                    | UCSC via West Side              | 58                                 | 50          | 1               | 2                                  | 0         | 0           | 0               | 0                            |
| 20D *                                   | UCSC via West Side Supp.        | 59                                 | 59          | 0               | 0                                  |           |             |                 |                              |
| <b>Intercity</b>                        |                                 |                                    |             |                 |                                    |           |             |                 |                              |
| 35/35A                                  | Santa Cruz/Scotts Valley/SLV    | 19                                 | 1           | 1               | 4                                  | 0         | 0           | 0               | 0                            |
| 69A                                     | Capitola Road/Watsonville       | 28                                 | 2           | 2               | 8                                  | 29        | 1           | 2               | 4                            |
| 69W                                     | Cap. Road/Cabrillo/Watsonville  | 32                                 | 3           | 7               | 7                                  | 28        | 4           | 2               | 7                            |
| 71                                      | Santa Cruz to Watsonville       | 35                                 | 2           | 7               | 7                                  | 34        | 2           | 2               | 10                           |
| 91X                                     | Santa Cruz/Watsonville Express  | 42                                 | 3           | 19              | 6                                  |           |             |                 |                              |
| <b>Rural</b>                            |                                 |                                    |             |                 |                                    |           |             |                 |                              |
| 33                                      | Lompico SLV/Felton Faire        | 10                                 | 0           | 0               | 0                                  |           |             |                 |                              |
| 34                                      | South Felton                    | 1                                  | 0           | 0               | 0                                  |           |             |                 |                              |
| 40                                      | Davenport/North Coast           | 23                                 | 3           | 0               | 2                                  |           |             |                 |                              |
| 41                                      | Bonny Doon                      | 12                                 | 2           | 1               | 2                                  |           |             |                 |                              |
| 42                                      | Davenport/Bonny Doon            | 16                                 | 3           | 0               | 2                                  | 15        | 3           | 0               | 4                            |
| <b>Local</b>                            |                                 |                                    |             |                 |                                    |           |             |                 |                              |
| 3                                       | Mission/Beach                   | 15                                 | 3           | 1               | 5                                  | 11        | 4           | 1               | 3                            |
| 4                                       | Harvey West/Emeline             | 15                                 | 1           | 0               | 8                                  |           |             |                 |                              |
| 55                                      | Rio Del Mar                     | 6                                  | 0           | 3               | 1                                  | 7         | 0           | 1               | 3                            |
| 66                                      | Live Oak via 17th               | 18                                 | 3           | 1               | 5                                  | 13        | 2           | 1               | 4                            |
| 68                                      | Like Oak via Broadway/Portola   | 15                                 | 3           | 1               | 4                                  | 14        | 3           | 1               | 4                            |
| 72                                      | Watsonville Hospital/Pinto Lake | 14                                 | 0           | 1               | 4                                  | 10        | 0           | 0               | 4                            |
| 74S                                     | PVHS/Watsonville Hospital       | 25                                 | 0           | 1               | 1                                  |           |             |                 |                              |
| 75                                      | Green Valley Road               | 20                                 | 0           | 2               | 7                                  | 18        | 0           | 1               | 7                            |
| 79                                      | Pajaro/East Lake                | 8                                  | 0           | 1               | 3                                  | 9         | 0           | 0               | 2                            |
| <b>Highway 17</b>                       |                                 |                                    |             |                 |                                    |           |             |                 |                              |
| Hwy 17                                  | Hwy 17 Express/AMTRAK           | 19                                 | -           | -               | 0                                  | 8         | -           | -               | 9                            |
| <b>System-wide Avg. Riders per Trip</b> |                                 | <b>34</b>                          | <b>19</b>   | <b>2</b>        | <b>3</b>                           | <b>33</b> | <b>16</b>   | <b>1</b>        | <b>4</b>                     |

\* UCSC 2016 Fall quarter began on September 22nd. Ridership data for these routes ranges from September 22 - December 6, 2016.