# Santa Cruz Metropolitan Transit District 

FY22 85 FY23

## FINAL BUDGET



ADOPTED JUNE 25, 2021
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# Santa Cruz Metropolitan Transit District 



Santa Cruz Metropolitan Transit District (METRO) is proud to present the FY22/FY23 Budget. Presented in this Budget is a fully balanced Operating Budget aligned to METRO's strategic plan. This fully balanced Budget means total Operating Revenue is equal to total Operating Expenses, including transfers.

The total Operating Revenue Budget of $\$ 54.8$ million in $F Y 22$ and $\$ 55.3$ million in $F Y 23$ is down $4.4 \%$ from the FY21 Budget driven by a Budget that assumed full recovery from the COVID-19 pandemic. Due to this expectation, METRO will see declining passenger fares, lower advertising revenues, as well as the reduced Transportation Development Act - Local Transportation Fund (TDA-LTF) and Transportation Development Act - State Transit Assistance (TDA-STA) grants versus the FY21 Budget. These reductions are partially offset by increased Sales Tax (including Measure D) and a new Low Carbon Transit Operations Program (LCTOP) operating grant.

The total Operating Expense Budget for FY22 is $\$ 56.6$ million and $\$ 58.5$ million for $F Y 23$, 2.9\% higher versus the FY21 Budget, driven by labor and benefit increases and general inflation within most expense items. The Budget includes a transfer of $\$ 2.2$ million in FY22 and $\$ 2.3$ million in FY23 to the Bus Replacement Fund; transfers of $\$ 2.0$ million in FY22 and FY23 to the Operating \& Capital Reserve Fund for liability reduction measures associated with the CaIPERS Unfunded Actuarial Liability (UAL) and Other Post-Employment Benefits (OPEB) liability; and, transfers of $\$ 6.3$ million in FY22 and $\$ 7.6$ million in FY23 from the COVID-19 Recovery Fund to cover operating deficits. In addition to the Operating Budget, the Capital Spending Budget for $F Y 22$ and $F Y 23$ is $\$ 13.7$ million and $\$ 13.5$ million, respectively, or $\$ 27.2$ million for the full Capital Portfolio. Approximately $\$ 16.7$ million, or $61 \%$, of the Capital Portfolio spending is budgeted for bus and paratransit vehicle (ParaCruz) replacements and related infrastructure.

METRO continues to focus attention on the replacement of buses and paratransit (ParaCruz) vehicles. As a result of the Board's commitment to bus replacement, METRO plans to immediately replace 19 buses and seven ParaCruz vehicles at the end of FY22. The cost of replacing buses is estimated at $\$ 15.5$ million. This cost includes the purchasing of 13 Compressed Natural Gas (CNG) buses and six Zero Emissions Electric Buses (ZEBs), including the electric infrastructure. Buses have a useful life of twelve years; although METRO's bus replacement plan assumes 14 years. An aging fleet potentially results in poor customer service, as equipment may break down more frequently, which then impacts METRO's ability to deliver the quality on-time service it promises. An older fleet is also more expensive to maintain and is harsher on the environment.

Additionally, due to the Innovative Clean Transit (ICT) regulation that was adopted by the California Air Resources Board (CARB) in 2018, METRO must purchase ZEBs for $25 \%$ of all bus purchases beginning in 2026 and $100 \%$ of all bus purchases in 2029. With foresight, in early 2017, the METRO Board also adopted its own resolution to achieve a fully Zero Emissions Bus fleet by 2040. To that end, METRO will
be releasing the first ZEBs into service in fall 2021. The continued purchase of ZEBs will allow METRO to better test, implement and ensure compliancy with the CARB ICT Regulation.

METRO remains committed to operating in a "State of Good Repair," and is investigating improvements on several METRO facilities. The first being METRO's anticipated Bus and Bus Facilities Grant Application in 2021, to fund the new ParaCruz Building and Vehicle Yard, that will allow construction to begin as early as 2022. In addition, METRO and the City of Santa Cruz hope to secure the 2021 Affordable Housing and Sustainable Communities (AHSC) Grant for the future reconstruction/rehabilitation of Pacific Station and federal funds from the Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Grant Program to develop a master plan for the South County Zero-Emissions Operating and Maintenance Facility.

State Transportation Improvement Program (STIP) funding continues to provide METRO with state funds, some of which were used to purchase an Automatic Vehicle Location (AVL) system. METRO is now undergoing testing of the AVL system and expects the installation to be completed in late 2021. This system will provide METRO with much needed data, from which it will be able to improve scheduled bus arrival and departure times and overall on-time performance. Further, AVL will provide a Predictive Arrival \& Departure System (PADS). This is a customer-facing smartphone application which allows customers to access, in real-time, the predicted time of arrival for the bus at their bus stop.

In the coming year, METRO's most important task is to attract back its loyal customers, $85 \%$ of who left the system shortly after the pandemic hit Santa Cruz County in March 2020. As the economic foundation of the local economy stabilizes, college students return to UCSC and Cabrillo, and hospitality and retail jobs return to pre-pandemic levels, METRO anticipates ridership will also return to pre-pandemic levels. To that end, METRO will continue to market the benefits of riding transit and the COVID safety measures it will continue to follow.

Thanks to the implementation of a number of efficiency measures, service reductions, grants, Measure $D$ and SB1 METRO is projecting Operating Budget stability in FY22. In the coming year(s), METRO will seek to retain and attract new customers, particularly customers who have a transportation mode choice. When revenues increase, METRO will work hard to improve the frequency of service on core routes, improve span of service and look into weekend service improvements. METRO also looks forward to continued project development of the new ParaCruz and Pacific Station sites.

Thank you for your continued support of the Santa Cruz Metropolitan Transit District.


Board Chair


## I. About Santa Cruz METRO



## 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 Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is a special district of the State of California operating fixed route bus service and Paratransit service throughout Santa Cruz County. Santa Cruz METRO also operates the Highway 17 Express bus service to Santa Clara County in cooperation with the Santa Clara Valley Transportation Authority (VTA), AMTRAK, CalTrans and the Capitol Corridor Joint Powers Authority (CCJPA).

A Board of eleven directors and two Ex-Officio Directors, representing the University of California and Cabrillo College, governs Santa Cruz METRO. Eleven members are appointed by the following entities: County of Santa Cruz (five members), the City of Santa Cruz (two members), the City of Watsonville (two members), and one member each from the cities of Capitola and Scotts Valley

## Board of Directors

Donna Lind - Board Chair. City of Scotts Valley
Bruce McPherson - Board Vice Chair County of Santa Cruz
Jimmy Dutra City of Watsonville
Aurelio Gonzalez .City of Watsonville
Shebreh Kalantari-Johnson. .City of Santa Cruz
Manu Koenig County of Santa Cruz
Donna Meyers ..... City of Santa Cruz
Larry Pageler County of Santa Cruz
Kristen Petersen ..... City of Capitola
J. Dan Rothwell County of Santa Cruz
Mike Rotkin County of Santa Cruz
Dan Henderson. ..... Ex Officio, UC Santa Cruz
Alta Northcutt. Ex Officio, Cabrillo College
Alex Clifford

$\qquad$
.CEO/General Manager

## Board Appointments

Capital Projects Standing Committee

Donna Meyers
Bruce McPherson
Larry Pageler

Finance, Budget, \& Audit
Standing Committee
Shebreh Kalantari-Johnson
Manu Koenig
Donna Lind
Mike Rotkin

## Personnel/Human

Resources Standing Committee
Donna Lind Bruce McPherson

Mike Rotkin
Jimmy Dutra
Kristen Petersen
SCCRTC Representatives
Aurelio Gonzalez
Kristen Petersen
Mike Rotkin
Alternates - in order
Shebreh Kalantari-Johnson
Larry Pageler
Donna Lind


## Transit Centers

Santa Cruz (Pacific Station)

920 Pacific Avenue
Santa Cruz, CA 95060


Capitola Mall

## Watsonville

475 Rodriquez Street
Watsonville, CA 95076


Scotts Valley (Cavallaro Center)
246 Kings Village Road
Scotts Valley, CA 95066
Organizational Chart FY22

Santa Cruz Metropolitan Transit District

## Management Staff

CEO/General Manager
Chief Operations Officer (COO)
Chief Financial Officer (CFO)
Finance Deputy Director
Marketing, Communications and Customer Service Director

Human Resources Director
Human Resources Deputy Director
Information Technology and ITS Director
Senior Database Administrator
Senior Database Administrator
Planning and Development Director
Safety, Security and Risk Director
Purchasing Manager
Operations Manager: Paratransit Division
Operations Manager: Fixed Route Division
Fleet Maintenance Manager
Facilities Maintenance Manager

Alexander D. Clifford
Margo Ross
Chuck Farmer
Kristina Mihaylova
Danielle Glagola
Dawn Crummié
Monik Delfin
Isaac Holly
Harlan Glatt
Jaron West
John Urgo
Curtis Moses
Vacant
Daniel Zaragoza
Anna Gouveia
Eddie Benson
Federico Rocha


## II. Total Budget Overview


Budget Development Process Timeline

FY22 \& FY23
Final Budget

## Budget Resolution



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

Resolution No. 21-06-07
On the Motion of Director: Mike Rotkin Duly Seconded by Director: Shebreh Kalantari-Johnson

The Following Resolution is:

## RESOLUTION OF THE BOARD OF DIRECTORS OF THE <br> SANTA CRUZ METROPOLITAN TRANSIT DISTRICT TO ADOPT A BUDGET FOR FISCAL YEARS 2022 AND 2023

WHEREAS, it is in the interest of the Santa Cruz Metropolitan Transit District to adopt a budget for each fiscal year; and

WHEREAS, a budget for Capital and Operating expenses and revenues has been developed for fiscal years 2022 and 2023;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, that the budget attached hereto as Attachment B - Attachment L and presented to the Board of Directors is hereby adopted

PASSED AND ADOPTED this $25^{\text {th }}$ Day of June 2021 by the following vote:
AYES: Directors Dutra, Gonzalez, Kalantari-Johnson, Koenig, Lind, McPherson, Meyers, Pageler, Rothwell \& Rotkin

NOES: None
ABSTAIN: None
ABSENT: Director Petersen

Donna Lind, Chair


## Budget Summary

| \$M's Income Statement | Projected FY21 | Budget <br> FY22 | $\begin{aligned} & \text { Plan } \\ & \text { FY23 } \end{aligned}$ |
| :---: | :---: | :---: | :---: |
| Revenue |  |  |  |
| Fares | \$ 4.8 | \$ 8.3 | \$ 8.7 |
| Grants | 20.7 | 19.5 | 19.0 |
| Sales Tax (including Measure D) | 27.6 | 26.3 | 26.8 |
| All Other | 0.7 | 0.7 | 0.7 |
| Total Revenues | \$ 53.8 | \$ 54.8 | \$ 55.3 |
| Expenses |  |  |  |
| Personnel | \$ 39.0 | \$ 46.2 | \$ 47.8 |
| Non-Personnel | 8.8 | 10.4 | 10.8 |
| Total Expenses | \$ 48.8 | \$ 56.6 | \$ 58.6 |
| Operating Surplus/(Deficit) | \$ 5.0 | (\$ 1.8) | (\$ 3.3) |
| Transfers |  |  |  |
| To Capital/Operating Reserves | (\$ 2.8) | (\$ 2.3) | (\$ 2.3) |
| To UAL \& OPEB | 0.0 | ( 2.0) | ( 2.0) |
| Transfers (To) / From COVID-19 Recovery Fund | ( 2.2) | 6.3 | 7.6 |
| Operating Balance | \$ 0.0 | \$ 0.0 | \$ 0.0 |


| \$M's Capital Portfolio |  | Projected FY21 |  | Budget FY22 | Plan <br> FY23 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Construction Projects |  | \$ | 0.2 | \$ 0.7 | \$ | 5.7 |
| IT Projects |  |  | 0.0 | 0.5 |  | 1.2 |
| Facilities Improvements |  |  | 0.8 | 1.7 |  | 0.0 |
| Revenue Vehicles |  |  | 0.6 | 7.6 |  | 1.8 |
| Electric Buses |  |  | 4.4 | 2.7 |  | 4.9 |
| Fleet \& Maintenance Equipment |  |  | 0.0 | 0.3 |  | 0.0 |
| Misc. Projects |  |  | 0.2 | 0.4 |  | 0.05 |
|  | Total | \$ | 6.1 | \$ 13.7 | \$ | 13.5 |


|  | Projected <br> FY21 | Budget <br> FY22 | Plan |
| :--- | :---: | :---: | :---: |
| Ending Headcount Total | 324 | 321 | 320 |

## Budget Highlights

## Total Revenues

Santa Cruz METRO is substantially supported by the $1 / 2$ cent Sales Tax levied on all taxable sales in Santa Cruz County, Measure D (the $1 / 2$ cent sales tax measure passed in November 2016) of which METRO receives $16 \%$, along with customer fares and various State and Federal grants.

State and federal formula grants come to Metro as a result of legislation; usually require an annual application; and always require follow-up information on how METRO used the money. These state and federal formula dollars are typically used for operations; are sometimes flexible for use in both operations and capital; but are most often restricted to capital only.

Projected actual revenues in FY21 are $\$ 53.8 \mathrm{M}$ and budgeted revenues are $\$ 54.8 \mathrm{M}$ in FY22 and $\$ 55.3 \mathrm{M}$ in FY23. Passenger Fares are expected to increase as recovery from the pandemic continues and riders return; State and Federal grants are decreasing as a result of reduced allocations at the State level and current budget projections from the Federal Transit Administration.
\$M's

\$20.0

Projected FY21

Budget FY22

Plan FY23

■ Sales Tax (including Measure D) ■ Passenger Fares』State Grants $\quad$ Federal Grants $\quad$ Other Revenue

## Operating Expenses

Total projected operating expenses for FY21 are $\$ 48.8 \mathrm{M}$ and budgeted operating expenses are $\$ 56.6 \mathrm{M}$ in FY 22 and $\$ 58.5 \mathrm{M}$ in FY23. Labor (including Fringe) is increasing as a result of cost of living adjustments, annual step increase, and increased medical and retirement costs. NonPersonnel costs are increasing primarily related to an increase in Professional/Technical Fees for marketing campaigns to increase ridership, building repair, and ERP Consultant along with the increased costs for maintenance on buses.


| \$M's | Projected FY21 | Budget <br> FY22 | Plan <br> FY23 |
| :---: | :---: | :---: | :---: |
| Personnel |  |  |  |
| Labor | \$ 16.8 | \$ 20.1 | \$ 20.4 |
| Fringe Benefits | 23.2 | 26.1 | 27.4 |
| Total Personnel | \$ 40.0 | \$ 46.2 | \$ 47.8 |
| Non-Personnel |  |  |  |
| Services | \$ 3.8 | \$ 4.5 | \$ 4.4 |
| Mobile Materials \& Supplies | 2.1 | 2.9 | 2.9 |
| Other Materials \& Supplies | 0.8 | 0.6 | 0.6 |
| Utilities | 0.6 | 0.8 | 0.8 |
| Casualty \& Liability | 0.9 | 1.0 | 1.1 |
| All Other | 0.6 | 0.6 | 1.0 |
| Total Non-Personnel | \$ 8.8 | \$ 10.4 | \$ 10.8 |
| Total Operating Expenses | \$ 48.8 | \$ 56.6 | \$ 58.6 |

## Transfers \& Operating Balance

Transfers are a combination of commitments made to maintain assets in a state of good repair, pre-funding of UAL \& OPEB liabilities, and excess revenues set aside to be used in the future for Capital or Operating expenses.

COVID related reimbursements received in FY20/FY21 resulted in a carryover comprised of METRO's 1979 Local Sales Tax, TDA-STA, TDA-LTF and Farebox revenues and the creation of a COVID Recovery Fund. METRO will reinvest these funds into future Operating budgets to sustain services to the greatest extent possible during the economic recovery, or until these funds are exhausted.

Total projected net transfers for FY21 are $\$ 5.0 \mathrm{M}$ and budgeted net transfers are $\$ 1.8 \mathrm{M}$ in FY22 and $\$ 3.3 \mathrm{M}$ in FY23 in the following categories:

| \$M's Transfers | Projected <br> FY21 | Budget FY22 | Plan <br> FY23 |
| :---: | :---: | :---: | :---: |
| Operating Surplus/(Deficit) before Transfers | \$ 5.0 | (\$ 1.8) | (\$ 3.3) |
| Transfers To: |  |  |  |
| Capital Budget (Measure D \& STA) | (\$ 2.3) | (\$ 2.3) | (\$ 2.3) |
| Operating/Capital Reserve Fund | ( 0.5) | 0.0 | 0.0 |
| UAL \& OPEB | 0.0 | ( 2.0) | ( 2.0) |
| COVID-19 Recovery Fund | ( 2.2) | 0.0 | 0.0 |
| Transfers From: |  |  |  |
| COVID-19 Recovery Fund | \$ 0.0 | \$ 6.3 | \$ 7.6 |
| Total Transfers (To) / From | (\$ 5.0) | \$ 1.8 | \$ 3.3 |
| Operating Balance | \$ 0.0 | \$ 0.0 | \$ 0.0 |



## Capital Budget

In FY18, a new Capital Budget funding strategy was adopted by the Board that results in \$3M per year being dedicated to the annual Capital Budget. This new strategy created the "Bus Replacement Fund" and establishes consistent annual transfers of STA-SB1 funds and Measure D funds to the Capital Budget that are needed to provide funding and stability for the required local match for obsolete fixed-route buses and Paratransit vehicles. Annual unspent Measure D and STA-SGR funds will 'accumulate' in the Bus Replacement Fund until they are allocated to specific projects and spent on new replacement buses and vans. In addition to the Bus Replacement Fund, State and Federal grants are used to fund various Capital projects each year.

Projects in the portfolio include METRO owned ParaCruz facility, redevelopment of Pacific Station with the City of Santa Cruz, Financial Management Software system, upgrades and improvements to METRO facilities and Bus Stops, vehicle replacement including five electric buses, eight CNG buses, and ten ParaCruz vans.

Projected Capital spending in FY21 is $\$ 6.3 \mathrm{M}$, the current Capital spending portfolio of projects is $\$ 27.2 \mathrm{M}$, of which $\$ 13.7 \mathrm{M}$ is planned to be spent in FY22 and $\$ 13.5 \mathrm{M}$ in FY23 \& beyond.
\$M's

pital Portfolio by Funding
Source


| $\$ M^{\prime}$ 's |  |  |  |  |
| :--- | :--- | :--- | :--- | ---: |
| Federal Grants (FTA) | $\$ 5.8$ | STA-SGR (SB1) | $\$ 0.9$ |  |
| PTMISEA (1B) | $\$ 4.5$ | Transfers from Operating Budget (Measure D) | $\$ 7.8$ |  |
| State Transportation Improvement Program (STIP) | $\$ 1.4$ | Operating and Capital Reserve Fund | $\$ 5.6$ |  |
| Surface Transportation Block Grant (STBG) | $\$ 0.2$ | Capital Restricted STA |  | $\$ 0.0$ |
| Local Partnership Program (LPP) | $\$ 1.1$ |  | Total Capital Portfolio | $\mathbf{\$ 2 7 . 2}$ |

## III. Department Summary Budgets


Departmental Expenses - FY22 \$56.6M


## Adminstration - 1100

## CEO/General Manager

## Executive Assistant



Chief Operations Officer

## Administrative <br> Assistant

FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Administration - 1100

| Position Title | Authorized$\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | Funded$\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | AuthorizedFY22$2021$ | $\begin{gathered} \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| CEO/General Manager | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Project Manager | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Chief Operations Officer | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Executive Assistant | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Administrative Specialist | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 5.00 | 4.00 | 5.00 | 4.00 | 5.00 | 4.00 |


|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 519,074 | \$ | 506,447 | (2.4\%) | \$ | 523,181 | 3.3\% |
| Fringe Benefits |  | 479,074 |  | 418,782 | (12.6\%) |  | 436,207 | 4.2\% |
|  | \$ | 998,148 | \$ | 925,229 | (7.3\%) | \$ | 959,388 | 3.7\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 123,162 | \$ | 273,900 | 122.4\% | \$ | 279,378 | 2.0\% |
| Other Materials \& Supplies |  | 49,653 |  | 39,109 | (21.2\%) |  | 39,891 | 2.0\% |
| Miscellaneous |  | 93,513 |  | 158,892 | 69.9\% |  | 162,070 | 2.0\% |
| Leases \& Rentals |  | 2,049 |  | 2,000 | (2.4\%) |  | 2,040 | 2.0\% |
|  | \$ | 268,377 | \$ | 473,901 | 76.6\% | \$ | 483,379 | 2.0\% |
| Total Expenses: |  | 1,266,525 | \$ | 1,399,130 | 10.5\% | \$ | 1,442,767 | 3.1\% |

FY22-\% of Total Year


## Finance - 1200



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Finance - 1200

| Position Title | Authorized <br> FY21 2020 | Funded <br> FY21 <br> 2020 | Authorized <br> FY22 <br> 2021 | Funded <br> FY22 <br> 2021 | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Chief Financial Officer (CFO) | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Finance Deputy Director | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Accountant II | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Accounting Specialist | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Senior Accounting Tech | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Senior Payroll Specialist | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Senior Financial Analyst | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Financial Analyst | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Project Manager | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 10.00 | 9.00 | 10.00 | 9.00 | 10.00 | 9.00 |


|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 615,824 | \$ | 743,775 | 20.8\% | \$ | 776,861 | 4.4\% |
| Fringe Benefits |  | 889,933 |  | 804,038 | (9.7\%) |  | 850,194 | 5.7\% |
|  | \$ | 1,505,757 | \$ | 1,547,813 | 2.8\% | \$ | 1,627,055 | 5.1\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 342,856 | \$ | 774,980 | 126.0\% | \$ | 606,880 | (21.7\%) |
| Other Materials \& Supplies |  | 1,400 |  | 2,000 | 42.8\% |  | 2,040 | 2.0\% |
| Casualty \& Liability |  | 734,542 |  | 733,610 | (0.1\%) |  | 748,282 | 2.0\% |
| Miscellaneous |  | 3,723 |  | 11,695 | 214.1\% |  | 11,929 | 2.0\% |
| Interest Expenses |  | 24,346 | \$ | 16,356 | (32.8\%) | \$ | 324,478 | 1883.8\% |
|  | \$ | 1,106,869 | \$ | 1,538,641 | 39.0\% | \$ | 1,693,609 | 10.1\% |
| Total Expenses: | \$ | 2,612,625 | \$ | 3,086,454 | 18.1\% | \$ | 3,320,664 | 7.6\% |

## FY22 - \% of Total Year



## Customer Service - 1300



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Marketing, Communications \& Customer Service - 1300


[^0]|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | $\frac{\text { Budget }}{\text { FY22 }}$ |  | Var \% | $\begin{aligned} & \frac{\text { Plan }}{} \\ & \underline{\text { FY23 }} \end{aligned}$ |  | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 655,112 | \$ | 827,733 | 26.3\% | \$ | 840,935 | 1.6\% |
| Fringe Benefits |  | 848,246 |  | 1,009,500 | 19.0\% |  | 1,059,904 | 5.0\% |
|  | \$ | 1,503,358 | \$ | 1,837,233 | 22.2\% | \$ | 1,900,839 | 3.5\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 34,075 | \$ | 412,664 | 1111.0\% | \$ | 420,917 | 2.0\% |
| Other Materials \& Supplies |  | 72,898 |  | 71,340 | (2.1\%) |  | 72,767 | 2.0\% |
| Utilities |  | 613 |  | 650 | 100.0\% |  | 663 | 2.0\% |
| Taxes |  | 8,860 |  | 8,600 | (2.9\%) |  | 8,772 | 2.0\% |
| Miscellaneous |  | 13,912 |  | 28,928 | 107.9\% |  | 29,506 | 2.0\% |
| Leases \& Rentals |  | 3,878 |  | 4,600 | 18.6\% |  | 4,692 | 2.0\% |
|  | \$ | 134,237 | \$ | 526,782 | 292.4\% | \$ | 537,317 | 2.0\% |
| Total Expenses: | \$ | 1,637,595 | \$ | 2,364,015 | 44.4\% | \$ | 2,438,156 | 3.1\% |

FY22 - \% of Total Year


## Human Resources - 1400



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Human Resources - 1400

| Position Title | Authorized <br> FY21 2020 | Funded $\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | Authorized $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Human Resources Director | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Human Resources Deputy Director | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Human Resources Technician | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| HR Analyst II | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Benefits Technician | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Paralegal II | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 8.00 | 6.00 | 8.00 | 6.00 | 8.00 | 6.00 |


|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | $\frac{\text { Budget }}{\text { FY22 }}$ |  | Var \% | $\frac{\text { Plan }}{\text { FY23 }}$ |  | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 397,129 | \$ | 479,343 | 20.7\% | \$ | 501,245 | 4.6\% |
| Fringe Benefits |  | 385,589 |  | 482,618 | 25.2\% |  | 511,225 | 5.9\% |
|  | \$ | 782,718 | \$ | 961,961 | 22.9\% | \$ | 1,012,470 | 5.3\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 175,184 | \$ | 106,310 | (39.3\%) | \$ | 108,436 | 2.0\% |
| Other Materials \& Supplies |  | 6,777 |  | 1,537 | (77.3\%) |  | 1,568 | 2.0\% |
| Miscellaneous |  | 44,951 |  | 30,292 | (32.6\%) |  | 30,898 | 2.0\% |
|  |  | 226,912 |  | 138,139 | (39.1\%) |  | 140,902 | 2.0\% |
| Total Expenses: |  | 1,009,630 | \$ | 1,100,100 | 9.0\% | \$ | 1,153,372 | 4.8\% |

## FY22 - \% of Total Year



## Information Technology - 1500



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Information Technology - 1500

| Position Title | Authorized <br> FY21 2020 | Funded <br> FY21 <br> 2020 | Authorized $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Information Technology and ITS Director | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Senior Database Administrator | 1.00 | 1.00 | 2.00 | 2.00 | 2.00 | 2.00 |
| Database Administrator** | 1.00 | 1.00 | 1.00 | 0.00 | 1.00 | 0.00 |
| Systems Administrator/Senior | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Information Technology Support Analyst I/II* | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 7.00 | 6.00 | 8.00 | 6.00 | 8.00 | 5.00 |

*Provisional position (1 FTE) funded in FY 22 ( 10 Months)
**FY22 unfunded 1 FTE Database Adminstrator, add 1 FTE Sr Database Administrator (promotion)

|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | $\frac{\text { Budget }}{\underline{\text { FY22 }}}$ |  | $\underline{\text { Var \% }} \quad \underline{\text { Plan }}$ |  |  | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 617,766 | \$ | 595,615 | (3.6\%) | \$ | 551,444 | (7.4\%) |
| Fringe Benefits |  | 486,131 |  | 581,289 | 19.6\% |  | 566,294 | (2.6\%) |
|  | \$ | 1,103,897 | \$ | 1,176,904 | 6.6\% | \$ | 1,117,738 | (5.0\%) |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 368,741 | \$ | 371,815 | 0.8\% | \$ | 385,721 | 3.7\% |
| Other Materials \& Supplies |  | 48,177 |  | 39,264 | (18.5\%) |  | 40,049 | 2.0\% |
| Miscellaneous |  | 200 |  | 2,480 | 1140.0\% |  | 2,530 | 2.0\% |
|  |  | 417,118 |  | 413,559 | (0.9\%) |  | 428,300 | 3.6\% |
| Total Expenses: | \$ | 1,521,014 | \$ | 1,590,463 | 4.6\% | \$ | 1,546,038 | (2.8\%) |

FY22-\% of Total Year


## Planning, Grants, Governmental Affairs - 1600



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Planning, Grants, Governmental Affairs - 1600

|  | Authorized | Funded | Authorized | Funded | Authorized | Funded |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | FY21 | FY21 | FY22 | FY22 | FY23 | FY23 |
| Position Title | 2020 | 2020 | 2021 | 2021 | 2021 | 2021 |
|  | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Planning and Development Director |  |  |  |  |  |  |
| Grants/Legislative Analyst | 2.00 | 1.00 | 2.00 | 1.00 | 2.00 | 1.00 |
| Transportation Planner I* | 1.00 | 1.00 | 1.00 | 0.00 | 1.00 | 0.00 |
| Transportation Planner II | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Planning Data Analyst | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Schedule Analyst | 2.00 | 1.00 | 2.00 | 1.00 | 2.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 12.00 | 6.00 | 12.00 | 5.00 | 12.00 | 5.00 |

*Provisional position not funded in FY22

|  | Projected |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 464,132 | \$ | 422,167 | (9.0\%) | \$ | 425,672 | 0.8\% |
| Fringe Benefits |  | 400,503 |  | 438,178 | 9.4\% |  | 457,190 | 4.3\% |
|  | \$ | 864,635 | \$ | 860,345 | (0.5\%) | \$ | 882,862 | 2.6\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 40,717 | \$ | 212,250 | 421.3\% | \$ | 216,495 | 2.0\% |
| Other Materials \& Supplies |  | 51,098 |  | 16,433 | (67.8\%) |  | 16,762 | 2.0\% |
| Miscellaneous |  | 5,027 |  | 14,554 | 189.5\% |  | 14,845 | 2.0\% |
|  |  | 96,841 |  | 243,237 | 151.2\% |  | 248,102 | 2.0\% |
| Total Expenses: | \$ | 961,477 | \$ | 1,103,582 | 14.8\% | \$ | 1,130,964 | 2.5\% |

## FY22 - \% of Total Year



## Risk Management - 1800



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Safety, Security, and Risk Management - 1800

| Position Title | Authorized <br> FY21 2020 | Funded <br> FY21 <br> 2020 | Authorized <br> FY22 <br> 2021 | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized $\begin{aligned} & \text { FY23 } \\ & 2021 \end{aligned}$ | $\begin{gathered} \text { Funded } \\ \text { FY23 } \\ 2021 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Claims Technician II | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 0.00 |
| Safety and Training Program Specialist I | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Safety, Security and Risk Director | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 3.00 | 2.00 | 3.00 | 2.00 | 3.00 | 2.00 |


|  | $\frac{\text { Projected }}{\text { FV } 31}$ |  | $\frac{\text { Budget }}{\text { FY22 }}$ |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 188,971 | \$ | 181,725 | (3.8\%) | \$ | 186,899 | 2.8\% |
| Fringe Benefits |  | 141,176 |  | 147,755 | 4.7\% |  | 154,010 | 4.2\% |
|  | \$ | 330,147 | \$ | 329,480 | (0.2\%) | \$ | 340,909 | 3.5\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 627,648 | \$ | 623,989 | (0.6\%) | \$ | 636,469 | 2.0\% |
| Other Materials \& Supplies |  | 14,319 |  | 21,067 | 47.1\% |  | 21,488 | 2.0\% |
| Casualty \& Liability |  | 83,074 |  | 150,000 | 80.6\% |  | 153,000 | 2.0\% |
| Miscellaneous |  | 265 |  | 16,056 | 5958.9\% |  | 16,377 | 2.0\% |
|  | \$ | 725,306 | \$ | 811,112 | 11.8\% | \$ | 827,334 | 2.0\% |
| Total Expenses: | \$ | 1,055,453 | \$ | 1,140,592 | 8.1\% | \$ | 1,168,243 | 2.4\% |

FY22-\% of Total Year


## Purchasing - 1900



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Purchasing-1900

| Position Title | Authorized <br> FY21 2020 | Funded <br> FY21 <br> 2020 | Authorized <br> FY22 <br> 2021 | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Purchasing Manager | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Purchasing Agent | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Purchasing Assistant | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Buyer | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Parts and Materials Supervisor | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Parts and Materials Clerk | 3.00 | 2.00 | 3.00 | 2.00 | 3.00 | 2.00 |
| Total Full-Time Equivalents (FTEs) | 10.00 | 7.00 | 10.00 | 7.00 | 10.00 | 7.00 |


|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 390,208 | \$ | 422,242 | 8.2\% | \$ | 442,941 | 4.9\% |
| Fringe Benefits |  | 446,764 |  | 477,252 | 6.8\% |  | 507,305 | 6.3\% |
|  | \$ | 836,972 | \$ | 899,494 | 7.5\% | \$ | 950,246 | 5.6\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 38,955 | \$ | 3,200 | (91.8\%) | \$ | 3,264 | 2.0\% |
| Other Materials \& Supplies |  | 1,097 |  | 1,800 | 64.1\% |  | 1,836 | 2.0\% |
| Miscellaneous |  | 571 |  | 7,804 | 1267.8\% |  | 7,960 | 2.0\% |
|  |  | 40,622 |  | 12,804 | (68.5\%) |  | 13,060 | 2.0\% |
| Total Expenses: |  | 877,595 | \$ | 912,298 | 4.0\% | \$ | 963,306 | 5.6\% |

## FY22-\% of Total Year



## Facilities Maintenance - 2200



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Facilities Maintenance - 2200

| Position Title | Authorized <br> FY21 2020 | Funded $\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | Authorized $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Facilities Maintenance Manager | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Facilities Maintenance Supervisor | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Lead Facilities Maintenance Worker | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Administrative Specialist | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Facilities Maintenance Worker II | 7.00 | 6.00 | 7.00 | 5.00 | 7.00 | 5.00 |
| Facilities Maintenance Worker I | 2.00 | 0.00 | 2.00 | 1.00 | 2.00 | 1.00 |
| Custodial Supervisor | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Lead Custodial Service Worker | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Custodial Service Worker | 7.00 | 6.00 | 7.00 | 6.00 | 7.00 | 6.00 |
| Total Full-Time Equivalents (FTEs) | 23.00 | 18.00 | 23.00 | 18.00 | 23.00 | 18.00 |

FY22 unfunded 1 FTE Facilities Maintenance Worker II, added 1 FTE Facilities Maintenance Worker I

|  | Projected |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 894,245 | \$ | 1,001,747 | 12.0\% | \$ | 1,017,904 | 1.6\% |
| Fringe Benefits |  | 1,085,685 |  | 1,157,305 | 6.6\% |  | 1,222,953 | 5.7\% |
|  | \$ | 1,979,930 | \$ | 2,159,052 | 9.0\% | \$ | 2,240,857 | 3.8\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 579,082 | \$ | 756,100 | 30.6\% | \$ | 771,222 | 2.0\% |
| Mobile Materials \& Supplies |  | 298 |  | 3,000 | 907.2\% |  | 3,060 | 2.0\% |
| Other Materials \& Supplies |  | 289,913 |  | 224,761 | (22.5\%) |  | 229,256 | 2.0\% |
| Utilities |  | 508,299 |  | 605,000 | 19.0\% |  | 617,100 | 2.0\% |
| Taxes |  | 20,429 |  | 25,100 | 22.9\% |  | 25,602 | 2.0\% |
| Leases \& Rentals |  | 8,681 |  | 6,500 | (25.1\%) |  | 6,630 | 2.0\% |
| Miscellaneous |  | 1,532 |  | 9,600 | 526.6\% |  | 9,792 | 2.0\% |
|  | \$ | 1,408,233 | \$ | 1,630,061 | 15.8\% | \$ | 1,662,662 | 2.0\% |
| Total Expenses: | \$ | 3,388,163 | \$ | 3,789,113 | 11.8\% | \$ | 3,903,519 | 3.0\% |

## FY22 - \% of Total Year




## Paratransit - $\mathbf{3 1 0 0}$



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Paratransit - 3100

| Position Title | Authorized <br> FY21 2020 | Funded $\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | Authorized $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | $\begin{gathered} \hline \text { Funded } \\ \text { FY23 } \\ 2021 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Operations Manager: Paratransit Divid | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Accessible Services Coordinator | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Paratransit Eligibility Coordinator | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Dispatcher/Scheduler | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 |
| Paratransit Clerk I-II-III | 2.00 | 1.00 | 2.00 | 1.00 | 2.00 | 1.00 |
| Van Operator | 34.00 | 30.00 | 34.00 | 30.00 | 34.00 | 30.00 |
| Paratransit Supervisor | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| Total Full-Time Equivalents (FTEs) | 55.00 | 42.00 | 55.00 | 42.00 | 55.00 | 42.00 |


|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor <br> Fringe Benefits | \$ | 1,632,250 | \$ | 2,263,827 | 38.7\% | \$ | 2,285,656 | 1.0\% |
|  |  | 2,300,988 |  | 2,550,190 | 10.8\% |  | 2,659,086 | 4.3\% |
|  | \$ | 3,933,239 | \$ | 4,814,017 | 22.4\% | \$ | 4,944,742 | 2.7\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 7,867 | \$ | 8,200 | 4.2\% | \$ | 8,364 | 2.0\% |
| Other Materials \& Supplies |  | 7,184 |  | 8,989 | 25.1\% |  | 9,168 | 2.0\% |
| Utilities |  | 22,859 |  | 25,000 | 9.4\% |  | 25,500 | 2.0\% |
| Casualty \& Liability |  | 137,332 |  | 160,708 | 17.0\% |  | 163,922 | 2.0\% |
| Leases \& Rentals |  | 211,214 |  | 239,278 | 13.3\% |  | 244,064 | 2.0\% |
| Miscellaneous |  | 2,115 |  | 4,860 | 129.8\% |  | 4,957 | 2.0\% |
|  | \$ | 388,571 | \$ | 447,035 | 15.0\% | \$ | 455,975 | 2.0\% |
| Total Expenses: | \$ | 4,321,809 | \$ | 5,261,052 | 21.7\% | \$ | 5,400,717 | 2.7\% |

FY22-\% of Total Year


## Operations - 3200



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Operations - 3200

| Position Title | Authorized <br> FY21 2020 | Funded <br> FY21 <br> 2020 | Authorized $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | Funded <br> FY23 <br> 2021 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assistant Operations Manager* | 1.00 | 1.00 | 1.00 | 0.00 | 1.00 | 0.00 |
| Operations Manager: Fixed Route Division | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Transit Supervisor | 15.00 | 11.00 | 15.00 | 11.00 | 15.00 | 11.00 |
| Assistant Safety \& Training Coordinator | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Safety \& Training Coordinator | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Administrative Assistant Supervisor | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Administrative Assistant | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Payroll Specialist | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 22.00 | 18.00 | 22.00 | 17.00 | 22.00 | 17.00 |

*FY22 Unfunded 1 FTE Assistant Operations Manager

|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | $\frac{\text { Budget }}{\text { FY22 }}$ |  | Var \% | $\frac{\text { Plan }}{\text { FY23 }}$ |  | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 1,253,081 | \$ | 1,316,690 | 5.1\% | \$ | 1,339,352 | 1.7\% |
| Fringe Benefits |  | 1,296,634 |  | 1,401,018 | 8.1\% |  | 1,475,963 | 5.3\% |
|  | \$ | 2,549,715 | \$ | 2,717,708 | 6.6\% | \$ | 2,815,315 | 3.6\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 12,854 | \$ | 18,300 | 42.4\% | \$ | 18,666 | 2.0\% |
| Other Materials \& Supplies |  | 77,331 |  | 35,080 | (54.6\%) |  | 35,781 | 2.0\% |
| Utilities |  | 12,013 |  | 14,482 | 20.6\% |  | 14,772 | 2.0\% |
| Leases \& Rentals |  | 26,770 |  | 28,000 | 4.6\% |  | 28,560 | 2.0\% |
| Miscellaneous |  | 9,078 |  | 14,400 | 58.6\% |  | 14,688 | 2.0\% |
|  | \$ | 138,045 | \$ | 110,262 | (20.1\%) | \$ | 112,467 | 2.0\% |
| Total Expenses: | \$ | 2,687,759 | \$ | 2,827,970 | 5.2\% | \$ | 2,927,782 | 3.5\% |

FY22 - \% of Total Year


## Bus Operators - 3300



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Bus Operators - 3300

| Position Title | Authorized | Funded | Authorized | Funded | Authorized | Funded |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | FY21 2019 | $\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{aligned} & \text { FY22 } \\ & 2021 \end{aligned}$ | $\begin{aligned} & \text { FY23 } \\ & 2021 \end{aligned}$ | $\begin{aligned} & \text { FY23 } \\ & 2021 \end{aligned}$ |
| Bus Operators * | 171.00 | 152.00 | 171.00 | 152.00 | 171.00 | 152.00 |
| Total Full-Time Equivalents (FTEs) | 171.00 | 152.00 | 171.00 | 152.00 | 171.00 | 152.00 |

* 1 FTE is funded by a grant for one year in FY22

|  |  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | $\frac{\text { Budget }}{\text { FY22 }}$ | Var \% |  | $\frac{\text { Plan }}{\text { FY23 }}$ | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 7,180,273 | \$ | 8,893,890 | 23.9\% | \$ | 9,000,296 | 1.2\% |
| Fringe Benefits |  | 9,001,863 |  | 10,427,519 | 15.8\% |  | 10,974,720 | 5.2\% |
|  |  | 16,182,137 |  | 19,321,409 | 19.4\% |  | 19,975,016 | 3.4\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 1,099 | \$ | 2,000 | 81.9\% | \$ | 2,040 | 2.0\% |
| Other Materials \& Supplies |  | 16,620 |  | 3,344 | 100.0\% |  | 3,411 | 2.0\% |
| Miscellaneous |  | 305 |  | 4,600 | 1406.0\% |  | 4,692 | 2.0\% |
|  |  | 18,025 |  | 9,944 | (44.8\%) |  | 10,143 | 2.0\% |
| Total Expenses: |  | 16,200,162 |  | 19,331,353 | 19.3\% |  | 19,985,159 | 3.4\% |

## FY22 - \% of Total Year



## Fleet Maintenance - 4100



FY22 \& FY23 OPERATING BUDGET
Funded Personnel - Full Time Equivalent (FTE)
Fleet Maintenance - 4100

| Position Title | Authorized <br> FY21 2020 | Funded $\begin{aligned} & \text { FY21 } \\ & 2020 \end{aligned}$ | Authorized <br> FY22 <br> 2021 | $\begin{gathered} \hline \text { Funded } \\ \text { FY22 } \\ 2021 \end{gathered}$ | Authorized <br> FY23 <br> 2021 | $\begin{gathered} \text { Funded } \\ \text { FY23 } \\ 2021 \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Fleet Maintenance Supervisor | 3.00 | 3.00 | 3.00 | 2.00 | 3.00 | 2.00 |
| Lead Mechanic | 6.00 | 4.00 | 6.00 | 4.00 | 6.00 | 4.00 |
| Mechanic III | 4.00 | 2.00 | 4.00 | 2.00 | 4.00 | 2.00 |
| Mechanic I - II | 18.00 | 14.00 | 18.00 | 15.00 | 18.00 | 15.00 |
| Assistant Maintenance Manager | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 0.00 |
| Vehicle Body Repair Mechanic | 1.00 | 0.00 | 1.00 | 0.00 | 1.00 | 0.00 |
| Lead Vehicle Service Worker | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 |
| Vehicle Service Detailer | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 |
| Vehicle Service Worker I- II | 12.00 | 7.00 | 12.00 | 7.00 | 12.00 | 7.00 |
| Electronic Technician | 2.00 | 1.00 | 2.00 | 1.00 | 2.00 | 1.00 |
| Total Full-Time Equivalents (FTEs) | 58.00 | 38.00 | 58.00 | 38.00 | 58.00 | 38.00 |


|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget |  | Plan |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |  |
| Labor | \$ | 2,082,320 | \$ | 2,399,706 | 15.2\% | \$ | 2,427,451 | 1.2\% |
| Fringe Benefits |  | 2,305,947 |  | 2,692,700 | 16.8\% |  | 2,829,964 | 5.1\% |
|  | \$ | 4,388,267 | \$ | 5,092,406 | 16.0\% | \$ | 5,257,415 | 3.2\% |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 919,686 | \$ | 529,572 | (42.4\%) | \$ | 540,163 | 2.0\% |
| Mobile Materials \& Supplies |  | 2,123,165 |  | 2,857,534 | 34.6\% |  | 2,914,685 | 2.0\% |
| Other Materials \& Supplies |  | 152,210 |  | 122,626 | (19.4\%) |  | 125,079 | 2.0\% |
| Utilities |  | 10,781 |  | 110,000 | 920.3\% |  | 112,200 | 2.0\% |
| Casualty \& Liability |  | $(19,804)$ |  | - | (100.0\%) |  | - | 0.0\% |
| Taxes |  | 12,121 |  | 17,000 | 40.3\% |  | 17,340 | 2.0\% |
| Leases \& Rentals |  | 2,028 |  | 1,500 | (26.0\%) |  | 1,530 | 2.0\% |
| Miscellaneous |  | 22,488 |  | 32,000 | 42.3\% |  | 32,640 | 2.0\% |
|  | \$ | 3,222,674 | \$ | 3,670,232 | 13.9\% | \$ | 3,743,637 | 2.0\% |
| Total Expenses: | \$ | 7,610,941 | \$ | 8,762,638 | 15.1\% | \$ | 9,001,052 | 2.7\% |

## FY22 - \% of Total Year



## General District Counsel - 1700

|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget <br> FY22 |  | $\underline{\text { Var \% }}$ | $\begin{aligned} & \frac{\text { Plan }}{} \\ & \text { FY23 } \\ & \hline \end{aligned}$ |  | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 431,486 | \$ | 403,000 | (6.6\%) | \$ | 411,060 | 2.0\% |
|  | \$ | 431,486 | \$ | 403,000 | (6.6\%) | \$ | 411,060 | 2.0\% |
| Total Expenses: | \$ | 431,486 | \$ | 403,000 | (6.6\%) | \$ | 411,060 | 2.0\% |

## Retirees - 9005

|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | $\begin{aligned} & \text { Budget } \\ & \text { FY22 } \end{aligned}$ | Var \% |  | $\begin{aligned} & \frac{\text { Plan }}{\text { FY23 }} \end{aligned}$ | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Personnel Expenses: |  |  |  |  |  |  |  |
| Fringe Benefits | \$ 3,257,239 | \$ | 3,542,691 | 8.8\% | \$ | 3,738,584 | 5.5\% |
|  | \$ 3,257,239 | \$ | 3,542,691 | 8.8\% | \$ | 3,738,584 | 5.5\% |
| Total Expenses: | \$ 3,257,239 | \$ | 3,542,691 | 8.8\% | \$ | 3,738,584 | 5.5\% |

## SCCIC - 700

|  | $\frac{\text { Projected }}{\text { FY21 }}$ |  | Budget <br> FY22 |  | $\underline{\text { Var \% }}$ | $\begin{aligned} & \frac{\text { Plan }}{} \\ & \underline{\text { FY23 }} \end{aligned}$ |  | Var \% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Non-Personnel Expenses: |  |  |  |  |  |  |  |  |
| Services | \$ | 270 | \$ | 250 | (7.4\%) | \$ | 255 | 2.0\% |
|  | \$ | 270 | \$ | 250 | (7.4\%) | \$ | 255 | 2.0\% |
| Total Expenses: | \$ | 270 | \$ | 250 | (7.4\%) | \$ | 255 | 2.0\% |

## IV. Additional Information

## Board Member Travel

# American Public Transportation Association (APTA) Meetings 

Annual Conference
September, 2021
Anaheim, CA
Two Board Members

Legislative Conference
May, 2022
Washington, DC
Three Board Members

## California Transit Association (CTA) Meetings

Annual Meeting
November, 2021
Safe Credit Union Convention
Center, Sacramento, CA
One Board Member

Legislative Conference
May, 2022
TBD
One Board Member

## Additional Travel

Meetings with legislators and government officials in Washington, San Francisco and Sacramento, as approved by the Chair of the Board.

Expenses related to Board Members meeting with CEO/General Manager and Staff.

## Board Authorized METRO Support Activities

## Santa Cruz County Fair

## Senior Luncheon

Santa Cruz Follies

Metro Advisory Committee (MAC) METRO Tour

## Santa Cruz Seaside

 Company (Late Night Transit ServiceLeadership Santa Cruz to Watsonville for the Summer)

## Employee Incentive Program

District Service Awards

Employee Picnic \& Holiday Party

Transit Driver Appreciation Day

Employee Appreciation Events
Administration
Marketing, Communications, and Customer Service Safety, Security, and Risk Management

Awards

| Fixed Route | 1,000 | 1,020 |
| :--- | ---: | ---: |
| Paratransit | 300 | 306 |

Safe Driver Patches and Certificates
1,000
1,020

Line Instruction Patches
1,000
1,020

## Memberships

## MEMBERSHIPS I Dues \& Subscriptions

Administration
APTA Annual Dues
Bus Coalition
CalACT Membership Dues
Chamber of Commerce Membership
Community Transportation Assn of America (CTAA)
CTA
CTE Center for Transportation
Eastern Contra Costa Transit Agency (ZEBRA)
Letter Press - Transit Access Report
Monterey Bay Economic Partnership (MBEP)
National Notary
Register-Pajaronian
SC Sentinel

Finance
California Society of Municipal Finance Officers (CSMFO)
Government Finance Officers Association (GFOA)
Kiplinger Letters

Human Resources
California Public Employers Labor Relations Association (CalPERLA)
Society for Human Resource Management (SHRM)
Northern California Human Resources Association (NCHRA)
John Dash
Cal Chamber

Safety, Security, and Risk Management

Purchasing
California Association of Public Procurement Officials (CAPPO)
Amazon Prime

Fleet Maintenance
Cummins INSITE Fleet books Software
John Deere Software
Southern California Regional Transit Training Consortium (SCRTTC)
Mitchell Online Vehicle Manuals
Allison Transport. Software
All Data

TOTALS

FY23

| \$ | 35,500 | \$ | 36,210 |
| ---: | ---: | ---: | ---: |
|  | 7,500 |  | 7,650 |
|  | 1,055 |  | 1,076 |
|  | 2,300 |  | 2,346 |
|  | 3,900 |  | 3,978 |
|  | 18,000 |  | 18,360 |
|  | 5,000 |  | 5,100 |
|  | 3,000 |  | 3,060 |
|  | 675 | 689 |  |
|  | 5,000 | 5,100 |  |
|  | 750 |  | 765 |
|  | 62 |  | 63 |
|  | 150 |  | 153 |
| Total | $\$ 82,892$ | $\mathbf{\$}$ | $\mathbf{8 4 , 5 5 0}$ |


|  | $\$$ | 220 | $\$$ |
| :---: | :---: | :---: | :---: |
| 300 |  | 224 |  |
|  | 100 |  | 102 |
| Total: | $\mathbf{6 2 0}$ | $\mathbf{\$}$ | $\mathbf{6 3 2}$ |


| $\$$ | 1,000 | \$ | 1,020 |
| ---: | ---: | ---: | ---: |
|  | 836 |  | 853 |
|  | 500 |  | 510 |
|  | 475 |  | 485 |
|  | 849 |  | 866 |
| Total | $\mathbf{3 , 6 6 0}$ | $\mathbf{\$}$ | $\mathbf{3 , 7 3 3}$ |

Total: \$ 400 \$ 408

|  | $\$$ | 130 | $\$$ |
| :--- | :--- | :--- | :--- |
| 200 |  | 133 |  |
|  | 204 |  |  |
| Total | $\$$ | 330 | $\$$ |
|  |  | 337 |  |

\$ 2,960 \$ 3,019
$590 \quad 602$
1,000 1,020
$450 \quad 459$
2,000 2,040

| 1,000 |  | 1,020 |
| :--- | :--- | :--- |
| $\mathbf{8 , 0 0 0}$ | $\mathbf{\$}$ | $\mathbf{8 , 1 6 0}$ |

\$ 95,902 \$ 97,820

## Departmental FY21 Accomplishments \& FY22 Objectives



## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The CEO/General Manager assumes full responsibility for the administration, management and development of the Santa Cruz Metropolitan Transit District (METRO).

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o COVID-19/Pandemic: Implemented numerous pandemic safety programs and COVID-19 prevention measures to protect METRO employees and customers.
o Joined the APTA COVID Safety Pledge
o The Safety Department completed the federally mandated Public Transportation Agency Safety Plan (PTASP) prior to the federal deadline
o The Safety Department in collaboration with the Human Resources Department also completed the following documents in 2020/21:
- Santa Cruz METRO COVID-19 Prevention Program (CPP)
- Santa Cruz METRO COVID-19 Response \& Reporting Protocol
- Santa Cruz METRO COVID-19 Health \& Safety Plan (HSP)
- Santa Cruz METRO Return to Work Playbook
- Santa Cruz METRO Continuity of Operations Plan (COOP)
- And, numerous other COVID-related policies, procedures and protocols
o Weekly senior leadership meetings that include COVID updates
o Weekly/bi-weekly COVID meeting with Union leadership
o Actively manage the First Alarm security contract
o Evacuation drills - twice a year
o Satisfactory Annual CHP Terminal Inspection - each year
o Drug \& Alcohol Testing compliance - ongoing and each year
- Fiscal Stability, Stewardship \& Accountability:
o Balanced budget; respond to the economic downturn; and pandemic impacts on transit
o Presented the "SCCRTC version" of the budget to the Board in March
o Proposed in FY22/23 budget recurring funding to begin defraying the UAL and OPEB unfunded liabilities
- New OPEB/UAL Reserves Bucket established by Board policy on June 28, 2019
o Following the arrival of COVID in Santa Cruz County, we made various financial decisions relative to holding some positions vacant and taking action to minimize the use of overtime, resulting in an underrun of expenses against budget
o With Board concurrence, in June 2020 METRO established a new Reserves bucket called the COVID Recovery Reserves. As METRO uses CARES Act, CRRSAA and American Rescue Plan Act (ARPA) funds for FTA 5307/5311 qualifying expenses, unobligated local, state and other fungible/flexible funds are deposited in this new COVID Recovery Reserves Bucket.
- Between FY22 and an estimated FY26/27, the COVID Recovery Reserves will be drawn down to bridge the deficit gap between expenses and revenues, and will help METRO try to sustain service levels and avoid layoffs and furloughs, to the greatest extent possible, until the COVID Recovery Reserves are exhausted.
o Included in the five-year budget projections is an embedded structural deficit, that if unaddressed, will result in an $\$ 11+$ million fiscal structural deficit, estimated in mid-2026 or early 2027. Along this journey, fiscal structural changes will need to be incorporated into each budget year in an effort to avoid a potentially massive $\$ 11+$ million fiscal cliff that is projected to occur when the COVID Recovery Reserves are exhausted.
- The fiscal structural deficit can only be resolved through a combination of new/increased revenues and expense reductions.
o Manage to the budget - Ongoing
- Continued to meet regularly with Operations management to review unscheduled bus operator overtime; to analyze cause and effect; to discuss bus operator vacancies; the optimal size of the Extra-Board; discuss bus operator absenteeism; and to discuss implementation of measures that will reduce scheduled and unscheduled overtime while at the same time ensuring $100 \%$ on-time pullout and to minimize service cancellations.
- Continue to attempt to recruit as fast as employees retire/resign
- Bus operator recruitments restarted in February 2021 and a new class started in April. The CEO instituted a temporary hold on bus operator
recruitments until the impacts of the pandemic on ridership could be studied and evaluated.
o New FIS/ERP system
- Delayed - New CFO put the consultant Scope of Work out on the street in April 2021 - Proposals being evaluated -Recommendation to the Board in June or August
o Successful grant applications and Congressional directed funding - Ongoing
o Clean Annual audit
o New tenants at Scotts Valley Transit Center, Watsonville Transit Center and Pacific Station


## - Service Quality and Delivery:

o In 2020/2021 the pandemic, the Shelter in Place order and travel being limited to essential travel only, impacted METRO greatly resulting in significant ridership losses. On March 23, 2020 METRO reduced service to weekend levels of service, seven days a week, and then on April 30, 2020 to approximately 50\% of normal levels resulted in service levels. By the week ending 4/11/20, METRO ridership had dropped to just under 7,000 trips/week, a 94.2\% reduction from the same period in the prior year.

In the weeks and months that followed, ridership ebbed and flowed with the increases and decreases in county COVID positivity rates and the reopening and re-closing of county activities. Self-imposed capacity restrictions limiting bus capacities to $25 \%$ of total capacity resulted in an increase in pass-ups, most notable in the months of October through November 2020. Starting in mid-June 2020 the METRO Service Planning Department restored some service and the Operations Department provided back-up buses and extra trippers in an effort to reduce pass-ups.

As the county COVID positivity rate started to decline in January 2021 and the county began reopening again, weekly ridership steadily increased, closing April 2021 at 22,415 trip/week, a decline of about $82.4 \%$ compared to the same period in 2019 but a significant increase as compared to the weekly ridership in April 2020.

In the Fall 2021 service change, METRO will restore service to pre-COVID levels with the exception of Highway 17 commuter service and some UCSC oriented service. The strategy is to ensure the service is available when returning customers are ready to use the service. If the Governor lifts some of the COVID restrictions in June 2021, METRO hopes to return bus capacities to full capacity no self-imposed limitations. Doing so will ensure METRO's ability to respond to the increase in demand and avoid pass-ups as customers return to the service.
o New bus stop signs will begin to be deployed system wide in September. These signs are a vast improvement over the current bus stop signage and will provide
much improved aesthetics to METRO bus stops. Most bus stops will no longer have complicated schedules as customers can determine the bus schedule by either using the predictive arrival smartphone application or the Schedule by Stop feature on their cell phone or smartphone.

## - Internal and External Technology:

o The IT/ITS Department continues to oversee the installation of the Automated Vehicle Location (AVL) system. It is near full acceptance. The project encountered severe delays due to the COVID pandemic and technology integration challenges due to METRO's diverse fleet. The customer facing predictive arrival smartphone application is anticipated to be up and running by July 2021.

- Data flowing from the new AVL system will be utilized by the Planning and Development Department to fine-tune runtime on METRO bus routes, recovery time and to make other efficiency adjustments to the system

0 As time permits, progress is being made in the development of the data warehouse
o Various updates to the METRO website have been made, including a dedicated tab on the homepage for Coronavirus information
o New video cameras are in the process of being installed in the Boardroom that will greatly improve the quality of televised METRO Board meetings, once the Board returns to in-person Board meetings.
o With the arrival of the pandemic, METRO launched and expanded the Highway 17 SplashPass smartphone fare payment to the entire system and added a pilot fare validator to the Highway 17 buses. Once the pilot is completed and evaluated, METRO may expand the validators to the entire system.
o Completed the electronic access to the fleet maintenance facility
o Completed the installation and transition to Ecolane paratransit dispatching software
o Initiated upgrade of Maintstar
o Completed the installation of Fleetwatch fluid management system
o Installed ParaCruz facility surveillance cameras

## - Employee Engagement; Attract, Retain \& Develop:

0 In an effort to avoid layoffs and furloughs, following the arrival of the pandemic METRO placed most vacancies on hold pending a full evaluation of each position. Later, some positions were filled and some were placed on hold and proposed to be defunded in the FY22 budget.
o In an effort to avoid furloughs and layoffs; to reduce potential COVID exposure hours by reducing the number of people in various work locations; and to assist
employees with challenges resulting from school closures, METRO worked with employees to deploy temporary emergency schedules, such as A/B schedules; creative work schedules; and remote commute schedules where such would work while at the same time ensure the delivery of the essential service.

- Where possible, several administrative and customer service employees worked remote (full/partial) from March 15, 2020 - September 30, 2020, and then again November 23, 2020 - January 15, 2021.
- Empathy and flexibility:
- Thirteen employees who were directly impacted by the CZU Complex fire evacuation were allowed to be away from METRO on METRO paid time while they dealt with the evacuation.
- HR was authorized to work directly (1:1) with a small number of nondriver administrative employees, who were experiencing school closure childcare challenges, to develop an in-office work schedule that would help them through their challenges - No schedule is considered too ridiculous.
o Filled 23 positions in FY21 (YTD). Six were internal promotions and seventeen were external candidates, eight of which were bus operators, custodians and vehicle service workers, positions not typically filled with internal candidates.
o Unfortunately, because of pandemic travel restrictions, very little external employee training and development was accomplished over the past year. In FY22 METRO intends to ramp up and make bests efforts to catch-up.


## - State of Good Repair:

o Completed the addition of an emergency exit to the second floor of the fleet maintenance facility
o Progress with bus replacements: In June of FY2017 METRO was operating 63 buses that were past their useful life. By the end of FY20, that number was down to 27 . This successful decrease in the number of buses being operated past their useful life is the direct result of two things:

- The Board's continued commitment of \$3M/year to the bus replacement capital program, to be used as Local Match for state and federal grants, and
- The success of the Planning and Development Department in competing for and winning competitive (discretionary) state and federal grants.
o Four Proterra zero emission battery electric buses have arrived and will go into fixed-route service in the Fall
o Continued success in resolving roof leaks at Pacific Station
o Progress towards a joint City/METRO AHSC state grant application for the redevelopment of Pacific Station - submitted in June 2021
o Semi-annual facilities comprehensive walk-throughs
o Replanting project at Scotts Valley Transit Center
o Replaced fueling facility vapor compressor
o Replaced three ParaCruz vans
o Initiated vehicle maintenance yard security hardening project
o Added security cameras to ParaCruz facility


## - Strategic Alliance and Community Outreach:

o Continued and growing (Some delayed due to COVID)

- Santa Cruz County Regional Transportation Commission (SCCRTC)
- UCSC
- Cabrillo College
- Chamber of Commerce
- Collaboration with the cities and the county on projects that may impact or interface with transit
- Special Interest Groups - ongoing
- AMBAG - ongoing
o Legislation (See annual Legislative Agenda, as approved by the Board)
o CEO Participation in State \& Federal Transit Advocacy Organizations
- California Transit Association (CTA)
- American Public Transportation Association (APTA)
- The Bus Coalition
- Community Transportation Association of America (CTAA)
- California Association for Coordinated Transportation (CalACT)
- Zero Emission Bus Resource Alliance (ZEBRA)


## DEPARTMENT OBJECTIVES FOR FY22

## - Safety First Culture:

o Foster safe operations and work environment

- Ongoing - Continuously monitor workplace injuries and actively engage the Safety \& Risk Department in retraining following incidents.
- Ongoing - Proactive review of all facilities for safer working conditions.
- Ongoing - Continuously monitor accidents and customer complaints about unsafe bus operations:
- Research all customers complaints
- Review on-board video
- Better utilization of road supervisors
- Strive to increase management \& employee ride-alongs
- Aggressive operator/driver retraining
o Surveillance equipment on buses and ParaCruz vehicles
- Full utilization of surveillance equipment
- Order all new buses with surveillance equipment - factory installed
o Maximize the use of the new safety software to track accident and injury trends and focus on vehicle accidents and workplace injury reduction
o Evaluate the installation of surveillance cameras at the Scotts Valley Transit Center
- Fiscal Stability, Stewardship \& Accountability:
o Seek Board Finance Committee input on the preliminary budget assumptions January - March each year
o If recurring surplus revenues are identified for service, engage the SPARC committee to solicit their thoughts about service needs and then present the Planning Department's recommendations to the Board Finance Committee (January - March each year)
o Sometime in the July - October timeframe, present to the Board Finance Committee a recommendation for appropriation of any one-time carryover funds from the previous fiscal year, if such carryover is available.
o Work with the new CFO to:
- Move forward on the new ERP consultant contract and the development of the bid specification and scope for a new ERP
- Review current financial processes for efficiency improvements
- Prepare for the 2022 labor negotiations
- Increase revenues
- Begin planning to resolve the underlying embedded fiscal structural deficit
- Place a heavy focus on a viable game plan to address the OPEB and UAL unfunded liabilities
- Think out over the horizon - at least five-years out
o Work with the various transit professional organizations and the federal lobbyist to seek a FAST Act reauthorization level that increases from the recent "plus up" baseline and that increases STIC funding from 2\% to 3\%
o Continue to keep the Reserves buckets fully funded and seek to grow the Capital \& Operating Reserves to address state-of-good-repair needs and as Local Match for state and federal grants
o Continue to hold in abeyance Zero Emission Buses (ZEBs) grant applications until the new Proterra ZEBs are sufficiently tested - Future ZEB purchases may be postponed until 2026. If purchases are needed sooner, a report will be provided to the Board for consideration.
o Apply in 2021 for a Bus \& Bus Facilities grant to construct a new ParaCruz facility
o Grants in general: Identify Local Match and overmatch strategies that will maximize METRO's success in grant awards
o Monitor other State grant programs, such as Caltrans Planning Grants, LCTOP, LPP, and Cap \& Trade opportunities and monitor METRO’s Local Match funding capacity for grant applications
o Monitor and apply for local grant opportunities, such as Monterey Bay Air Resources District (AB2766), SCCRTC, Central Coast Community Energy and AMBAG
o Bus Replacement funds: Strive to use for grant local match or use to directly purchase buses and paratransit vehicles
- Annually, present a budget for Board consideration that includes a $\$ 3.0$ million or greater commitment in Measure D and/or STA funds, to be leveraged for state and federal capital grants
o Secure a new master advertisement contract
o Strive to lease all leasable space
o Included in the five-year budget projections is an embedded structural deficit, that if unaddressed, will result in an $\$ 11+$ million fiscal structural deficit, estimated in mid-2026 or early 2027. Along this journey, fiscal structural changes will need to be incorporated into each budget year in an effort to avoid a potentially massive $\$ 11+$ million fiscal cliff that is projected to occur when the COVID Recovery Reserves are exhausted.
o Continued to meet regularly with Operations management to review unscheduled bus operator overtime; to analyze cause and effect; to discuss bus operator vacancies; the optimal size of the Extra-Board; discuss bus operator unscheduled absenteeism; and to discuss implementation of measures that will reduce
scheduled and unscheduled overtime while at the same time ensuring $100 \%$ ontime pullout and to minimize service cancellations.


## - Service Quality and Delivery:

o Attract back COVID ridership losses and retain and grow ridership
o Ongoing collaboration between the Marketing Department and the Planning Department to focus service improvements on higher frequency service in select corridors and to develop "value add" strategies
o Focused some marketing efforts to grow ridership on the Highway 17 service
o Identify unique focused marketing efforts to grow ridership on select routes or segments of routes
o Encourage city/county densification at key transit nodes

- Transit Oriented Development (TOD) - along existing transit corridors
o Complete the Splash Pass pilot project, and if successful, expand and promote system wide
o Complete the AVL installation and acceptance and launch and promote the smartphone app
o Continue to promote cashless/touchless fare payment options such as the Splash Pass and METRO's smart cards
o Launch the Watsonville Circulator in the fall using the Proterra ZEB
o Integrate the other Proterra ZEBs into the system in the fall
o Strive for "excellence" in customer service
o Nordstrom/Ritz-Carlton model
- Explore sending some CSRs to the Disney customer service training in Florida in late 2021 or early 2022, possibly utilizing a "train the trainer" approach
o Ongoing - Training and retraining of bus operators, ParaCruz drivers and Customer Service Representatives (CSRs) to focus on quality customer service Continuous improvement
o Reduce customer complaints and respond timely to customer complaints
o Clean and renovated bus stops
o Service dependability
- Increase mean miles between chargeable mechanical failures
- On-time pullout
- Increase on-time performance
- Low incidence of cancelled service
- ADA compliance
- No passenger pass-ups
- Customer focused bus and paratransit drivers
- Clean buses and paratransit vehicles
- Right-size the number of X-Boards \& Points
o Transit Disruption: Pre-Pandemic year-over-year ridership losses; loss of ridership due to the ongoing pandemic; loss of ridership due to the economic downturn and/or high unemployment; low gas prices; abundance of low priced cars on the market; Transportation Network Companies (TNCs); autonomous vehicles; etc.
- Continue monitoring information in these areas and adjust service and marketing efforts as necessary
o Educate the riding and non-riding residents of Santa Cruz County about how METRO uses the resources they have granted METRO and METRO's positive air quality/sustainability/GHG reductions in the region.
o Planning - Ongoing
- Pacific Station (METRO Center): Continuing collaboration with the City of Santa Cruz towards a joint AHSC grant in 2021 for the reconstruction of the facility
- Continue collaborating with the SCCRTC on the Bus on Shoulder project on Highway 1
- Quarterly review of the current services provided and initiation of a discussion about needed service changes/improvements/unmet needs


## - Internal and External Technology:

o Automate Vehicle Location (AVL)

- Complete the installation, testing and acceptance of the Automated Vehicle Location (AVL) system on buses
- Launch Smartphone Predictive Arrival \& Departure System (PADS) app by Fall 2021
o Complete the Splash Pass Pilot fare payment system and return to the Board with a recommendation.
o Continue improving data tools - Key Performance Indicators (KPI) and Dashboards
o Continuous progress on the data warehouse - Ongoing
o As time permits, IT staff to continue to expand the integration of data that will feed the new data warehouse and to develop "canned reports"
o Zero Emissions Buses (ZEBs)
- Compliance with New California Air Resources Board (CARB) ZEB Regulation
- Integrate for Proterra Zero Emissions Buses (ZEBs) into the METRO fleet
- To the greatest extent possible, METRO will take sufficient time to test the new ZEBs before committing to additional purchases, subject to mandatory purchase thresholds in the CARB Regulation.
- To the greatest extent possible, and subject to the mandatory thresholds in the CARB Regulation, avoid purchasing additional ZEBs until battery energy density improves sufficient for the "end of life" range of the ZEB that will run on all METRO routes (about 300 mile daily range on an overnight charge)
- Maximize the use of Vericiti to capture and analyze the ZEB data
- In 2021/2022 study Hydrogen Fuel Cell technology for feasibility at METRO. If determined to be feasible, consider applying for a federal 5339c LoNo grant to fund a yet to be determined number of buses.
o Make progress on the study of the next generation of fare collection contactless/touchless
o Complete the MaintStar upgrade
o Consider key bus stop locations for predictive arrival bus displays
o Bring an Automatic Passenger Counter (APC) proposal to the Board in 2021/22
- Employee Engagement; Attract, Retain \& Develop:
o Expedite filling vacant positions - However, in the COVID and post-COVID environment, we will carefully consider the need for each position prior to initiating a recruitment
o Resiliency: Be nimble and flexible to address new and evolving business needs. In some cases, utilize temp employees, interns and provisional employees during periods of vacancies and peak workloads.
o Value employee development: Budget for sufficient employee training and development
o Support leadership training programs that will both grow and strengthen leaders at all levels in the organization
o Continue and grow communications to all employees
o Keep our employee workspaces and facilities in good repair, clean and ergonomically up to date
o Implement all possible COVID prevention measures in the workplace
o Hold annual CEO All Hands meetings throughout the agency - virtual in 2021
o Following the pandemic, continue the annual Year in Review with employees throughout the agency - possibly January 2022
o Work to improve respect among employees and employee morale
o Continue to develop and innovate new recruitment strategies
o No silos - foster a cross-functional working environment among employees and departments
o Support a work/Life balance environment
o Reduce unscheduled absenteeism
o Encourage senior leadership to initiate departmental employee of the month concepts
o Investigate a bonus/reward concept for successful referrals for new hires and/or for new hires who successfully complete probation
o Quality Communications: Continue to populate and keep fresh the CEO Bulletin Boards throughout the agency with useful information and transparency


## - State of Good Repair:

o Continue replacing buses that are beyond their useful life

- CY2026 and beyond - Ensure METRO is compliant with the CARB ICT Regulation and interim reporting responsibilities
- Submit METRO’s ZEB fleet transition plan to CARB
- Continue to ensure that the annual budget presented to the Board includes a commitment to the funds needed to perform mid-life overhauls on buses that reach the age of $6-8$ years, and if economically feasible, life-extending overhauls at $12-14$ years
o Replacement of aging ParaCruz equipment - Ongoing
- Annually, review the ParaCruz vehicles that need to be replaced and funding and grant opportunities
o New home for ParaCruz - Ongoing
- Continue work on the "shelf readiness" of the new facility to be located on the Soquel Park \& Ride lot
- Target the 2021 Bus \& Bus Facilities Grant - with overmatch
- Start construction in early 2022
- Complete construction by mid to late 2023
o Maintain METRO facilities - Ongoing
- Annually, in the budget (operating \& capital), attempt to include sufficient resources to catch up with deferred maintenance and to continue to resolve current maintenance issues
- Utilize the Transit Asset Management plan (TAM)
- Work with the staff at each facility to encourage an open line of communication when they observe maintenance and safety concerns at their facility
- Continue semi-annual facility comprehensive walk-throughs of all facilities (CEO, COO, Facilities Maintenance Manager \& Safety \& Risk Manager)
o Review options for the future of fare collection - Replace or eliminate current antiquated ticket vending machines and bus fareboxes
o Continue progress towards replacing or rebuilding Pacific Station
o Continue progress towards replacing aging non-revenue vehicles
o If unsuccessful in obtaining a 2021 AHSC grant, present the Board with a plan to fund the reconstruction/rehabilitation of Pacific Station
o Subject to Board approval, apply for a federal RAISE grant to plan and engineer to "shelf ready" 30\% status a south county zero emission bus Division.


## - Strategic Alliance and Community Outreach:

o Continue and grow

- Santa Cruz County Regional Transportation Commission (SCCRTC)
- UCSC
- Cabrillo College
- Chamber of Commerce
- Collaboration with the cities and the county on projects that may impact or interface with transit
- Special Interest Groups - ongoing
- AMBAG - ongoing
- Santa Cruz County Fair - annually
- Scotts Valley Touch-a-Truck - annually
- Scotts Valley \& Watsonville Independence Day parades - annually
- Santa Cruz Holiday Parade - annually
- First Fridays - intermittently
o Legislation (See annual Legislative Agenda, as approved by the Board)
o CEO Participation in State \& Federal Transit Advocacy Organizations
- California Transit Association (CTA)
- American Public Transportation Association (APTA)
- The Bus Coalition
- Community Transportation Association of America (CTAA)
- California Association for Coordinated Transportation (CalACT)
- Zero Emission Bus Resource Alliance (ZEBRA)


## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

## The Finance Department is responsible for all financial aspects of the agency, including:

- General Ledger
- Accounts Payable
- Accounts Receivable
- Budgeting / Operating and Capital Financial Forecasting
- Grant Accounting
- Payroll, Time-keeping, and CalPERS Reporting
- Fixed Asset Management
- Audit
- Financial and Regulatory Reporting
- Tax Filings (Monthly, Quarterly, and Annual)
- Revenue Collection and Reconciliation
- Treasury (Banking and Cash)


## The Finance Department is also responsible for:

- Developing and monitoring annual operating and capital budgets
- Developing and updating short-range and long-range financial plans
- Transportation Development Act (TDA) reviews and audits
- Federal Transit Administration (FTA) Triennial reviews and periodic audits
- Significant portion of the Annual National Transit Database (NTD) report
- Administrative Policies and Regulations for the Finance Department
- Annual State Controller’s Office (SCO) Reports: Transit Operators Financial Transactions Reports for Fixed Route and Specialized Service and Compensation Report
- Providing the Board with monthly operating and capital budget updates and quarterly overview of METRO’s Key Performance Indicator's (KPIs) emphasizing the following areas: Financial Performance; Productivity; Risk Management \& Safety; Reliability, Dependability, and Peer Comparison
- Purchasing and maintaining insurance coverage for the agency's facilities and equipment (property, flood, and cyber insurance)
- Managing Santa Cruz Civic Improvement Corporation (SCCIC) financials and related activities
- Property Management of leased facilities
- Financial management and perspective on the 'Highway 17 Express’ contract with Amtrak, VTA, Capital Corridor Joint Powers Authority (CCJPA), and San Joaquin Joint Powers Authority (SJJPA)
- DBE Liaison Office (DBELO) responsibilities (CFO)
- Obtaining Actuarial Valuation Reports as required
- Disseminating a wide variety of information to other departments and the Public
- Agency Capital Asset tacking
- Conducting annual physical asset inventory counts

The Finance Department also supports Project Management activities for all Agency Capital Projects. The Project Manager reports to the CFO on all Agency Capital Projects and Special Projects as assigned.

## The Project Manager is responsible for all financial, time management and procurements for the designated projects assigned:

- Project Engineering, Design and Permits
- Project Scope of Work
- Contract Administration and Procurement with Purchasing Department
- Project Safety
- Project Time Management
- Project Accounting \& Budgets
- Inter-Department and Inter-Agency Coordination


## The Project Manager is also responsible for:

- Working with and supporting different departmental Capital Project
- Creating, inspecting and maintaining Project Standards and Specifications
- Creating reliable project Vendor Lists
- Creating working relations with City and County Agencies
- Coordinating future projects with corresponding budgets
- Promote a safe and efficient project
- Maintain, monitor and stay within or under approved project budgets
- Providing timely and accurate Capital Project reports
- Limiting Change Orders to all Capital Projects
- Abiding by all Federal, State and City Regulations and Laws


## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Promoted safety and safe working conditions in the department, as well as all Santa Cruz METRO facilities, contractors and vendors
o Implemented all necessary COVID-19 preventive measures during the pandemic.
- Financial Stability, Stewardship and Accountability:
o Supported the CEO/General Manager's efforts to ensure that smaller and midsized agencies received their fair-share of the federal COVID relief funding.
o Continued to assist the CEO/General Manager and Board of Directors with:
- The Operating and Capital budget process
- Monthly and quarterly fiscal year end projections of anticipated revenues and expenses intended to raise awareness of potential budget shortfalls
- Long-term budgetary planning
- Annually updating the five-year revenue and expense projections
- Accelerated books closing schedules, which allowed timely CARES Act drawdowns
o Worked towards establishing a funding policy pertaining to Santa Cruz METRO's Governmental Accounting Standards Board (GASB) 75 - Other Post-Employment Benefits (OPEB) and Pension liability
o Completed all required audits with no findings
o Completed the FY20 Financial audit with no new findings and cleared findings prom prior years
o Developed more Key Performance Indicators (KPIs)
o Continued to provided information and staff support for the SCCIC
o Maintained and improve accurate, timely and efficient reporting of business and payroll transactions
o Developed and implemented timely new pay codes and reporting requirements related to the Federal Families First Coronavirus Response Act (FFCRA) and the California Supplemental Paid Sick Leave (SPSL) paid leaves
o Reviewed department activities and processes on an ongoing basis- seeking to improve and maximize organizational effectiveness, including cash and payroll controls
o Coordinated the project management of Capital projects through grant funding tracking, budgets, scopes of work, and design engineer aspects


## - Service Quality and Delivery

o Continually updated financial policies to address Operating and Capital budgets, as well as Operating and Capital Reserve accounts for the Board's consideration.
o Collaborated with the Planning, Grants and Governmental Affairs department when financial information is requested for grant applications related to Capital infrastructure and projects
o Safeguarded to improve and updated processes relating to internal control, policies, procedures and milestones, which improved overall project outcomes
o Verified Contractor and Vendor performance on Capital projects

## - Internal \& External Technology

o Launched the implementation if the first phase of the Enterprise Resource Planning (ERP) System Project: to contract with an ERP Consultant, to provide RFP development, project oversight and advisory services related to the ERP system software selection and implementation.
o Ensured we maximize the benefits of existing, upgraded, and/or new technology programs for the department
o Continued to provide the tools and time for the staff to improve overall efficiency through automation, education and a more user-friendly computer environment
o Collaborated with the IT Department to continually enhance Santa Cruz METRO's data warehouse, which allowed fast and accurate data mining and reporting; especially during labor negotiations and NTD reporting
o Created Project numbering, tracking and filing system for ongoing Capital Projects

## - Employee Engagement: Attract, Retain, and Develop

o Encouraged employee training and education related to the financial aspects of the Agency and the employee positions
o Emboldened staff to cross-train so they can provide assistance, back-up coverage and enhanced customer service in all daily operations
o Worked with General Counsel and Human Resources to comply with new laws, rules, regulations and Union labor agreements

- State of Good Repair:
o Assisted the CEO/General Manager in seeking local, State and Federal funding opportunities to fund projects on the Unfunded Capital Projects List
o Ensured that effective control and accountability is maintained for all capital assets, and that resources are properly safeguarded and used solely for authorized purposes
- Strategic Alliance and Community Outreach
o Worked closely with the Board, stakeholders, customers and the public to identify options that would provide long-term financial stability for the agency
o Collaborated and communicated with the Santa Cruz County Regional Transportation Commission (SCCRTC), with a goal of protecting and growing transit capital and operating funding resources and to actively participate in regional discussions
o Maintained Santa Cruz County Treasury Oversight Commission membership and continue to partner and engage in financial and cash management discussions
o Continued to be active in CSMFO groups, training sessions, meetings and conferences
o Promoted and ensured fiscal responsibility and sustainability throughout the agency
o Continued to enhance reporting functions through graphs, charts and presentations to the Public, Board of Directors, Management, Unions, and internal Departments.
o Continued to network and outreach with our community and transit partner
o Worked with the SCCRTC to ensure full compliance with all requirements and responsibilities of the new Measure D Master Funding Agreement
o Ensured full compliance with all FTA, State and State agency regulations and Santa Cruz METRO Board policies and regulations
o Ensured that Santa Cruz METRO is highly responsive to FTA Triennial Reviews, TDA Audits, the annual Financial Audit and all other outside audits
o Maintained ongoing compliance with generally accepted accounting principles (GAAP) and statutory reporting requirements


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Continue to promoted safety and positive working environment and conditions in the department, as well as all Santa Cruz METRO facilities, Contractors and Vendors
- Fiscal Stability, Stewardship, Accountability:
o Ongoing - Promote and ensure fiscal responsibilities, project time management, value engineering, and sustainability throughout the agency
o Work towards funding recommend possible solutions to the looming liability problems arising from our retiree medical liability (OPEB - Other PostEmployment Benefits) Liability and Employee Pension (UAL - Unfunded Accrued Liability)
o Provide grant reporting assistance
o Continue the development of Key Performance Indicators (KPIs)
o Complete all required audits with no findings
o Provide information and staff support for the SCCIC
o Maintain accurate, timely and efficient reporting of business, project, and payroll transactions
o Review department activities and processes on an ongoing basis-seeking to maximize organizational effectiveness, including cash and payroll controls


## - Service Quality and Delivery:

o Ongoing - Review department activities, policies and processes to maximize organizational effectiveness in key areas
o Collaborate with the Planning, Grants and Governmental Affairs department when financial and project information is requested for Capital and related infrastructure and operating grant applications
o Safeguard, improve, and update processes relating to internal control, policies and procedures
o Continue to maintain Project Management, accounting and reporting at a high standard

- Internal and External Technology:
o Maximize the benefits of existing and new technology programs, i.e. data warehouse and new financial and procurement systems.
o Work with the ERP consultant to write the scope of work for the ERP system and provide project oversight to the ERP system software selection and implementation.
o Migrate to iSolved Time force SaaS and replace the existing timekeeping system: Qqest, (no longer supported).
- Employee Engagement; Attract, Retain, Develop:
o Ongoing - Cross-train department staff to provide assistance, back-up coverage, and enhanced service in all daily operations.
o Continue to promote employee training and education.
- State of Good Repair:
o Ongoing - Ensure that effective control and accountability is maintained for all capital assets, and that resources are properly safeguarded and used solely for authorized purposes.


## - Strategic Alliance and Community Outreach:

o Ongoing - Collaborate and communicate with the Santa Cruz County Regional Transportation Commission (SCCRTC), with a goal of protecting and growing transit capital and operating funding resources

- actively participate in regional discussions
- ensure full compliance with all requirements and responsibilities of the Measure D Master Funding Agreement
o Maintain Santa Cruz County Treasury Oversight Commission membership and continue to partner and engage in financial and cash management discussions
o Continue to be active in CSMFO and GFOA groups, training sessions, meetings and conferences
o Promote and ensure fiscal responsibility and sustainability throughout the agency
o Encourage enhanced reporting functions through graphs, charts, and presentations to the Public, Board of Directors, Management, Unions, and internal Departments.
o Continue to network and outreach with our community and transit partners
o Ensure full compliance with all FTA, State and Local agency regulations, generally accepted accounting principles (GAAP), statutory reporting requirements, audits, and Santa Cruz METRO Board policies and regulations


## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Customer Service Department is located in the downtown Santa Cruz METRO Pacific Station Transit Center, 920 Pacific Avenue, Santa Cruz with staffing also available at the Watsonville Transit Center, 475 Rodriguez, downtown Watsonville.

The Customer Service Department provides Customer Service aspects of Santa Cruz METRO Fixed Route and Paratransit service for the agency to the public, that includes:

- Bilingual service information
- Trip planning assistance including booking ParaCruz and microtransit rides
- Lost and Found services
- Managing Customer Service Window operations and frontline customer engagement
- Ticket and pass sales to customers including bulk, online, and mail orders
- Discount ID processing

The Marketing and Communications Department provides:

- Marketing
- Branding and Graphic Design Services
- Communications/PR
- Advertising
- Company Announcements
- Internal/External Events
- Website Management
- Community outreach and engagement

The Customer Service and Marketing/Communications Departments are also responsible for:

- Coordinating with other METRO departments in the creation of METRO's quarterly Headways publication
- Providing informational updates via METRO’s webpage, GovDelivery, social media, Transit Center postings, onboard postings
- Responding to customer comments and concerns regarding METRO service via OS Tickets and routing tickets to corresponding departments
- Managing various forms of fare media and apps including smartcards/Cruz Cards, Diminishing Balance, Splash Pass, polypasses


## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Improved staff workstation ergonomics with the Safety and Risk Department
o Implemented COVID response and retrofits measures: call center barriers, masks, PPE, social distanced work stations, policies, etc.
o Opened exterior Customer Service Booth Window
o Installed Customer Service Kiosks at Pacific Station and Watsonville Transit Center
o Promoted METRO's COVID prevention and safety measures to the public through various outlets
o Created internal COVID "Back to Work Playbook" for staff returning from telecommuting
o Enrolled METRO in the APTA Health \& Safety Commitments Program and accomplished all qualifying requirements
o Improved team communication regarding site visits to Transit Centers to mitigate concerns around non-METRO visitors
o Increased and improved communication with Security identifying critical needs and improved security measures
o Completed active shooter video training
o Completed Human Trafficking training and posted new signage at Transit Centers to help identify these situations
o Completed onsite fire drill training at Pacific Station and Watsonville Transit Centers


## - Fiscal Stability, Stewardship, Accountability:

o Improved customer communications i.e. GovDelivery alerts, social media postings, advertisements, car cards, web updates, FAQ's, Headways
o Efficient use of resources to minimize costs including reduction of temporary help and minimal OT
o Improved organization, accuracy, and consistency in record keeping
o Completed documenting job responsibilities and roles for department by job title
o Started process for developing department SOPs and streamlining processes
o Improved accurate accountability of daily sales using Square
o Improved Square automation and established preloaded pricing structure for discount pass sales
o Improved staff bids and shift scheduling including staffing the Customer Service windows
o Updated Lost \& Found Policy and obtained Board approval
o Improved Lost and Found process including non-valuables and valuables
o Moved Square from personal SSN to company EIN number
o Setup accounts for all CSR in Assure Badge to promote accountability
o Maintained a balanced budget and improved accuracy of account charges
o Reduced graphic service fees by moving projects in-house
o Re-established PCI Compliance

- Service Quality and Delivery:
o Heightened public messaging on METRO services, schedule changes, promotions, programs, and safety measures
o Improved Paratransit ride-booking accuracy by providing scripts to CSRs and establishing quality assurance checks
o Improved efficiency in call center service standards i.e. answering calls ahead of the 120 second standard
o Started one-on-one trainings with CSRs to improve consistency in processes and addressing customers
o Created step-by-step user manuals for Ecolane and Splash Pass
o Performed cold calls to ParaCruz clients and facilities to brief clients on our services
o Streamlined internal process and offloaded non-Customer Service items so that CSRs can focus on providing quality Customer Service without distractions
o Improved processes for interdepartmental call transfers
- Internal and External Technology:
o Upgraded phone systems and tracking including reporting to team on daily call volume and daily key contributors
o Released Ecolane app and web portal for scheduling ParaCruz rides and microtransit customers
o Released Splash Pass
o Launched Diminishing Balance for ParaCruz customers
o Created and launched new OS Ticketing System
o Accomplished website updates with IT: New Coronavirus Tab, Vaccine Route Map, updated content, created homepage graphics, updated FAQs, etc.
o Implemented Rocketchat internally in department to coordinate with team members on customer questions and METRO information so the team can support themselves
o Trained CSRs on Splash Pass and Ecolane apps to convey instructions to customers
o Trained and implemented Geocoding with CSRs for ride bookings
o Enabled department to work remotely i.e. laptops, phone systems, trainings, etc.
o Trained team on Zoom meetings
- Employee Engagement; Attract, Retain, Develop:
o Familiarized CSRs with any and all service changes, new programs, and new offerings
o Cross-trained department staff to provide assistance via development of training guides
o Provided individual training and education within the department including one-on-one trainings
o Provided the tools and time for staff to improve overall efficiency through automation, education, and a more user-friendly computer environment
o Greater accountability for interdepartmental communication specifically regarding proposed projects, outreach and tasks completed, and customer communication
o Facilitated teambuilding by developing methods and planning exercises aimed at increasing cooperation and motivation to work as a team
o Finished Service Skills training- Monthly Modules
o Established and created daily and Friday emails to keep the team informed and send reminders
o Created Employee Acknowledgement Certificates
o Held monthly team meetings to keep team informed, address questions, and train
o Celebrated staff birthdays and anniversaries on a monthly basis


## - State of Good Repair:

o Ensured that equipment used by staff is fully functional
o Reviewed building security enhancements for proper operation
o Ensured surveillance system is functioning as designed and is storing recorded information properly
o Maintained facilities in proper working condition for both employees and the public including termite and rodent inspection, repairing leaks, cleaning ducts, carpet cleaning
o Created specialized Customer Service booths and windows
o Updated external advertising options and increased advertising pricing which had not been updated since 2008
o Submitted METRO’s Comprehensive COVID plan and marketing programs to the APTA Wheel Awards

## DEPARTMENT OBJECTIVES FOR FY22

## - Safety First Culture:

o Implement an Emergency Exit ladder and perform training with Safety Department at Pacific Station Call Center
o Increase "safety tips" during staff meetings provided by the Safety Department
o Define process and protocols for emergency situations and drills with coordination of Safety Department and Security

- Security first line of defense for evacuations and emergency situations
o Ensure safety of staff and work environment
o Live in-person active shooter training with PD or Fire Departments organized by the Safety Department
o Define process and protocols for emergency situations and drills with coordination of Safety and Security
o Emergency Communication System to replace bullhorn with the assistance of the Safety Department


## - Fiscal Stability, Stewardship, Accountability:

o Improve process for accurate accountability of daily revenue sales by implementing new tracking and record keeping program
o Continue to developed Key Performance Indicators (KPIs) to measure call center statistics including yearly reporting metrics
o Continue to decrease dependency on overtime and temporary help
o Continue to improve Lost and Found process in regards to chain of command
o Improvement on Lost and Found process in regards to valuables and PD involvement with bike recovery
o Continue to maintain a balanced budget
o Improve process and accountability on badge printing process, PEM processing, and inventory controls
o Streamline and improve OS Ticket assignment to corresponding departments and tracking KPIs

## - Service Quality and Delivery:

o Re-enforce public outreach by providing fixed route and Paratransit service information including trainings at local schools
o Continue to increase branding promotions of METRO services and events to the public
o Continue to develop marketing materials and brochures for customers
o Streamline external advertising tracking and processes
o Schedule staff to participate in a ride-along program for Fixed Route, Paratransit, and microtransit

## - Internal and External Technology:

o Continue to improve OS Ticketing scripts, reporting, KPIs
o Investigate adding fare payment to the Ecolane app enabling payment via Debit/CC without transferring to Splash Pass with assistance from Planning
o Investigate implementation of Masabi smartcards, gift cards to coincide with Masabi farebox with assistance from Planning
o Move online ticket sales done in Virtuemart to Square with assistance from IT
o Improve efficiency of phone tree and greetings highlighting promotions based on specific call queue with assistance from IT

- Develop a means in which caller can be put in a que, while listening to internal advertising, current job opening
o Move away from FAQs to OS Ticket System to address and track customer questions
o Add agency distribution lists for bulk and online orders to GovDelivery to notify agencies on updates, announcements, and processes
- Employee Engagement; Attract, Retain, Develop:
o Continue to offer employee development opportunities
o Value employee feedback \& Suggestions
o Encourage employees to engage in public outreach events
o Organize and coordinate visits to area schools to provide information
o Continue familiarization of Customer Service personnel with any and all service changes
o Develop employee incentive program
o Develop and enforce a Uniform Policy
o Celebrate Customer Service Appreciation Day
o Monthly celebration for team birthday, anniversaries, and employee recognitions
- State of Good Repair:
o Replace breakroom sink at Pacific Station with assistance from Facilities
o Evaluate layout of the call center and seating assignments
o Continue to review and improve scheduling, bids, and booth assignments
- Strategic Alliance and Community Outreach:
o Increase community engagement, communications, and outreach
- Increase outreach to schools, public agencies, senior centers, and community centers
- Youth Incentive Program for riding bus, field trips, and trainings
- Ride Along Training
- Review promotions of a Complimentary Splash Pass Day to increase app adoption
- New Rider: Day Pass Promotions
- Ongoing participation at local events
o Increase interagency coordination and development to improve joint ventures/partnerships
o Streamlining route information promotions to increase first time rider comfortability
o Increase METRO Advertising: TV, Radio, Online, Print, Video
- Promote bulk pass orders for schools and other agencies


## FY20 ACCOMPLISHMENTS AND FY21 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Human Resources Department is responsible for a wide variety of functions including:

- Talent Acquisition;
- Classification and compensation;
- Labor relations;
- Benefits administration for active employee and retirees,
- Workers' compensation;
- Employee drug and alcohol testing;
- Enforcement of Santa Cruz METRO personnel rules and regulations, and union agreements;
- Performance management
- Employee training and development.

The Human Resource objectives align with the agency objective and key focus areas. The Human Resources Department is committed to create and sustain a workplace culture of excellence and high engagement, foster innovation and growth, and promote diversity and respect.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Continued to promote, train, and communicate to all department directors and supervisors the reporting of workplace injuries.
o Communicated, provided training, led by example, and involved employees to create a positive safety culture
o In collaboration with Safety Department completed the following procedures and policies:
- Santa Cruz METRO COVID-19 Prevention Program (CPP)
- Santa Cruz METRO COVID-19 Response \& Reporting Protocol
- Santa Cruz METRO COVID-19 Health \& Safety Plan (HSP)
- Santa Cruz METRO Return to Work Playbook
- Santa Cruz METRO Continuity of Operations Plan (COOP)
- And, numerous other COVID-related policies, procedures and protocols
o Administered the Drug \& Alcohol Testing Program and FTA approved trainings for new hires and new promoted employees in safety sensitive positions.

0 Administered two Flu Vaccine Clinics at Operations and Paratransit Facilities.
o Helped coordinate COVID 19 vaccination appointments for all METRO employees
o Organized and Participated in weekly/bi-weekly COVID meeting with Union leadership.

- Fiscal Stability, Stewardship, Accountability:
o Administered HR operating budget within budget goals.
o Provided accurate HR data analytics, improving the quality of business decisions.
o Completed ACA Reporting
o Completed Internal audits
o Administered 612 enrollees on Medical Insurance, 375 enrollees on Dental Insurance and 372 enrollees on Vision Insurance.
- Service Quality and Delivery:
o Provided training for HR staff
o Started Cross training program in HR department.
o Continued to improve communication with employees by utilizing employee intranet and quarterly HR newsletters.
o Continued training for all new hires and promoted employees
o Completed Harassment Prevention Training for all employees in 2020.
- Internal and External Technology:
o Continued implementation of NeoGOV software to improve our current applicant tracking system
o Continued working with current HRIS vendor to maintain the Human Resources System through regular upgrades and enhancements.
- Employee Engagement; Attract, Retain, Develop:
o Hired 23 positons in FY21. Six were internal promotions and seventeen were external candidates, eight of which were bus operators, custodians, and vehicle service workers.
o Implemented COVID related leaves processes
o Implemented and managed all Family Medical Leaves during the pandemic.
o Worked with management, employees, and labor union organizations to assist employees with challenges resulting from school closures, by deploying remote commute schedules, creative work schedules and by facilitating the Expanded Family Leave Act while at the same time ensure the delivery of the essential service.
o During the CZU fires, HR worked directly with employees affected and helped them through their challenges, flex schedules were provided and some were reimbursed accruals.
- State of Good Repair:
o Continued to develop and empower Santa Cruz Metro’s most valuable asset, its employees, by building leadership and promoting professional skills.
o Worked with Payroll to ensure employees and employer deductions for benefits are accurate and timely.
o Worked with Payroll to ensure employees are getting step increases, cost of living adjustment and other benefits on time and accurately.
o Continued quality communications by populating Employee Newsletter and communication memos or flyers throughout the agency with useful information about all HR programs and services.
o Updated and created new policies to ensure compliance such as a newly created Social Media Policy.
o Worked directly with CalPERS to update METRO’s Health Resolutions.
- Strategic Alliance and Community Outreach:
- Built a strong set of agreed upon objectives with new and existing Union leadership.
- Collaborated with HR professionals at surrounding agencies to share strategic ideas.
- Participated in California Public Employers Labor Relations Association (CALPELRA)'s annual trainings.
- Continue to partner with local agencies to improve our community outreach for Recruitment


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Collaborate with Safety Department on retraining after injuries
o Communicate, provide training, lead by example, and involve employees to create a positive safety culture
o Collaborate with Safety Department to implement a reward system for Departments
- Fiscal Stability, Stewardship, Accountability:
o Administer HR operating budget within budget goals
o Continue to provide accurate HR data for data analytics, improving the quality of business decisions
o Continue to complete ACA Reporting
- Service Quality and Delivery:
o Ongoing training for HR staff
o Ongoing posting on Employee Intranet and HR Newsletters to improve communications with employees.
o Conduct training on site for all employees
- Internal and External Technology:
o Continue working with current HRIS vendor to maintain the Human Resources System through regular upgrades and enhancements
o Obtain Leave Tracking software that is capable of tracking all FMLA/CFRA/PDL leaves, as well as other types of leaves in the Contracts
o Continue to work with our new tracking software vendor (NEOGOV) and find ways to utilize the software for efficiency
o Configuration of NeoGov Onboarding for all new hires, expediting the preparation time needed within HR, with significantly less printed-paper, and improved experience for our new employees
- Employee Engagement; Attract, Retain, Develop:
o Continue to promote new and existing recruitment plans - such as advertising at local businesses, nonprofits, movie theaters, radio ads, and participating in job fairs \& business expos and possibly in local farm markets
o Encourage employees to seek opportunities for continuous improvement by providing Supervisory Academies, and training classes available to all employees.
o Develop a Referral Incentive; Hire On Incentive Program
- State of Good Repair:
o Continue to work through new language from Union Negotiation Contracts and have new contracts printed and distributed to all METRO employees
o Continue developing and empowering Santa Cruz Metro’s most valuable asset, its employees, by building leadership and promoting professional skills
o Continue to update our policies with the most current information


## - Strategic Alliance and Community Outreach:

o Continue to build a strong set of agreed upon objectives with new and existing Union leadership.
o Continue to collaborate with HR professionals at surrounding agencies to share strategic ideas.
o Attend Round Tables with other peer agencies twice a year
o Continue to collaborate with local agencies to improve our community outreach for recruitment.

## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The IT Department is responsible for METRO's Information Systems needs including equipment and software maintenance, phone systems, METRO web site, as well as end-user technical support.

IT personnel support multiple databases used by all departments. METRO data is backed up on-site for quick recovery and off-site for emergency reconstruction. METRO's computer needs are continually being evaluated with plans of being developed and implemented to improve employee efficiency through computing at the lowest long-term cost.

In addition to traditional IT functions, the IT department is also responsible for various aspects of METRO's Intelligent Transportation Systems (ITS). ITS encompasses an array of transit specific technologies such as Automated Vehicle Location (AVL), Automated Passenger Counter (APC), Audio/Visual Annunciation System (AVAS) and Mobile Ticketing.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Deployed an access control system to secure our Maintenance facility
o Installed Apollo Video surveillance systems on six more busses
o Rapidly purchased and deployed laptops equipped with VPN access to address employees telecommuting needs due to the COVID-19 pandemic
o Adopted the Zoom conferencing software solution to safely and efficiently conduct meetings amidst the COVID-19 pandemic
o Procured and deployed the DocuSign eSignature solution
- Fiscal Stability, Stewardship, Accountability:
o Managed to the budget and tracked purchases associated with the COVID-19 pandemic under a unique account for tracking and future reimbursement
o In partnership with Finance, secured the services of a consultant to develop an FIS specification
- Service Quality and Delivery:
o In partnership with Planning, completed the implementation of a mobile ticketing pilot program
o Website: Updated the customer service ticketing system
o Website: Completed GovDelivery Integration within News Bulletins on the website, that displays a new type of alert which is a direct stream from our GovDelivery account, giving a history of today's alerts
- Internal and External Technology:
o Participated in the evaluation and review of charge management solutions for our ZEB fleet
o Deployed a multi-camera Zoom conferencing system at the Vernon Admin facility
- Employee Engagement; Attract, Retain, Develop:
o Continued to engage in fast paced, weekly departmental meetings to review projects and prevent information silos.
- State of Good Repair:
o Upgraded graphics systems for GIS and publication production
o Upgraded user workstations and streamlined provisioning
- Strategic Alliance and Community Outreach:
o Participated and advised in the evaluation of ITOS proposals for the San Joaquin Regional Transit District (RTD)


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Deploy hazard tracking and corrective action through IndustrySafe safety management software
o Coordinate with the Safety and Risk department on the procurement and deployment of a surveillance system at the Scotts Valley Transit Center
- Fiscal Stability, Stewardship, Accountability:
o Procure the first phase of an Enterprise Resource Planning (ERP) solution
o Move to Square eCommerce platform and consolidate website and CS booth orders into one system
- Service Quality and Delivery:
o Pursue the implementation of passenger WiFi fleet wide
o Transition text message response from static schedule to real-time arrivals using ITS
- Internal and External Technology:
o Complete the deployment of our new ITS solution which includes AVL, AVAS and RTPI
o Procure and deploy APC systems on all fixed route buses
o Procure a server virtualization cluster for enhanced redundancy and disaster recovery preparedness
- Employee Engagement; Attract, Retain, Develop:
o Established Continuous Integration and Continuous Delivery (CI/CD) of code to prevent information silos and loss of institutional knowledge
- State of Good Repair:
o In coordination with Planning and Facilities, replace all bus stop signage and move away from schedule stickers needing constant replacement each booking
- Strategic Alliance and Community Outreach:
o Collaborate with peer agencies regarding web site design with the goal of developing a new METRO website
o Seek guidance from peer agencies regarding any obstacles or pitfalls we may encounter throughout our ERP project


## 1600 - PLANNING, GRANTS AND GOVERNMENTAL AFFAIRS <br> DEPARTMENT

## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

## Service Planning

- Performing short- and long-range service planning;
- Ongoing monitoring and reporting of service performance using farebox and survey data to improve service delivery;
- Providing planning and operating information to internal and external clients.
- Complying with National Transit Database requirements for data collection and reporting.
- Operating GIS to perform spatial analysis and produce maps;
- Developing run-cuts and operator work bids using HASTUS scheduling software;
- Coordinating service changes with Operations and operators' union leadership;
- Maintain unmet service needs inventory


## Infrastructure Planning

- Developing capital project proposals;
- Maintaining the unfunded and programmed capital projects inventory;
- Developing project scopes, schedules and budgets;
- Administering contracts for delegated projects;
- Manages the bus stop improvement program;


## Grants and Legislative

- Seeking and applying for grants to support Santa Cruz METRO operating and capital needs;
- Administering grant contracts from award through closeout;
- Monitoring grant-funded projects;
- Ensuring compliance with federal and state grant program requirements;
- Providing legislative and grants information to internal and external clients.
- Monitoring and advocating for state and federal legislation which impacts Santa Cruz METRO;
- Participating in CTA and APTA legislative programs;
- Assists the Finance Department with audits, including the Federal Triennial Review;


## Intergovernmental Affairs

- Maintaining and updating the Short Range Transit Plan;
- Representing Santa Cruz METRO at local and regional transportation planning agencies;
- Development of Santa Cruz METRO’s Strategic Plan


## DEPARTMENT ACCOMPLISHMENTS FOR FY21

## - Safety First Culture:

o Reviewed bus stops facilities and developed prioritized improvement plan, including upgrade of all bus stop signage to improve legibility.
o Supported the METRO Advisory Committee (MAC) to gain insights to the needs of the senior and disabled community.
o COVID-19 Service Planning: Developed special service plans and operator work bids in an effort to provide physical distancing for operators and customers to limit exposure to COVID-19

- Fiscal Stability, Stewardship, Accountability:
o Continued COVID-19 service recovery planning to manage service levels to the budget and prepare for permanent service changes if required; gradually restored service levels to pre-COVID levels as pandemic conditions, ridership demand, and operator availability allowed.
o Aggressively sought new funding from the federal CARES Act, Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA), American Rescue Plan and FEMA to cover budget shortfalls from decreased ridership, suspension of fare collection and additional operational expenses due to COVID19
o Implemented temporary 6-month fare reduction to encourage long-term return of ridership and fare box revenue.
o Continued to communicate to local, regional, state and federal agencies the financial resources necessary to sustain and expand fixed-route and paratransit services.
o Continued to monitor and report on use of Measure D budget, and changes in tax receipts due to COVID-19.
o Participated in the Highway 1 Auxiliary Lanes/Bus on Shoulder project to finalize the most effective long-term high-capacity public transportation opportunities for use of the Soquel/Freedom and Highway 1, focusing on potential impacts on the METRO revenue sources.

0 Partnered with the Regional Transportation Commission (RTC) on the Transit Corridor Alternatives Analysis (TCAA) to determine a locally-preferred public transit alternative for the Santa Cruz Branch Rail Line corridor.
o Developed new transportation service contracts with UC Santa Cruz and Cabrillo College to sustain funding and service throughout the COVID-19 pandemic and future academic years.
o Developed new interline contract with Greyhound Lines, which allows Greyhound customers to use Highway 17 express service

## - Service Quality and Delivery:

o Gradually restored service levels to pre-COVID levels as pandemic conditions, ridership demand, and operator availability allowed.
o Began installation of bus stop signage upgrade project, which will replace bus stop signage, replace poles, and raise sign height at all 780 active METRO bus stops. The project will also install 150 at stop schedules and schematic maps at higher use and other important destinations throughout the district.
o Continued timely preparation of route schedules, run-cuts and operators’ bid packages for regularly scheduled service changes.
o Implemented temporary 6-month fare reduction to encourage long-term return of ridership.
o Participated in marketing efforts to increase ridership and community support for METRO's mission to "Provide a public transportation service that enhances personal mobility and create a sustainable transportation option in Santa Cruz County through a cost-effective, reliable, accessible, safe, clean, and courteous transit service."
o Continued discounted bus pass program in conjunction with the City of Santa Cruz for downtown employees.
o Collaborated with UC Santa Cruz and Cabrillo College to develop new transportation service contracts to sustain funding and service throughout the COVID-19 pandemic and future academic years.
o Coordinated with Highway 17 partners to continuously refine and improve this service, including service modifications and introduction of mobile ticketing
o Continued with development of Bus-on-shoulder concept on Highway 1 to be implemented in conjunction with upcoming auxiliary lanes.
o Represented Santa Cruz METRO at local and regional transportation planning agencies, with a goal of protecting and growing transit capital and operating funding.
o Continued facilitation of the regularly scheduled Service Planning Review Committee (SPRC), a joint meeting of Planning and Operations departments.

## - Internal and External Technology:

o Continued to enhance more robust data warehouse to support service planning and analysis
o Continued work on implementation of CAD/AVL run time analyzer and real time passenger information project.
o Implemented alternative service model microtransit pilot, Cruz On Demand, which allows customers to book trips on demand for distances up to three miles.
o Implemented mobile fare payment pilot, allowing customers to purchase all fare products via mobile phone on all service. Installed mobile ticket validators on Highway 17 buses for tap and go payment.
o Developed service plan for introduction of electric bus service in Watsonville planned for fall 2021

## - Employee Engagement; Attract, Retain, Develop:

o Continued to provide Planning Department employees with appropriate training and educational opportunities

- State of Good Repair:
o Continued collaboration with the City of Santa Cruz on a joint redevelopment of Pacific Station. Participated in contracting of a developer and design team. Prepared Affordable Housing and Sustainable Communities grant for an 87-unit, $100 \%$ affordable housing development and new 22-bus bay facility.
o Reviewed bus stops facilities and develop prioritized improvement plan, including bus stop signage upgrade project.
o Aggressively sought new and increased funding for operations and infrastructure, including FTA funds from the Low-No and Bus-and-Bus Facilities programs for replacement for 34 outdated buses, and most critically the remaining diesel buses. (note: a previously planned lease to buy plan for 14 buses was put on hold due to the COVID-19 pandemic
- Strategic Alliance and Community Outreach:
o Continued to work with individual citizens and stakeholders to share information and METRO perspective on transportation related topics.
o Continued to participate in the Santa Cruz Chamber of Commerce Community Affairs Committee and the Monterey Bay Economic Partnership (MBEP)
o Continued ongoing relationship with UCSC and Cabrillo College to provide effective and cost-efficient services to these communities
o Continued financial partnership with Santa Clara County Valley Transportation Authority (VTA), Amtrak, the Capital Corridor Joint Powers Authority (JPA), the San Joaquin JPA, and the San Joaquin Regional Rail Commission (ACE) in support of the Highway 17 Express service.
o Continued ongoing participation in Association of Monterey Bay Area Governments (AMBAG) and the Santa Cruz Regional Transportation Commission (RTC) committees and projects.
o In support of the electrification of the METRO fleet, continued to work with Monterey Community Power and PG\&E.
o Worked with local jurisdictions to influence their land use strategies to encourage more transit oriented development patterns and road networks which can be efficiently serviced by public transit.
o Participated in California Transit Association (CTA) Transportation Development Act (TDA) Task Force conducting a review of TDA policies and funding programs


## DEPARTMENT OBJECTIVES FOR FY22

## - Safety First Culture:

o COVID-19 Service Planning: Adjust service levels to provide appropriate physical distancing for operators and customers.
o Evaluate bus stops facilities and develop prioritized improvement plan, including leveraging city, county, and Caltrans road repair projects and new commercial and residential development projects to enhance METRO bus stops.
o Support the METRO Advisory Committee (MAC) to gain insights to the needs of the senior and disabled community

- Fiscal Stability, Stewardship, Accountability:
o Continue to update 5-year plan for system service level
o Investigate the issues related to a fare restructuring, including pricing and fare payment technology
o Prepare annual update of District's 10-Year Strategic Business Plan which identifies policies, processes, and priorities to support increased ridership, financial stability, and an effective organization.
o Monitor bus service performance measures to enhance opportunities to maintain or increase federal funding from the Small Transit Intensive Cities (STIC) program
o Aggressively seek new funding from federal stimulus efforts and any additional state and local recovery assistance to cover projected budget shortfalls stemming from COVID-19
o Continue to communicate to local, regional, state and federal agencies the financial resources necessary to sustain and expand fixed-route and paratransit services.
o Analyze opportunities to make efficiency modifications to west side Santa Cruz and Watsonville services.
o Continue to monitor and report on use of Measure D budget.
o Participate in the Regional Transportation Commission’s (RTC) Unified Corridor Investment Study Alternatives Analysis (UCIS AA) process to finalize the most effective long-term high-capacity public transportation opportunities for use of the Soquel/Freedom, Highway 1, and Santa Cruz Branch Railway corridors, focusing on potential impacts on the METRO revenue sources.
o Continue to participate in California Transit Association (CTA) Transportation Development Act (TDA) Task Force conducting a review of TDA policies and funding programs.
o Continue to communicate to local, regional, state and federal agencies the financial resources necessary to sustain and expand fixed-route and paratransit services


## - Service Quality and Delivery:

o Develop initiatives that target retaining and growing ridership, particularly focused on the post-COVID environment, to try and add value and attract preCOVID customers back to the METRO system
o Monitor and adapt to potentially disruptive paradigm shifts, including increased telecommuting; COVID-safety concerns; abundance of low priced cars on the market; Transportation Network Companies (TNCs); autonomous vehicles; scooters, shared bikes, micro-transit and other on-demand service
o Revamp the fare payment system to expedite the boarding and fare payment process on METRO's buses and reduce/eliminate cash fares and mag-stripe cards:

- Migrate customers away from cash and paper fare media
- Consider the future of METRO's Cruz Cash and Cruz Pass smart card fare media
- Expand smartphone and contactless fare payment applications
o Implement survey of non-bus riding residents of Santa Cruz County to develop information to support design and marketing of services
o Continue timely preparation of route schedules, run-cuts and operators' bid packages for each service change.
o Implement service plan for introduction of electric bus service in Watsonville
o Gather data and evaluate alternative service model pilot project, Cruz On Demand.
o Participate in marketing efforts to increase ridership and community support for METRO's mission to "Provide a public transportation service that enhances personal mobility and create a sustainable transportation option in Santa Cruz County through a cost-effective, reliable, accessible, safe, clean, and courteous transit service."
o Improve the public facing presentation of METRO's bus stops and bus stop signage and customer communications such as service alerts
o Evaluate continued publication of Headways vs cutover to online-only schedules
o Explore new bus stop shelter concepts and develop prioritization framework for bus shelters acquired from VTA.
o Support the METRO Advisory Committee (MAC).
o Work with UCSC and Cabrillo College to strengthen partnership and to continuously refine and improve their bus services
o Coordinate with Highway 17 partners to continuously refine and improve this service, including service modifications and introduction of mobile ticketing.
o Evaluate success of interline contract with Greyhound.
o Continue to monitor service performance KPIs
o Continue with development of Bus-on-shoulder concept on Highway 1 to be implemented in conjunction with upcoming auxiliary lanes.
o Represent Santa Cruz METRO at local and regional transportation planning agencies, with a goal of protecting and growing transit capital and operating funding.
o Prepare annual update of District's 10-Year Strategic Business Plan which identifies policies, processes, and priorities to support increased ridership, financial stability, and an effective organization.
o Continued facilitation of the regularly scheduled Service Planning Review Committee (SPRC), a joint meeting of Planning and Operations departments.


## - Internal and External Technology:

o Evaluate Mobile Ticketing pilot project and expand application of on board mobile ticket validators, contactless credit card payment, and use of account based smart card media.
o Gather data and evaluate alternative service model pilot project, Cruz On Demand.
o Continue work towards implementing online customer facing smartcard tools for electronic fare loading and fare balance and explore other electronic-based fare payment applications
o Continue to monitor opportunities to potentially participate in the Clipper card program or provide equivalent reciprocal fare payment options
o Continue to enhance more robust data warehouse to support service planning and analysis.
o Secure funding for on-board Automatic Passenger Counting (APC) technology to provide METRO staff with data to continue to provide efficient bus operations

- Employee Engagement; Attract, Retain, Develop:
o Continue to provide Planning Department employees with appropriate training and educational opportunities that will help grow future leaders from within the department
o Continue improvements in communication
o Seek out and value employee feedback
o Implement new and creative approaches to recruitments
o Foster a feeling of organizational pride and ownership
- State of Good Repair:
o Continue to work with City of Santa Cruz on redevelopment of Pacific Station if application for grant funding is successful. Evaluate alternative plans, such as rehabilitation of the existing station, if grant funding is not successful.
o Monitor bus stops facilities and implement prioritized improvements.
o Aggressively seek new and increased funding for operations and infrastructure, including FTA funds from the Low-No and Bus-and-Bus Facilities programs for replacement for 23 outdated buses, and most critically the remaining diesel buses.
o Continue to communicate to local, regional, state and federal agencies the financial resources necessary to sustain and expand fixed-route and paratransit services.
o Investigate the issues related to a fare restructuring, including pricing and fare payment technology
- Strategic Alliance and Community Outreach:
o Continue to work with individual citizens and stakeholders to share information and METRO perspective on transportation related topics.
o Continue to participate in the Santa Cruz Chamber of Commerce Community Affairs Committee and the Monterey Bay Economic Partnership (MBEP).
o Continue ongoing relationship with UCSC and Cabrillo College to provide effective and cost-efficient services to these communities
o Continue financial partnership with Santa Clara Valley Transportation Authority (VTA), Amtrak, the Capital Corridor Joint Powers Authority (JPA), the San Joaquin JPA, and the San Joaquin Regional Rail Commission (ACE) in support of the Highway 17 Express service.
o Continue ongoing participation in Association of Monterey Bay Area Governments (AMBAG) and the Santa Cruz Regional Transportation Commission (RTC) committees and projects.
o In support of the electrification of the METRO fleet, continue to work with Monterey Community Power and PG\&E.
o Work with local jurisdictions to influence their land use strategies to encourage more transit oriented development patterns and road networks which can be efficiently serviced by public transit


## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Legal Department, under the direction of the General Counsel, performs the following major activities and services:

- Provides professional legal services for the Santa Cruz METRO, its Board of Directors and management staff.
- Represents the Santa Cruz METRO, its Board of Directors and METRO staff, as appropriate, in civil litigation and administrative hearings.
- Oversees the defense of all tort litigation filed against Santa Cruz METRO.
- Provides counsel for Policy/Procedures creation, implementation and enforcement.
- Provides the coordination and response to all public record requests.
- Provides counsel regarding Santa Cruz METRO's contract requirements and approves the same and provides advice related to project management, contract administration and resolution of contract claims/disputes and protests.


## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Provided assistance and guidance on all COVID-19 matters
o Provided new bus operator risk management trainings
o Monitored third party claims and incident reports
o Obtained restraining orders to protect operators and customers
- Fiscal Stability, Stewardship, Accountability:
o Paid close attention to legal budget and efficient staffing of legal matters
- State of Good Repair:
o Provided assistance with procurements and contracts
- Internal and External Technology:
o Provided assistance with procurements and contracts
- Zero Emission Buses (ZEBs):
o Provided assistance with rolling stock procurements and contracts
o Provided assistance with grant requirements
o Provided assistance with electrical infrastructure procurements
- Legislative:
o Monitored legislation potentially impacting METRO.
o Advised Board on COVID-19 legislative developments
- Core Business:
o Provided a number of trainings, including but not limited to, new Board member orientation; progressive discipline; sexual harassment; ADA; and new bus operators.
o Provided guidance to the Board related to the annual CEO/GM performance evaluation process
o Assisted with numerous contractual, labor, personnel, litigation, employee benefits, and workers' compensation matters
o Provided assistance with labor negotiations
o Provided guidance and assistance with all COVID-19 impacts and matters
o Provided assistance with real property matters, including the Pacific Station redevelopment project
- Compliance:
o Provided assistance in updating a number of existing Santa Cruz METRO policies
o Provided advice related to Brown Act, Public Records Act, and grant (FTA/State) conditions compliance
o Provided advice related to Title VI and ADA compliance
o Reviewed various METRO pay practices under CalPERS rules


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Continue to provide guidance responding to COVID-19
o Provide new bus operator risk management trainings
o Monitor third party claims and incident reports
o Provide assistance to Risk Department as needed
- Fiscal Stability, Stewardship, Accountability:
o Resolution of any currently-outstanding claims
o Continued focus on controlling legal budget
o Provide assistance with revenue generation initiatives
o Assist with COVID-19 funding matters
- Service Quality and Delivery:
o Provide ongoing trainings for supervisory and management staff in various matters effecting Santa Cruz METRO
o Continue improvements to Santa Cruz METRO's contractual documents
o Continue providing assistance on revisions to existing policies and development of new policies as needed, including all policies required by the FTA
- Internal and External Technology:
o Provide assistance with procurements and contracts
o Development of relevant policies
- Employee Engagement; Attract, Retain, Develop:
o Assistance to HR department
o Development of relevant policies
- State of Good Repair:
o Provide ongoing trainings for supervisory and management staff in various matters effecting Santa Cruz METRO
o Provide assistance with procurements and contracts
o Review relevant policies/practices
- Strategic Alliance and Community Outreach:
o Provide legal support for various matters related to development of Pacific Station
o Provide support with contracts with UCSC and Cabrillo


## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Safety, Security and Risk Management Department performs the following major activities and services:

- Develops and implements occupational safety and health programs, policies and procedures for the Santa Cruz METRO (METRO), and ensures compliance with the Occupational Safety and Health Administration (OSHA) regulations and program requirements.
- Maintain requirements of METRO’s Injury and Illness Prevention Program (IIPP) as required by Cal/OSHA and ensures compliance with the program requirements.
- Maintain requirements of METRO’s Public Transportation Agency Safety Plan (PTASP) as required by the Federal Transit Administration (FTA), regulation 49 CFR Part 673.
- Processes tort claims and arranges settlements of claims filed against METRO.
- Serves on the California Transit Indemnity Pool (CalTIP) Board of Directors representing METRO. Attends CalTIP Board meetings and manages METRO’s Liability and Vehicle Physical Damage Program.
- Investigates and follows up on resolutions reported unsafe conditions and hazards.
- Reviews all chemicals/products procured by METRO to ensure safety of products and provides guidance for suitable personal protective equipment (PPE) and procedures before its use.
- Conducts search and review of all video recordings and provides copies of video footage as requested by Operations, Law Enforcement agencies and the public.
- Compiles and prepares National Transit Data reports for METRO and submits those reports to the FTA in a timely manner.
- Manages and maintains Security Contracted services and ensures adequate security services are provided through physical presence and patrol services at all Transit Centers and in the METRO service areas.
- Oversees various contracts pertaining to design and construction activities to enhancing safety and security at METRO facilities.


## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Obtained FTA's and State Safety Oversight Agency's (CalTrans) concurrence and Board's approval of METRO's PTASP
o Implemented PTASP as required by the FTA
o Implemented IIPP program requirements
o Implemented System Security and Emergency Preparedness Plan (SSEPP)
o Implemented COVID-19 Prevention Program (CPP)
o Implemented Emergency Operations Center (EOC) Procedures as well as Continuity of Operations (COOP)
o Provided new employee safety orientations and training sessions
o Conducted regular inspections of METRO facilities and operations to enhance safety and security
o Processed and monitored third party claims and incident reports
o Followed directions from the CEO/General Manager to implement new safety and security initiatives, as needed
- Fiscal Stability, Stewardship, Accountability:
o Resolved and settled outstanding claims
o Managed CalTIP Program requirements
o Continued focus on controlling safety, security, and risk budget
o Completed FTA and Cal/OSHA required mandates
o Provided assistance with implementing safety and security initiatives
- Service Quality and Delivery:
o Provided ongoing training for supervisory and management staff in various matters affecting METRO safety and security
o Continued providing assistance to METRO's contractual documents
o Continued updating and improving existing safety policies and procedures and developing new safety policies and procedures as needed by the FTA, OSHA, County of Santa Cruz Public Health Division, and Centers for Disease Control and Prevention (CDC)
- Internal and External Technology:
o Provided assistance with new electric bus technology
o Sustained existing video surveillance technology
- Employee Engagement; Attract, Retain, Develop:
o Retained existing staff and developed staff capabilities
o Engaged staff in the development of relevant safety policies and procedures, as needed
- State of Good Repair:
o Conducted regular inspections of METRO facilities and equipment to ensure that the facilities and equipment were well maintained and in a state of good repair
o Provided ongoing trainings for supervisory and management staff in various matters affecting METRO safety and security
o Provided assistance in procurement of engineering/construction contracts
o Reviewed relevant policies, procedures, and practices and provided input, as needed
- Strategic Alliance and Community Outreach:
o Provided, as needed, support on customer outreach on various public safety and security matters as recommended by the Santa Cruz County Department of Public Health Division, and CDC


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Implement internal safety reviews as per PTASP
o Implement Emergency Operations Center (EOC) project to facilitate METRO’s emergency response during incidents/events that affect METRO services, personnel, and property
o Manage the COOP program
o Implement threat vulnerability assessment (TVA) as per (SSEPP)
o Monitor and ensure compliance of IIPP
o Monitor and ensure compliance of CPP
o Provide new employee safety orientations and training sessions
o Conduct regular inspections of METRO facilities and operations to enhance safety and security
o Process and monitor third party claims and incident reports
o Follow directions from the CEO/General Manager to implement new safety and security initiatives, as needed
- Fiscal Stability, Stewardship, Accountability:
o Resolution and settlement of any outstanding claims
o Management of CalTIP Program requirements
o Continued focus on controlling safety, security, and risk budget
o Provide assistance with implementing safety and security initiatives
- Service Quality and Delivery:
o Provide ongoing training for supervisory and management staff in various matters affecting METRO safety and security
o Continue providing assistance to METRO's contractual documents
o Continue updating and improving existing safety policies and procedures, and developing new safety policies and procedures as needed by the FTA, OSHA, County of Santa Cruz Public Health Division, and CDC
- Internal and External Technology:
o Provide assistance with new electric bus technology
o Sustaining existing video surveillance technology
- Employee Engagement; Attract, Retain, Develop:
o Retain existing staff and developing staff capabilities
o Engage staff in the development of relevant safety policies and procedures, as needed
- State of Good Repair:
o Conduct regular inspections of METRO facilities and equipment to ensure that facilities and equipment are well maintained and are in a state of good repair
o Provide ongoing trainings for supervisory and management staff in various matters affecting METRO safety and security
o Provide assistance in procurement of engineering/construction contracts
o Review relevant policies, procedures and practices, and provide input as needed
- Strategic Alliance and Community Outreach:
o Provide as needed support on customer outreach on various public safety and security matters as recommended by the Santa Cruz County Department of Public Health Division, and CDC


## 1900 - PURCHASING DEPARTMENT

## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

## The Purchasing Department is responsible for all purchasing activities of Santa Cruz METRO including:

- Ensuring that materials and services are obtained in an effective manner, and are obtained in compliance with the provisions of all applicable federal, state, and local laws and regulations


## The Purchasing Department is also responsible for:

- Procurement of supplies, equipment, services and construction
- Obtaining spending approval from the Board of the Directors
- Establishing contracts and vendor relations
- Managing Facilities and Fleet Maintenance Department parts and materials inventory and issuing activities
- Annual planning of agency procurement needs
- Training staff with procurement responsibilities in proper procedures
- Coordinating all related administrative processes with requesting departments and the Finance Department


## DEPARTMENT ACCOMPLISHMENTS FOR FY21

## - Safety First Culture:

o Successfully administrated the MSDS/SDS safety program for Fleet, Facilities, and Purchasing Departments; ensuring items brought into inventory are properly identified and cataloged
o Weekly safety meetings held in the parts area to review relevant topics
o No safety incidents occurred in the Purchasing Department
o Monitored work areas regularly and maintained a safe work environment
o Processed contract for electronic access control at the Maintenance Building
o Processed contract for construction of a fire egress at the Maintenance Facility to allow a safe exit for personnel in the event of a fire or catastrophe
o Purchased COVID-19 PPE supplies for entire agency; researched hard/impossible to find items, sourced, inventoried, issued, monitored, and reordered as required

- Fiscal Stability, Stewardship, Accountability:
o Continued to ensure Santa Cruz Metro obtains beneficial pricing from qualified vendors on all products and services
o Maintained accurate purchase order and contract files
o Participated in joint procurements with other agencies
o Performed analysis and negotiations on procurements to obtain best price and good value for Santa Cruz METRO purchases
o Established four (4) new contracts for vehicle repair and maintenance
o Finalized new contract for Fasteners, hardware and electrical terminals which included new inventory system
o Coordinated projects with Grant analysts to ensure time sensitive procurements met the schedule requirement
o Provideded semiannual DBE reports to Grants/Planning personnel to fulfill DBE reporting requirements for FTA-funded projects
- Service Quality and Delivery:
o Purchasing Department processed 1,485 purchase orders in this fiscal year.
o Purchasing Department processed 12 formal contracts, 22 informal contracts, 9 contract renewals, and 13 contract amendments, 2 change orders, and 3 task orders
o Trained end users in Puridiom
o Completed procurement for bus stop improvements for transit riders' use


## - Internal and External Technology:

o Contracted with Bonfire Interactive Ltd to create and utilize an electronic procurement system for formal Request for Proposals (RFP) and Invitation for Bids (IFB)
o Worked with IT to revise Santa Cruz METRO’s Contracting site to include current information about Bonfire and also DBE contracting and Business Outreach Committees: https://www.scmtd.com/en/agency-info/business/contracting-opportunities
o Supported the meetings with CAL-IPT regarding upcoming RFP activities for Payment Acceptance Devices (PAD) and Transit Processor Service Master Service Agreement. Current contract for these services is with MASABI for a pilot project, but exploring all options which would best utilize Santa Cruz METRO needs and budget

- Employee Engagement; Attract, Retain, Develop:
o Parts and Purchasing employee department cross training; Parts Clerk crosstrained for the Buyer position in their absence
o Kept employees involved with regularly scheduled meetings in the department and monthly meetings to review information after each Board of Directors meetings
o Had occasional "lunch days", which brought in outside food and allowed employees time to network and discuss work related items in a relaxed atmosphere
o Occasional social outings
- State of Good Repair:
o Contracted with SREC Trade for California Low Carbon Fuel Standard (LCFS) to get "credits" generated when using Zero Emission Electric buses and forklift
o Completed construction of the EV Charging Station at the Santa Cruz METRO Fuel Station
o Worked with Fleet regarding delivery and acceptance of the 4 Proterra electric buses in support of the ZEB Program
o Assisted Marketing in finalizing the bus wrap for the 4 Proterra buses.
o Procured five (5) Gillig 35’ CNG buses, three (3) Gillig 40’ CNG buses and seven (7) Starcraft Paratransit Vans
- Strategic Alliance and Community Outreach:
o Actively participated with the Bay Area Business Outreach Committee (BOC) to help increase our DBE contacts and improve our use of DBE vendors
o Supplied decals to the Fleet Maintenance department for installation on all Santa Cruz METRO vehicles in relation to the Santa Cruz METRO logo branding project


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Continue to provide a safe working environment
o Continue to monitor/administer the MSDS program for Fleet Maintenance and Facility Maintenance departments
o Perform annual MSDS audit
- Fiscal Stability, Stewardship, Accountability:
o Continue to ensure Santa Cruz METRO obtains beneficial pricing from qualified vendors on all products and services
o Maintain accurate purchase order and contract files and utilize the Bonfire contract management module
o Participate in joint procurements with other agencies
o Be proactive and aware of all time sensitive grant funded procurements
- Service Quality and Delivery:
o Develop and provide "mini training classes" to Santa Cruz METRO Managers and other key employees on:
- "how to do business with Santa Cruz METRO purchasing"
- Purchasing department "flow chart" of procurement process
- How to create Requisitions in the purchasing system (Puridiom)
- What is the process for "after the fact purchasing"
- Internal and External Technology:
o Utilize the Contracts Module of METRO's new purchasing software (Bonfire) to provide a uniform system for managing contracts
o Continue to support the meetings with CAL-IPT regarding upcoming RFP activities for Payment Acceptance Devices (PAD) and Transit Processor Service Master Service Agreement
o Contract with an ERP Consultant to develop an integrated Enterprise Resource Planning (ERP) System for Santa Cruz METRO software systems (Finance, Human Resources, Procurement, Project Management, etc.)
- Employee Engagement; Attract, Retain, Develop:
o Schedule Purchasing and Parts staff for computer and business training
o Send Purchasing Department staff to specialized training through NTI
- State of Good Repair:
o Continue to support and stock Fleet Maintenance and Facility Maintenance departments with the correct parts they need to be efficient and obtain special orders and requested items in a timely manner
o Perform new procurement for vehicle filters


## - Strategic Alliance and Community Outreach:

o Continue to participate in and support local organizations such as Santa Cruz Chamber of Commerce, the Monterey Bay Economic Partnership, and local government agencies such as Monterey Bay Community Power, AMBAG, and the Santa Cruz Regional Transportation Commission.
o Continue to participate in joint government committees such as the Regional Transit Coordinating Council, the Business Outreach Committee, and the APTA Procurement and Materials Management Committee.
o Continue to engage local businesses in procurement activities and provide information on capital projects (construction) that may affect the community.
o Continue networking activities with the Bay Area Business Outreach Committee (BOC) to increase DBE participation in federally-funded projects

## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Facilities Maintenance Department provides 24-hour support to Operations and Fleet Maintenance, as well as all other departments as needed. The Facilities Maintenance Department maintains 5 transit facilities, 3 transit centers, 1 park and ride lot and approximately 965 bus stops.

The Santa Cruz METRO Facilities Maintenance staff develops, implements and administers the many local state and federal regulatory compliance programs, such as the storm water and hazardous materials programs, required to operate a transit agency.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Hold weekly safety training using video and quiz materials provided by Sedgwick
o Converted all Metro sink faucets to "Hands Free", as well as added "Hands Free" soap and sanitizer dispensers. Installed HEPA Filter Hand Dryers
o Purchased and currently maintain over 50 HEPA Air Purifiers throughout all Metro locations
o Created new social distancing break areas, complete with adding tables, chairs, and microwaves, to follow guidelines used to maintain required social distancing
o Posted COVID Information clipboards throughout Metro to centralize information provided to Metro employees
o Added a new safety barrier to the front desk at Vernon
o Remodeled Transit Centers by adding exterior customer service windows and relocated Ticket vending machines to the exterior of the buildings
o Modified cubicle dividers at customer service, and various admin cubicles to help maintain distance requirements, including building and installing safety curtains to existing offices
o Added safety features to Scott's Valley Transit including LED marked crosswalks and new railings
o Installed portable hand wash stations at all transit centers, including monthly servicing
o Provided Metro with research to locate safety supplies for its employees, including masks, sanitizer, cleaners, wipes, coveralls, and electrostatic sprayers
o Improved filtration of our current HVAC systems
o Implemented disinfecting of bus stops using sprayers
o Custodial department installed Biohazard Response Kits at all Metro locations to aid in the reaction time to address biohazards in the workplace
o Custodial department implemented disinfecting of buildings using electrostatic sprayers
o Card access control installed at Maintenance Facility


## - Fiscal Stability, Stewardship, Accountability:

o Custodial staff working out of class to decrease dependency on overtime and temporary help
o The Facilities Admin Specialist provided, and continues to aid the shorthanded purchasing department with research, pricing, and purchasing items needed by the facilities and custodial departments
o Worked with the purchasing department in the development of a Procurement Quick Reference Guideline, to clarify procedures required for goods and services provided by outside vendors
o Worked with outside vendors to change billing arrangements regarding tenant occupied spaces

## - Service Quality and Delivery:

o Created blanket accounts at various business locations closer to WTC and SVT, to aid with timely completion of assigned work at those locations
o Currently working towards replacement of all bus stop signs to new posts and signage

## - Internal and External Technology:

o Added a television to the facilities meeting room to aid with weekly training and issuing of work orders
o Created a larger workstation within the facilities meeting room, also added a printer and supplies to help the flow of work within the department
o Started the use of Smartsheet to aid with the monitoring and scheduling of contracted services
o Facilities Admin Specialist to aid in developing the next iteration of MaintStar

## - Employee Engagement; Attract, Retain, Develop:

o Custodial staff has worked out of class with the facilities department to enhance cross training within the department
o Assign tasks to those with limited experience to increase employee skills and development, through hands-on training
o Administrative Specialist has been working more closely with facilities crew to provide an overall understanding of the work done within the Metro Facilities Department, providing a cross training opportunity and promoting a team environment
o Facilities Supervisors trained and certified as forklift trainers. Created materials for tracking and maintaining certification of employees
o Facilities department and Fleet department trained on Storm water prevention plan

## - State of Good Repair:

o Watsonville Transit Center Projects

- Performed various repairs at Kiosk and removed roll up door for future tenant use
- Installed HVAC unit inside server room
- Completed Mural Project
- Removed rust and painted shelters on island
- Installed an exterior Customer service window and Awning
o Santa Cruz Metro Center Projects
- Roof leaks addressed by reconfiguring HVAC and replacing roof section
- Restriped the Greyhound lot, added wheel stops, delineators and new signage
- Cleaned and repaired the Betty's Noodle location to prepare for future tenant use
o Scotts Valley Transit Center
- Completed a variety of tasks to improve appearance and functionality, including restriping driveways, painting curbs, install LED crosswalks, repair bad shingles, install a new grease trap, repair bad concrete, and make interior repairs
- Assisted new tenant getting space ready for business
- Removed unwanted grasses and plants, and replaced diseased trees with new trees
o Service Bus Fueling Facility
- Replaced fuel management system
o Maintenance Building Projects
- Installed fence enclosure around backflow
- Installed Fire Egress for Second floor
o Mechanical cleaning of air handling units and associated duct work at all Metro locations
o Refurbished Bus stop shelters donated by VTA


## - Strategic Alliance and Community Outreach:

o Familiarized several Fire departments from Santa Cruz County Area with Metro’s Fueling facility and Electric vehicle chargers
o Participated in ZEBRA events ( Zero Emissions Bus Resource Alliance)
o Collaborated with UCSC on their Zero emission bus plan
o Continued working with Santa Cruz City Resource Recovery Collection Department on fueling at Metro's fuel station

## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Continue to provide Safety Program enhancements working with Safety Department
o Continue Training on proper use of power and hand tools
o Reschedule any training canceled due to COVID-19 Pandemic
o Continue to improve on lessons learned during COVID-19 Pandemic
- Fiscal Stability, Stewardship, Accountability:
o Balanced Budget - Manage to budget
o Decrease dependency on overtime and temporary help.
o Identify cost savings measures and procedures
o Improve budget forecasting by identifying lifecycle of building components.
- Service Quality and Delivery:
o Explore new advances or techniques in facility maintenance.
o Install 25 refurbished bus shelters.
o Improve lighting at bus stops
o Use data from the Computer Maintenance Management software for Key Performance Indicators (KPI’s) reporting.
- Internal and External Technology:
o Deploy the use of mobile Computer Maintenance Management Software.
o Installation of Digital Signage (ITS project)
o Continue to explore Charge management software for EV charging station.


## - Employee Engagement; Attract, Retain, Develop:

o Continue to provide Custodial staff out of class training opportunities.
o Provide staff training and educational programs, coupled with defined succession planning, to develop employees skills for promotional opportunities.
o Keep our employees safe.
o Foster a feeling of organizational pride and ownership
o Seek out employee development opportunities with other peer agencies.
o Cross train department staff to provide assistance, back-up coverage and enhanced service in all daily operations.

## - State of Good Repair:

o Replace several wooden bus stop shelters with refurbished metal bus stop shelters.
o Paint Maintenance Building
o Repair sinkhole at 1217 River St and demolish old buildings.
o Install automated gates at JKS facility bus parking lot to improve security.
o Maintain all buildings in state of good repair.
o Replace parts washers at the Maintenance building.
o Refurbish the Bus washer.
o Install awning at fueling station.
o Replace Vapor compressor at CNG fueling station.

## - Strategic Alliance and Community Outreach:

o Continue outreach in providing local police, fire and emergency medical response agencies with familiarization on CNG equipment, Electrical vehicle equipment and other training.
o Explore training opportunities with our peer agencies and local cities.
o Assist other departments with Community Outreach events.
o Attend ZEBRA events ( Zero Emissions Bus Resource Alliance)
o Continue to Collaborate with UCSC with their Zero emission bus plan.

## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

Santa Cruz METRO’s Paratransit Department (ParaCruz) is responsible for coordinating and providing safe, efficient, reliable, and courteous complimentary shared ride.

Paratransit service offered to Older Adults, and Persons with Disabilities in Santa Cruz County, ParaCruz will provide door-to-door service within three quarters of a mile of any Santa Cruz METRO bus service route. This service is also extended to those persons qualified to ride Paratransit visiting from other areas.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Low incidence of workplace claims
o Low incidence of chargeable accidents
o COVID-19 activities include:
- ParaCruz has actively participated with all other METRO departments in maintaining our ridership, community and employees safe during the pandemic
- Vehicle Service Workers have disinfected ParaCruz vehicles every night after being in service and all ParaCruz staff have access to Personal Protective Equipment (PPE) and to sanitizing products
- ParaCruz staff have participated in COVID-19 prevention training, as well as training for the proper use of PPE
- ParaCruz management has participated in COVID-19 teleconference meetings
- ParaCruz has limited capacity on its vehicles to ensure social distancing
- ParaCruz implemented an AB schedule for staff, with each group working five days and then with five days off
- Fiscal Stability, Stewardship, Accountability:
o Balanced budget
o ParaCruz froze hiring for open positions
- Service Quality and Delivery:
o Delivered 61,631 safe trips
o No layoffs to Operator ranks
o No reductions to Paratransit service
o Provided free transportation to vaccine sites
o On time performance over the targeted $90 \%$
o Successful yearly NTD reporting
o Provided CPR and First Aid training to Operators and Supervisors
o Launch Microtransit service
- Internal and External Technology:
o Implemented and provided outreach to ridership on the ECOLANE app
o Implemented ECOLANE diminishing balance accounts
o Installed new exterior surveillance cameras at ParaCruz Operations Building
- Employee Engagement; Attract, Retain, Develop:
o Arranged ongoing development training for staff covering several areas critical to effective Paratransit operation to include ADA compliance, Sexual Harassment, Sensitivity training, Customer Service, Eligibility, and Supervision
o Provided training for Paratransit Operators for Radio Communications and Fare Media
o Provided Management and Paratransit Supervisor with training relative to service improvements
o Continued Employee Commendation Award Program
- State of Good Repair:
o 32 vehicles in revenue service
o Continued the process of a potential relocation to a new ParaCruz Operations Building at the Soquel Park \& Ride lot if granted a Bus and Bus Facilities grant
o Received three new Paratransit vehicles
- Strategic Alliance and Community Outreach:
o Worked with the Board of Directors, CEO, and other METRO departments to continue the process of building a ParaCruz Operations Building
o Collaborated with Sutter Medical to offer free, front of the line access, rides for seniors and Disabled persons to Sutter's COVID-19 vaccination site
o Provided 24 hours evacuation transportation to the communities affected by the CZU lightning fire, and the storm that followed affecting the same area
o Held community meetings to share information and address question and concerns in regards to the new ParaCruz Operations Building at the Soquel Park and Ride


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Ongoing training to continue to have a low incidence of workplace claims
o Continued safety culture in vehicle operations and work environment by continuing to provide ongoing training to decrease accidents, incidents, and workplace claims
o Continue to maintain and improve the COVID-19 safety measures that METRO has taken to keep ridership, employees, and the community protected
- Fiscal Stability, Stewardship, Accountability:
o Continue to decrease the cost per ride by locating inefficiencies and improving scheduling, dispatching, and vehicle operating practices
o Manage to the Paratransit budget
- Service Quality and Delivery:
o Continue to maintain on-time performance above the targeted goal of $90 \%$
o Continue to provide Management and Paratransit Supervisors with training opportunities to enhance Paratransit safety, training, service performance, and customer satisfaction
o Cross-train Fixed Route Operators on Paratransit vehicles to provide additional certified Operators in the case of emergency deployment
o Improve Accessible Services to improve travel-training methods and outreach
- Internal and External Technology:
o Improve fare collection technology to touchless fare payments
o Continue outreach to inform ridership of the advantages of using the ECOLANE app to book rides and to pay fares
- Employee Engagement; Attract, Retain, Develop:
o Provide ongoing outreach through local publication and websites to attract prospective new ParaCruz Employees
o Continue to develop training for all existing staff covering all areas of efficient and effective Paratransit Operations
o Improve the Safe Driver award program
o Participate in the CALACT Roadeo
- State of Good Repair:
o Locate grant opportunities (5339(a)) for the continued replacement of aging Paratransit vehicles
o Continue the planning and development of new ParaCruz Operations Facility by completing the building specifications and design
- Strategic Alliance and Community Outreach:
o Implement an outreach program to assist and provide travel-training opportunities to riders of both Fixed Route and Paratransit
o Continue to engage with METRO board of Directors, CEO, and other METRO departments to achieve our goal of constructing a new ParaCruz Operations Facility
o Continue to participate in Community events, including but not limited to: $4^{\text {th }}$ of July parade, Santa Cruz County Fair, Open Streets, Touch a Truck, and Trunk or Treat


## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Operations Department coordinates and administers activities related to Santa Cruz METRO's fixed route bus service. Coordination of functions to meet Federal, State, Local, Inter-regional Commuter Service, and Santa Cruz METRO organizational and service requirements.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Human trafficking training completed
o Completed COVID Training
o Fire Drills
o Earthquake Drills
o Active Shooter Training completed
- Fiscal Stability, Stewardship, Accountability:
o Maintained balance budget exclusive of COVID related expenses
o Efficiently used point drivers to accommodate training hours requirements
o Reduced overtime and unscheduled overtime
- Service Quality and Delivery:
o CCT Training for new supervisors
- Internal and External Technology:
o Monitors installed in dispatch for Syncromatics
o Computer Tablets for each supervisor for more immediate response to Syncromatics issues.
o Hastus Training completed
o Set up the use of Industry Safe
o Installation of new Dispatch Radio Console
- Employee Engagement; Attract, Retain, Develop:
o Train the Trainer Course completed by Assistant Training and Safety Coordinator
o New Supervisor hired and trained
o Supervisor Certifications through NTI
- State of Good Repair:
o Purchase of new radio system for Dispatch
o Finalizing of Syncromatics installation
o Purchased new laminator for more professional signage on buses and throughout Operations
- Strategic Alliance and Community Outreach:
o Communicate to Planning weekly rider pass-up report for better route planning.
o Liaised with Safety \& Risk to implement weekly COVID testing of all on-site JKS employees.
o Coordinated with area law enforcement during two active shooter training events in OPS areas.
o Coordinated with all departments in the update and revisions of SOPs


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Promote consistent use of safety equipment provided (i.e., safety vests, goggles, gloves, and sanitizers)
o Perform regular Drive Behind and On-Board Reports of Operators to evaluate safety performance of drivers
o Survey routes and bus stops with an eye toward vehicle and passenger safety
- Fiscal Stability, Stewardship, Accountability:
o Maintain balance budget
o More thorough review of operator requests for pay
o Reduce overtime through better staff planning
- Service Quality and Delivery:
o Evaluate operator performance annually and have regular Supervisor/Operator feedback from Management
o Bus Operator uniform checks
- Internal and External Technology:
o Provide Hastus training for Admin Staff
- Employee Engagement; Attract, Retain, Develop:
o Supervisor Academy provided by Human Resources
o Microsoft Office Courses for Supervisors


## - State of Good Repair:

o Development and update of HASTUS. Provide a funding source to update to HASTUS 2018, Provide training for supervisor staff and the IT department,
o Assign staff to implement Transit Asset Management Plan (TAM) for revenue and non-revenue vehicles, ensure Federal Transportation Administration (FTA) are established and met including, maintenance repair, mid-life and replacement for all METRO vehicles
o Adhere to bus replacement plan, including on time contract orders for new vehicles, adhere to bus mid-life refurbishments, replacements, utilize funding sources timely
o Revisit schedule and perform bus repaints
o Refurbish bus wash, include updated monitoring of the washers, rails and monitoring systems
o Replacement of fifteen (15) Paratransit vehicles
o Continue to provide information and details regarding the ParaCruz new build
0 RFP for Proximity Card access for Operators
o Update CNG contract and facility
o Research Electric vehicle charging infrastructure JKS, purchase electric nonrevenue vehicles
o Work with Planning department to establish routes for Proterra vehicles, establish charging norms for electric vehicles and monitoring of vehicles

## - Strategic Alliance and Community Outreach:

o Participate in Holiday Parade
o Participate in 4th of July Parade
o Santa Cruz County Fair
o Touch-A-Truck Scotts Valley event
o Santa Cruz County Fair
o Assist with emergency evacuations

## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Bus Operators Department is responsible for providing safe, efficient, reliable, and courteous fixed route transit service to the residents and visitors of Santa Cruz County.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

- Safety First Culture:
o Weekly COVID Testing of all Operators performed and tracked
o PPE supplies distributed
o Accommodation, payment, and busing for vaccination appointments for employees
o Safe Driver Awards
- 112 Operators - Achieved 1 year accident free
- 32 Operators - Achieved 5 years accident free
- 3 Operators - Achieved 15 years accident free
- 2 Operators - Achieved 20 years accident free
o Originating safety ideas such as shower curtain protection of drivers
o Consistent meeting of the Accident Review Committee and follow up training
o Human Trafficking Training completed
- Fiscal Stability, Stewardship, Accountability:
o Reduction of overtime w/bus operators
o Lower Workman’s Comp claims
- Service Quality and Delivery:
o Monitoring of buses at capacity with backup buses planned
o Reduced capacity for social distancing
- Internal and External Technology:
o Trained operators on implementation of Splash passes
o Commenced training on ZEBs
o Completion of Syncromatics training for bus operators
- Employee Engagement; Attract, Retain, Develop:
o Hiring of 6 new bus driver trainees
o Awarded attendance
- State of Good Repair:
o Received 3 new Proterra buses and initiated training on driving efficiency
o Received hybrid buses
o Received 2 refurbished buses
- Strategic Alliance and Community Outreach:
o Coordinated with Fire Department in outreach event with Santa Cruz, Scotts Valley, Central, and Felton Fire Departments
o Assisted with Fire Evacuations during both CZU Fire and flood warning events.
o Implemented $1 / 2$ price fare program


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Continue the Human trafficking awareness campaign
o Effect a zero tolerance policy of distracted driving due to electronic devices
o Defensive driving reviews for all operators annually
- Fiscal Stability, Stewardship, Accountability:
o Promote damage free driving, i.e., curbing tires and backing errors
o Reduction of overtime
o Assess future of eligible driver candidate pool to staff METRO bus operators
- Service Quality and Delivery:
o Investigate and discipline drivers with unsatisfactory customer service reports
o Participate with more representation in SPARC
o Cabrillo/UCSC/GoPass
o Reinstate Bonny Doon and Davenport Routes
- Internal and External Technology:
o Utilization of Smart Card Readers on all Fixed Route buses
- Employee Engagement; Attract, Retain, Develop:
o Hiring 10-15 new Bus Operator Trainees
o Annual Safe Driver Awards
o Longevity Awards
o Attendance incentives
- State of Good Repair:
o Incentivize efficient driving of ZEBs.
- Strategic Alliance and Community Outreach:
o Providing free fares and discounted fares for the public for vaccine appointments
o Post COVID participation in annual events, i.e., Holiday Parade, Touch a Truck, Watsonville County Fair bus routes, Earth Day, and Electric Vehicle fairs.


## FY21 ACCOMPLISHMENTS AND FY22 OBJECTIVES

## MAJOR FUNCTIONS OF THE DEPARTMENT

The Fleet Maintenance Department of Santa Cruz Metropolitan Transit District is dedicated to providing safe, clean and reliable vehicles to the District and the public through a commitment to teamwork and professionalism.

The Santa Cruz METRO Fleet Maintenance staff implements and administers the many local, state and federal regulatory compliance programs, such as California Highway Patrol (CHP) Title 13 and Federal CFR 49 programs required to operate a transit fleet.

## DEPARTMENT ACCOMPLISHMENTS FOR FY21

## - Safety First Culture:

o Install safety awareness signage on roll up doors to prevent door damage
o Signage on roll up doors state "Door position all the way up \& down"
o Barrier chains on roll up doors to prevent unauthorized entrance into shop
o Continue weekly tool box safety meetings \& implemented warm up to work plan (daily stretching)
o Continue collaborating with Safety and Risk department in order to promote safety
o Improve new bus specifications to reduce risk
o Purchased fall protection harness to prevent staff injury
o Grounded flammable cabinets \& removed combustible material
o Successfully completed fire evacuation drill
o Lock-out \& Tag-out training
o High voltage training for Proterra buses
o Reviewed employee footwear for high voltage safety compliance
o Purchased additional PPE for battery electric buses
o Purchased transmission jack to assist staff with transmission installs

- Fiscal Stability, Stewardship, Accountability:
o Maintain a balanced budget
o Reduce overtime dependency
o Continue to review labor for proper coverage on all shifts
o Consolidated from 3 shifts to 2 shifts, eliminating the Graveyard Shift
o Replace older fleet vehicles reducing maintenance costs
o Renewed contracts with multiple vendors
o Reduced cost by continuing to recover warranty on parts \& services
o Researched \& utilized vendors that offer equal or better quality parts \& warranty
o Worked with other transit agencies to acquire excess rare parts for SCMTD fleet at no cost
o Requested HVIP vouchers for electric vehicles (4 Proterra Buses)


## - Service Quality and Delivery:

o Release to service all of the remaining 2020 Gillig Hybrids
o Receive delivery of four (4) Proterra Electric Buses
o Receive delivery of six (6) 2021 Gillig Buses
o Receive delivery of three (3) 2020 ParaCruz vehicles
o Order two (2) 35ft Gillig buses
o Order seven (7) ParaCruz vehicles
o Complete installation of Fleetwatch fuel and fluid management system
o Analyzed failure trends for predictive maintenance practices which reduce down time due to failures
o Reduce road calls through revised preventive maintenance inspection
o Installed sneeze barriers, hand sanitizers, seat closures (6ft social distancing), bus capacity signage, along with the fogging \& disinfecting of all vehicles throughout daily route services
o Installed test CCT ionizers in the HVAC system of select buses \& vehicles
o HVAC system filters upgraded to higher HEPA/MERV rating

- Internal and External Technology:
o Completed safety training for Proterra Electric bus
o Completed safety training for New Flyer bus
o Completed safety training for Hybrid buses
o Renewed all software subscriptions and applications
o Virtual trainings with SCRTTC during COVID Pandemic
o Received 2 Toughbook laptops for fleet diagnostics
o Purchased Electro-static fogging equipment
o Installed contactless payment system on Hwy 17 buses
o Schedule maintenance training for battery electric buses
- Employee Engagement; Attract, Retain, Develop:
o Provide staff training and educational programs, coupled with defined succession planning, to develop employees' skills for promotional opportunities
o Ongoing weekly meetings with immediate staff
o Quarterly meetings with all staff
o Develop training calendar for all staff
o Continue succession planning
o COVID temp staff promoted to permanent employee
- State of Good Repair:
o Continue completing TAM vehicle assessment inspections
o Continue implementing bus midlife schedule
o Continue improving Preventive Maintenance Inspection
o Improve reliability of Ticket Vending Machines
o Continued Fleet component replacement plan
o Continued Fleet replacement program
o Implemented water spot removal program
o Adjusted service intervals to align with OEM specifications
- Strategic Alliance and Community Outreach:
o Continue outreach in providing local police, fire and emergency medical response agencies with CNG equipment, electric bus, building information and training
o Develop training strategies with local transit agencies
o Provided equipment for evacuation during 2020 California wildfires
o Removed \& replaced COVID awareness signage on buses
o Participated in transit forum
o Provided equipment for COVID vaccines


## DEPARTMENT OBJECTIVES FOR FY22

- Safety First Culture:
o Continue weekly tool box safety meetings \& warm up to work plan (daily stretching)
o Continue collaborating with Safety and Risk department in order to promote safety
o Continue training on battery electric buses
o Continue reviewing shop tooling \& equipment for replacement as needed
o Continue implementing programs \& SOPs for work place safety
o Continue utilizing safety awareness signage to reduce risk/accidents


## - Fiscal Stability, Stewardship, Accountability:

o Continue to review labor for proper coverage on all shifts
o Continue to work with other transit agencies to acquire excess rare parts for SCMTD fleet at no cost
o Continue to replace buses that have met their useful life
o Continue to reduce cost by recovering warranty on parts \& services
o Continue to research \& utilize vendors that offer equal or better quality parts \& warranty
o Continue to research HVIP voucher programs for electric vehicles
o Continue to operate within Fleet budget

- Service Quality and Delivery:
o Continue to improve fleet reliability
o Continue to improve fleet appearance \& ascetics
o Continue replacing buses that have met their useful life expectancy
o Continue to replace \& receive new fleet vehicles
o Continue to campaign fleet to improve service quality
o Delivery of two (2) 35ft Gillig buses
o Delivery of seven (7) ParaCruz vehicles
- Internal and External Technology:
o Schedule continuation training for Proterra Electric bus
o Schedule continuation training for Hybrid buses
o Schedule additional maintenance training for battery electric buses
o Continue implementing new software technology \& systems
o Continue virtual learning for staff
o Continue purchasing diagnostic equipment to improve efficiency
- Employee Engagement; Attract, Retain, Develop:
o Continue providing staff training and educational programs, coupled with defined succession planning, to develop employees' skills for promotional opportunities
o Continue ongoing weekly meetings with immediate staff
o Continue quarterly meetings with all staff
o Continue updating training calendar for all staff
o Continue succession planning
o Continue employee awareness of possible permanent opportunities
- State of Good Repair:
o Continue updating TAM vehicle assessment inspections
o Continue improving bus midlife schedule
o Continue improving Preventive Maintenance Inspection
o Continue Fleet component replacement plan
o Continue Fleet replacement program
o Continue analyzing Fleet component life expectancy
o Continue utilizing improved technology \& equipment


## - Strategic Alliance and Community Outreach:

o Continue outreach in providing local police, fire and emergency medical response agencies with CNG equipment, electric bus, building information, and training
o Continue to assist SCMTD Marketing Department Manager to improve community outreach
o Continue to work with Operations to improve the driver \& passenger experience
o Continue developing training strategies with local transit agencies

## Budget Revenues, Expenses, Transfers - Line Item Details


SANTA CRUZ METROPOLITAN TRANSIT DISTRICT - FIVE YEAR PLAN

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

## REVENUE SOURCES

|  | June-20 BUDGET | June-21 BUDGET | Increase/(Decrease) |  | June-21 BUDGET | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| REVENUE SOURCE | FY21 | FY22 | \$ VAR | FY22 | FY23 | \$ VAR | \%VAR |
| Passenger Fares | 2,371,000 | 1,435,541 | $(935,459)$ | (39.5\%) | 1,673,384 | 237,843 | 16.6\% |
| Paratransit Fares | 291,566 | 176,531 | $(115,035)$ | (39.5\%) | 205,779 | 29,248 | 16.6\% |
| Special Transit Fares | 5,584,803 | 5,501,938 | $(82,865)$ | (1.5\%) | 5,502,825 | 887 | 0.0\% |
| Highway 17 Fares | 1,489,600 | 682,627 | $(806,973)$ | (54.2\%) | 793,732 | 111,105 | 16.3\% |
| Highway 17 Payments | 517,803 | 522,796 | 4,993 | 1.0\% | 535,082 | 12,286 | 2.4\% |
| Commissions | 2,500 | 1,000 | $(1,500)$ | (60.0\%) | 1,000 | - | 0.0\% |
| Advertising Income | 343,750 | 150,000 | $(193,750)$ | (56.4\%) | 175,000 | 25,000 | 16.7\% |
| Rent Income | 165,000 | 167,171 | 2,171 | 1.3\% | 170,673 | 3,502 | 2.1\% |
| Interest Income | 275,000 | 295,000 | 20,000 | 7.3\% | 295,000 | - | 0.0\% |
| Other Non-Transp Revenue | 176,700 | 64,000 | $(112,700)$ | (63.8\%) | 64,000 | - | 0.0\% |
| 1979 Gross Sales Tax (1/2 cent) | 22,388,476 | 22,746,692 | 358,216 | 1.6\% | 23,201,626 | 454,934 | 2.0\% |
| 2016 Net Sales Tax (Measure D) | 3,500,617 | 3,556,627 | 56,010 | 1.6\% | 3,627,760 | 71,133 | 2.0\% |
| Transp Dev Act (TDA - LTF) Funds | 7,628,850 | 7,468,499 | $(160,351)$ | (2.1\%) | 7,617,869 | 149,370 | 2.0\% |
| Federal Op Assistance* | 4,774,146 | 4,964,441 | 190,295 | 4.0\% | 5,073,163 | 108,722 | 2.2\% |
| Medicare Subsidy | 550 | 550 | - | 0.0\% | 550 | - | 0.0\% |
| Other Op Assistance Funding | 205,000 | 489,213 | 284,213 | 138.6\% | - | $(489,213)$ | (100.0\%) |
| TDA - STA - Operating (Includes SB1) | 4,494,411 | 3,454,690 | $(1,039,721)$ | (23.1\%) | 3,394,950 | $(59,740)$ | (1.7\%) |
| STIC - Op Assistance | 2,702,626 | 2,898,561 | 195,935 | 7.2\% | 2,962,039 | 63,478 | 2.2\% |
| Fuel Tax Credit | 351,000 | 175,000 | $(176,000)$ | (50.1\%) | - | $(175,000)$ | (100.0\%) |
| TOTAL OPERATING REVENUE | 57,263,399 | 54,750,877 | $(2,512,520)$ | (4.4\%) | 55,294,432 | 543,556 | 1.0\% |
|  |  |  |  |  |  |  |  |
| TRANSFERS TO OPERATING/CAPITAL RESERVES | (2,264,991) | $(4,414,734)$ | $(2,149,743)$ | 94.9\% | (4,347,504) | 67,230 | (1.5\%) |
|  |  |  |  |  |  |  |  |
| TRANSFERS (TO) / FROM COVID-19 RECOVERY FUND | - | 6,278,558 | 6,278,558 | 100.0\% | 7,584,710 | 1,306,152 | 20.8\% |
| TOTAL REVENUE SOURCES | 54,998,408 | 56,614,701 | 1,616,295 | 2.9\% | 58,531,638 | 1,916,938 | 3.4\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT


[^1]SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY22 \& FY23 OPERATING BUDGET
CONSOLIDATED EXPENSES

| ACCOUNT | $\begin{gathered} \text { June-20 } \\ \text { BUDGET } \\ \text { FY21 } \\ \hline \end{gathered}$ | June-21 BUDGET FY22 | Increasel(Decrease) |  | $\begin{gathered} \text { June-21 } \\ \text { BUDGET } \\ \text { FY23 } \\ \hline \end{gathered}$ | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \% VAR |
| LABOR |  |  |  |  |  |  |  |
| 501011 Bus Operator Pay | 9,756,207 | 9,871,762 | 115,555 | 1.2\% | 9,998,016 | 126,254 | 1.3\% |
| 501013 Bus Operator OT | 1,000,001 | 560,115 | $(439,886)$ | (44.0\%) | 560,118 | 3 | 0.0\% |
| 501021 Other Salaries | 8,995,355 | 9,049,983 | 54,628 | 0.6\% | 9,188,655 | 138,672 | 1.5\% |
| 501023 Other OT | 557,534 | 573,047 | 15,513 | 2.8\% | 573,048 | 1 | 0.0\% |
| Totals | 20,309,097 | 20,054,907 | $(254,190)$ | 1.3\% | 20,319,837 | 264,930 | 1.3\% |
| FRINGE BENEFITS |  |  |  |  |  |  |  |
| 502011 Medicare/Soc. Sec. | 355,395 | 349,920 | $(5,475)$ | (1.5\%) | 357,217 | 7,297 | 2.1\% |
| 502021 Retirement | 7,494,975 | 7,923,181 | 428,206 | 5.7\% | 8,330,243 | 407,062 | 5.1\% |
| 502031 Medical Ins | 10,910,916 | 11,534,514 | 623,598 | 5.7\% | 12,138,924 | 604,410 | 5.2\% |
| 502041 Dental Ins | 445,429 | 447,931 | 2,502 | 0.6\% | 453,420 | 5,489 | 1.2\% |
| 502045 Vision Ins | 107,226 | 106,368 | (858) | (0.8\%) | 112,608 | 6,240 | 5.9\% |
| 502051 Life Ins/AD\&D | 51,039 | 49,708 | $(1,331)$ | (2.6\%) | 50,890 | 1,182 | 2.4\% |
| 502060 State Disability Ins (SDI) | 246,897 | 251,499 | 4,602 | 1.9\% | 263,573 | 12,074 | 4.8\% |
| 502061 Long Term Disability Ins | 151,125 | 154,489 | 3,364 | 2.2\% | 151,192 | $(3,297)$ | (2.1\%) |
| 502071 State Unemployment Ins (SUI) | 40,824 | 43,014 | 2,190 | 5.4\% | 45,440 | 2,426 | 5.6\% |
| 502081 Worker's Comp Ins | 956,683 | 985,382 | 28,699 | 3.0\% | 1,014,943 | 29,561 | 3.0\% |
| 502101 Holiday Pay | 699,240 | 699,933 | 693 | 0.1\% | 715,254 | 15,321 | 2.2\% |
| 502103 Floating Holiday | 115,351 | 116,348 | 997 | 0.9\% | 120,715 | 4,367 | 3.8\% |
| 502109 Sick Leave | 1,072,392 | 1,073,563 | 1,171 | 0.1\% | 1,097,041 | 23,478 | 2.2\% |
| 502111 Annual Leave | 2,153,060 | 2,024,617 | $(128,443)$ | (6.0\%) | 2,214,932 | 190,315 | 9.4\% |
| 502121 Other Paid Absence | 163,884 | 164,023 | 139 | 0.1\% | 167,631 | 3,608 | 2.2\% |
| 502251 Phys. Exams | 11,083 | 15,900 | 4,817 | 43.5\% | 13,800 | $(2,100)$ | (13.2\%) |
| 502253 Driver Lic Renewal | 3,011 | 2,660 | (351) | (11.7\%) | 2,150 | (510) | (19.2\%) |
| 502999 Other Fringe Benefits | 77,700 | 187,785 | 110,085 | 141.7\% | 193,626 | 5,841 | 3.1\% |
| Totals | 25,056,230 | 26,130,835 | 1,074,605 | 4.3\% | 27,443,599 | 1,312,764 | 5.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

| ACCOUNT | June-20 <br> BUDGET FY21 | June-21 <br> BUDGET <br> FY22 | Increase/(Decrease) |  | $\begin{aligned} & \text { BUDGET } \\ & \text { FY23 } \end{aligned}$ | Increase/(Decrease) | crease) |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \% VAR |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | 98,402 | 103,250 | 4,848 | 4.9\% | 105,315 | 2,065 | 2.0\% |
| 503012 Admin/Bank Fees | 468,321 | 427,000 | $(41,321)$ | (8.8\%) | 435,540 | 8,540 | 2.0\% |
| 503031 Prof/Technical Fees | 704,864 | 1,215,794 | 510,930 | 72.5\% | 1,056,510 | $(159,284)$ | (13.1\%) |
| 503032 Legislative Services | 101,000 | 101,000 | - | 0.0\% | 103,020 | 2,020 | 2.0\% |
| 503033 Legal Services | 400,000 | 400,000 | - | 0.0\% | 408,000 | 8,000 | 2.0\% |
| 503034 Pre-Employment Exams | 7,450 | 8,910 | 1,460 | 19.6\% | 9,088 | 178 | 2.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | 9,000 | 9,300 | 300 | 3.3\% | 9,486 | 186 | 2.0\% |
| 503162 Uniforms/Laundry | 25,600 | 33,400 | 7,800 | 30.5\% | 34,068 | 668 | 2.0\% |
| 503171 Security Services | 607,789 | 611,389 | 3,600 | 0.6\% | 623,617 | 12,228 | 2.0\% |
| 503221 Classified/Legal Ads | 19,200 | 22,600 | 3,400 | 17.7\% | 23,052 | 452 | 2.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | 50,000 |  | $(50,000)$ | (100.0\%) | - |  | 0.0\% |
| 503351 Repair - Bldg \& Impr | 73,000 | 283,000 | 210,000 | 287.7\% | 288,660 | 5,660 | 2.0\% |
| 503352 Repair - Equipment | 713,000 | 752,887 | 39,887 | 5.6\% | 774,414 | 21,527 | 2.9\% |
| 503353 Repair - Rev Vehicle | 450,000 | 450,000 | - | 0.0\% | 459,000 | 9,000 | 2.0\% |
| 503354 Repair - Non Rev Vehicle | 20,000 | 20,000 | - | 0.0\% | 20,400 | 400 | 2.0\% |
| 503363 Haz Mat Disposal | 63,000 | 58,000 | $(5,000)$ | (7.9\%) | 59,160 | 1,160 | 2.0\% |
| Totals | 3,810,626 | 4,496,530 | 685,904 | 18.0\% | 4,409,330 | $(87,200)$ | (1.9\%) |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | 76,000 | 73,400 | $(2,600)$ | (3.4\%) | 74,868 | 1,468 | 2.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | 1,600,000 | 1,600,134 | 134 | 0.0\% | 1,632,137 | 32,003 | 2.0\% |
| 504021 Tires \& Tubes | 180,000 | 211,000 | 31,000 | 17.2\% | 215,220 | 4,220 | 2.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | 1,000,000 | 976,000 | $(24,000)$ | (2.4\%) | 995,520 | 19,520 | 2.0\% |
| Totals | 2,856,000 | 2,860,534 | 4,534 | 0.2\% | 2,917,745 | 57,211 | 2.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY22 \& FY23 OPERATING BUDGET

## CONSOLIDATED EXPENSES

| ACCOUNT | June-20 <br> BUDGET <br> FY21 | June-21 <br> BUDGET <br> FY22 | Increase/(Decrease) |  | June-21 <br> BUDGET <br> FY23 | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \% VAR |
| OTHER MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504205 Freight Out | 8,000 | 8,240 | 240 | 3.0\% | 8,405 | 165 | 2.0\% |
| 504211 Postage \& Mailing | 10,320 | 9,820 | (500) | (4.8\%) | 10,016 | 196 | 2.0\% |
| 504214 Promotional Items | 25,000 | 25,000 | - | 0.0\% | 25,500 | 500 | 2.0\% |
| 504215 Printing | 55,950 | 66,400 | 10,450 | 18.7\% | 67,728 | 1,328 | 2.0\% |
| 504217 Photo Supp/Process | 2,000 | 2,000 | - | 0.0\% | 2,040 | 40 | 2.0\% |
| 504311 Office Supplies | 72,600 | 65,200 | $(7,400)$ | (10.2\%) | 66,504 | 1,304 | 2.0\% |
| 504315 Safety Supplies | 28,620 | 26,320 | $(2,300)$ | (8.0\%) | 26,846 | 526 | 2.0\% |
| 504316 COVID-19 | - | 121,347 | 121,347 | 100.0\% | 123,774 | 2,427 | 2.0\% |
| 504317 Cleaning Supplies | 60,600 | 60,600 | - | 0.0\% | 61,812 | 1,212 | 2.0\% |
| 504409 Repair/Maint Supplies | 120,000 | 120,500 | 500 | 0.4\% | 122,910 | 2,410 | 2.0\% |
| 504417 Tenant Repairs | 10,000 | 10,000 | - | 0.0\% | 10,200 | 200 | 2.0\% |
| 504421 Non-Inventory Parts | 50,000 | 50,000 | - | 0.0\% | 51,000 | 1,000 | 2.0\% |
| 504511 Small Tools | 15,000 | 18,923 | 3,923 | 26.2\% | 19,301 | 378 | 2.0\% |
| 504515 Employee Tool Replacement | 3,000 | 3,000 | - | 0.0\% | 3,060 | 60 | 2.0\% |
| Totals | 461,090 | 587,350 | 126,260 | 27.4\% | 599,096 | 11,746 | 2.0\% |

[^2]CASUALTY \& LIABILITY 506011 Insurance - Property
506015 Insurance - PL/PD
506021 Insurance - Other
506123 Settlement Costs
506127 Repairs - District Prop
Final Budget
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

| ACCOUNT | June-20 BUDGET FY21 | June-21 BUDGET FY22 | Increase/(Decrease) |  | June-21 <br> BUDGET FY23 | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \% VAR |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | 15,000 | 17,000 | 2,000 | 13.3\% | 17,340 | 340 | 2.0\% |
| 507201 Licenses \& Permits | 24,000 | 23,700 | (300) | (1.3\%) | 24,174 | 474 | 2.0\% |
| 507999 Other Taxes | 21,000 | 10,000 | $(11,000)$ | (52.4\%) | 10,200 | 200 | 2.0\% |
| Totals | 60,000 | 50,700 | $(9,300)$ | (15.5\%) | 51,714 | 1,014 | 2.0\% |
| PURCHASED TRANS. |  |  |  |  |  |  |  |
| 503406 Contract/Paratransit | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - |  | 0.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | 100,067 | 95,902 | $(4,165)$ | (4.2\%) | 97,820 | 1,918 | 2.0\% |
| 509081 Advertising - District Promo | 15,000 | 15,000 | - | 0.0\% | 15,300 | 300 | 2.0\% |
| 509101 Employee Incentive Program | 24,500 | 25,500 | 1,000 | 4.1\% | 26,010 | 510 | 2.0\% |
| 509121 Employee Training | 104,076 | 82,775 | $(21,301)$ | (20.5\%) | 84,431 | 1,656 | 2.0\% |
| 509122 BOD Travel | 13,000 | 13,000 | - | 0.0\% | 13,260 | 260 | 2.0\% |
| 509123 Travel | 110,650 | 79,834 | $(30,816)$ | (27.8\%) | 81,430 | 1,596 | 2.0\% |
| 509125 Local Meeting Expense | 11,550 | 11,550 | - | 0.0\% | 11,781 | 231 | 2.0\% |
| 509127 Board Director Fees | 12,600 | 12,600 | - | 0.0\% | 12,852 | 252 | 2.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 391,443 | 336,161 | $(55,282)$ | (14.1\%) | 342,884 | 6,723 | 2.0\% |
| INTEREST EXPENSE511102 Interest Expense |  |  |  |  |  |  |  |
|  | 174,346 | 16,356 | $(157,990)$ | (90.6\%) | 324,478 | 308,122 | 1883.8\% |
| Totals | 174,346 | 16,356 | $(157,990)$ | (90.6\%) | 324,478 | 308,122 | 1883.8\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
CONSOLIDATED EXPENSES

|  | BUDGET FY21 | BUDGET FY22 | Increasel(Decrease) |  | $\begin{gathered} \text { BUDGET } \\ \text { FY23 } \end{gathered}$ | Increasel(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | TALS |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| Facility Lease | 214,970 | 265,778 | 50,808 | 23.6\% |  | 271,094 | 5,316 | 2.0\% |
| Equipment Rental | 11,000 | 16,100 | 5,100 | 46.4\% | 16,422 | 322 | 2.0\% |
| Totals | 225,970 | 281,878 | 55,908 | 24.7\% | 287,516 | 5,638 | 2.0\% |
| PERSONNEL TOTAL | 45,365,327 | 46,185,742 | 820,415 | 1.8\% | 47,763,436 | 1,577,694 | 3.4\% |
| NON-PERSONNEL TOTAL | 9,633,082 | 10,428,959 | 795,877 | 8.3\% | 10,768,202 | 339,243 | 3.3\% |
| TOTAL OPERATING EXPENSES | 54,998,409 | 56,614,701 | 1,616,292 | 2.9\% | 58,531,638 | 1,916,937 | 3.4\% |

$$
\begin{aligned}
& 1100 \text { Administration } \\
& 1200 \text { Finance } \\
& 1300 \text { Customer Service } \\
& 1400 \text { Human Resources } \\
& 1500 \text { Information Technology } \\
& 1600 \text { Planning, Grants, Governmental Affairs } \\
& 1700 \text { District Counsel } \\
& 1800 \text { Safety, Security, and Risk Management } \\
& 1900 \text { Purchasing } \\
& 2200 \text { Facilities Maintenance } \\
& 3100 \text { Paratransit } \\
& 3200 \text { Operations } \\
& 3300 \text { Bus Operators } \\
& \text { 4100 Fleet Maintenance } \\
& \text { 9005 Retired Employee Benefits } \\
& 700 \text { SCCIC } \\
& \hline \text { TOTAL OPERATING EXPENSES } \\
& \hline \hline
\end{aligned}
$$

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY22 \& FY23 OPERATING BUDGET

## Departmental Expenses June-20 BUDGET BUDGET

 3,213,533 3,086,454 2,167,394 2,364,015 $\begin{array}{rr}1,064,670 & 1,100,100 \\ 1,398,050 & 1,590,463 \\ 1,253,447 & 1,103,582 \\ 406,000 & 403,000\end{array}$ $\begin{array}{rr}1,064,670 & 1,100,100 \\ 1,398,050 & 1,590,463 \\ 1,253,447 & 1,103,582 \\ 406,000 & 403,000\end{array}$ $\begin{array}{rr}1,064,670 & 1,100,100 \\ 1,398,050 & 1,590,463 \\ 1,253,447 & 1,103,582 \\ 406,000 & 403,000\end{array}$ $\begin{array}{rr}1,064,670 & 1,100,100 \\ 1,398,050 & 1,590,463 \\ 1,253,447 & 1,103,582 \\ 406,000 & 403,000\end{array}$ 1,130,704 1,140,592 950,175 $\begin{array}{ll}3,442,015 & 3,789,113 \\ 4,930,786 & 5,261,052\end{array}$ $\begin{array}{ll}3,442,015 & 3,789,113 \\ 4,930,786 & 5,261,052 \\ 2,810,136 & 2,827,970\end{array}$ 2,810,136 2,827,970 19,148,193 $8,412,040$
$3,383,772$ 250 912,298 19,331,353 8,762,638

FY22 FY23
Final Budget
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | June-20 BUDGET FY21 | June-21 BUDGET FY22 | Increasel(D \$ VAR | ecrease) | June-21 <br> BUDGET <br> FY23 | Increasel(D | crease) <br> \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | 55,000 | 160,900 | 105,900 | 192.5\% | 164,118 | 3,218 | 2.0\% |
| 503032 Legislative Services | 101,000 | 101,000 | - | 0.0\% | 103,020 | 2,020 | 2.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | - | - | - | 0.0\% | - | - | 0.0\% |
| 503171 Security Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503221 Classified/Legal Ads | 4,000 | 4,000 | - | 0.0\% | 4,080 | 80 | 2.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | 15,000 | 8,000 | $(7,000)$ | (46.7\%) | 8,160 | 160 | 2.0\% |
| 503353 Repair - Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503354 Repair - Non Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 175,000 | 273,900 | 98,900 | 56.5\% | 279,378 | 5,478 | 2.0\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504021 Tires \& Tubes | - | - | - | 0.0\% | - | - | 0.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET
Admin - 1100




| Totals | 167,712 | 158,892 | $(8,820)$ | $(5.3 \%)$ | 162,070 | 3,178 | $2.0 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |



| TOTAL OPERATING EXPENSES | $1,287,241$ | $1,399,130$ | 111,889 | $8.7 \%$ | $1,442,767$ | 43,637 | $3.1 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

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INTEREST EXPENSE 509011 Dues/Subscriptions
509081 Advertising - District Promo 509101 Employee Incentive Program 509121 Employee Training 509122 BOD Travel
509125 Local Meeting Expense 509127 Board Director Fees
509198 Cash Over/Short

509999 Other Misc Expense | TAXES |  |
| :--- | :--- |
|  | 507051 Fuel Tax |
|  | 507201 Licenses \& Permits |
|  | 507999 Other Taxes |

MISC EXPENSE

 $\begin{array}{ll}\text { TAXES } & \\ & \text { 507051 Fuel Tax } \\ & \text { 507201 Licenses \& Permits } \\ & \text { 507999 Other Taxes }\end{array}$ | TAXES | 507051 Fuel Tax |
| :--- | :--- |
|  | 507201 Licenses \& Permits |
|  | 507999 Other Taxes | - 509122 Employee Training

509123 Travel
LEASES \& RENTALS
512061 Equipment Rental

\[

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET Finance - 1200 June-20
BUDGET
ncreasel(Decrease)
\$ VAR $\quad \% V A R$

|  |  |  |
| :---: | :---: | :---: |
| - | - | $0.0 \%$ |
| 772,861 | - | $0.0 \%$ |
| 4,000 | - | $0.5 \%$ |
| 776,861 | 33,086 | $4.4 \%$ |


|  | 14,733 | 13,191 | $(1,542)$ | $(10.5 \%)$ | 13,812 | 621 | $4.7 \%$ |
| :---: | ---: | ---: | ---: | :---: | ---: | ---: | ---: |
|  | 332,641 | 306,441 | $(26,200)$ | $(7.9 \%)$ | 328,947 | 22,506 | $7.3 \%$ |
| 268,522 | 252,876 | $(15,646)$ | $(5.8 \%)$ | 264,270 | 11,394 | $4.5 \%$ |  |
|  | 13,334 | 12,942 | $(392)$ | $(2.9 \%)$ | 13,116 | 174 | $1.3 \%$ |
|  | 2,503 | 2,538 | 35 | $1.4 \%$ | 2,700 | 162 | $6.4 \%$ |
| 1,365 | 1,261 | $(104)$ | $(7.6 \%)$ | 1,296 | 35 | $2.8 \%$ |  |
|  | 8,747 | 9,065 | 318 | $3.6 \%$ | 9,621 | 556 | $6.1 \%$ |
|  | 5,303 | 5,450 | 147 | $2.8 \%$ | 5,322 | $(128)$ | $(2.3 \%)$ |
|  | 1,134 | 1,206 | 72 | $6.3 \%$ | 1,278 | 72 | $6.0 \%$ |
|  | 23,549 | 27,121 | 3,572 | $15.2 \%$ | 27,934 | 813 | $3.0 \%$ |
| 28,593 | 27,413 | $(1,180)$ | $(4.1 \%)$ | 28,706 | 1,293 | $4.7 \%$ |  |
|  | 17,540 | 16,185 | $(1,355)$ | $(7.7 \%)$ | 17,277 | 1,092 | $6.7 \%$ |
|  | 42,889 | 41,118 | $(1,771)$ | $(4.1 \%)$ | 43,058 | 1,940 | $4.7 \%$ |
|  | 161,676 | 74,703 | $(86,973)$ | $(53.8 \%)$ | 80,017 | 5,314 | $7.1 \%$ |
|  | 6,701 | 6,426 | $(275)$ | $(4.1 \%)$ | 6,729 | 303 | $4.7 \%$ |
|  | - | - | - | $0.0 \%$ | - | - | $0.0 \%$ |
|  | - | - | - | $0.0 \%$ | - | - | $0.0 \%$ |
|  | 6,093 | 6,102 | 9 | $0.1 \%$ | 6,111 | 9 | $0.1 \%$ |
| Totals | 935,323 | 804,038 | $(131,285)$ | $(14.0 \%)$ | 850,194 | 46,156 | $5.7 \%$ |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY22 \& FY23 OPERATING BUDGET Finance - 1200


MISC EXPENSE 509081 Advertising - District Promo 509101 Employee Incentive Program 509122 BOD Travel 511102 Interest TAXES
INTEREST EXPENSE
LEASES \& RENTALS
512011 Facility Lease
512061 Equipment Rental


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | Customer Service - 1300 |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June-20 <br> BUDGET FY21 | June-21 <br> BUDGET <br> FY22 | Increasel(D \$ VAR | ecrease) \%VAR | June-21 <br> BUDGET <br> FY23 | Increasel(D \$ VAR | crease) <br> \%VAR |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | 139,364 | 407,864 | 268,500 | 192.7\% | 416,021 | 8,157 | 2.0\% |
| 503032 Legislative Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | 1,300 | 3,700 | 2,400 | 184.6\% | 3,774 | 74 | 2.0\% |
| 503171 Security Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503221 Classified/Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | 50,000 | - | $(50,000)$ | (100.0\%) | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | 2,000 | 1,100 | (900) | (45.0\%) | 1,122 | 22 | 2.0\% |
| 503353 Repair - Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503354 Repair - Non Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 192,664 | 412,664 | 220,000 | 114.2\% | 420,917 | 8,253 | 2.0\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504021 Tires \& Tubes | - | - | - | 0.0\% | - | - | 0.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET Customer Service - 1300 June-20 June-21 Increasel(Decrease)

\$ VAR $\quad \% V A R$ | - | $0.0 \%$ |
| :--- | :--- |
| -172 | $2.0 \%$ |
| - | $0.0 \%$ |

 \begin{tabular}{llllllll}
Totals \& 39,264 \& 28,928 \& $(10,336)$ \& $(26.3 \%)$ \& 29,506 \& 578 \& $2.0 \%$ <br>
\hline

 $0.0 \%$ $\begin{array}{llllllll} & - & - & - & 0.0 \% & - & - & 0.0 \%\end{array}$ 

\& $0.0 \%$ <br>
2 \& $2.0 \%$ <br>
\hline 2 \& $2.0 \%$ <br>
6 \& $3.5 \%$ <br>
\hline \& $2.0 \%$ <br>
\hline
\end{tabular} $74.1413 .1 \%$

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET




| ACCOUNT | $\begin{gathered} \text { HR - } 1400 \\ \text { June-20 } \\ \text { BUDGET } \\ \text { FY21 } \end{gathered}$ | June-21 <br> BUDGET <br> FY22 | $\begin{aligned} & \text { Increase/([ } \\ & \text { \$VAR } \end{aligned}$ | ecrease) \%VAR | June-21 <br> BUDGET FY23 | $\begin{aligned} & \text { Increasel(D } \\ & \text { \$VAR } \end{aligned}$ | crease) \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | - | - | - | 0.0\% | - | - | 0.0\% |
| 507201 Licenses \& Permits | - | - | - | 0.0\% | - | - | 0.0\% |
| 507999 Other Taxes | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - |  | 0.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | 3,435 | 3,660 | 225 | 6.6\% | 3,733 | 73 | 2.0\% |
| 509081 Advertising - District Promo | - | - | - | 0.0\% | - | - | 0.0\% |
| 509101 Employee Incentive Program | - | - | - | 0.0\% | - | - | 0.0\% |
| 509121 Employee Training | 28,040 | 22,432 | $(5,608)$ | (20.0\%) | 22,881 | 449 | 2.0\% |
| 509122 BOD Travel | - | - | - | 0.0\% | - | - | 0.0\% |
| 509123 Travel | 4,000 | 3,200 | (800) | (20.0\%) | 3,264 | 64 | 2.0\% |
| 509125 Local Meeting Expense | 1,000 | 1,000 |  | 0.0\% | 1,020 | 20 | 2.0\% |
| 509127 Board Director Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 36,475 | 30,292 | $(6,183)$ | (17.0\%) | 30,898 | 606 | 2.0\% |
| INTEREST EXPENSE |  |  |  |  |  |  |  |
| 511102 Interest Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| LEASES \& RENTALS |  |  |  |  |  |  |  |
| 512011 Facility Lease | - | - | - | 0.0\% | - | - | 0.0\% |
| 512061 Equipment Rental | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| PERSONNEL TOTAL | 923,746 | 961,961 | 38,215 | 4.1\% | 1,012,470 | 50,509 | 5.3\% |
| NON-PERSONNEL TOTAL | 140,925 | 138,139 | $(2,786)$ | (2.0\%) | 140,902 | 2,763 | 2.0\% |
| TOTAL OPERATING EXPENSES | 1,064,670 | 1,100,100 | 35,429 | 3.3\% | 1,153,372 | 53,272 | 4.8\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | June-20 <br> BUDGET <br> FY21 | June-21 <br> BUDGET <br> FY22 | $\begin{aligned} & \text { Increase/([ } \\ & \text { \$VAR } \end{aligned}$ | crease) \%VAR | June-21 <br> BUDGET <br> FY23 | $\begin{aligned} & \text { Increasel(D } \\ & \text { \$VAR } \end{aligned}$ | crease) \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | 6,000 | 6,000 | - | 0.0\% | 6,120 | 120 | 2.0\% |
| 503032 Legislative Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | - | - | - | 0.0\% | - | - | 0.0\% |
| 503171 Security Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503221 Classified/Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | 328,500 | 365,815 | 37,315 | 11.4\% | 379,601 | 13,786 | 3.8\% |
| 503353 Repair - Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503354 Repair - Non Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 334,500 | 371,815 | 37,315 | 11.2\% | 385,721 | 13,906 | 3.7\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504021 Tires \& Tubes | - | - | - | 0.0\% | - | - | 0.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | - | - | - | 0.0\% | - | - | 0.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET IT - 1500

| ACCOUNT | June-20 BUDGET FY21 | June-21 <br> BUDGET <br> FY22 | Increase/(Decrease) |  | June-21 <br> BUDGET <br> FY23 | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$VAR | \%VAR |  | \$VAR | \%VAR |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | - | - | - | 0.0\% | - | - | 0.0\% |
| 507201 Licenses \& Permits | - | - | - | 0.0\% | - | - | 0.0\% |
| 507999 Other Taxes | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509081 Advertising - District Promo | - | - | - | 0.0\% | - | - | 0.0\% |
| 509101 Employee Incentive Program | - | - | - | 0.0\% | - | - | 0.0\% |
| 509121 Employee Training | 1,100 | 880 | (220) | (20.0\%) | 898 | 18 | 2.0\% |
| 509122 BOD Travel | - | - | - | 0.0\% | - | - | 0.0\% |
| 509123 Travel | 2,000 | 1,600 | (400) | (20.0\%) | 1,632 | 32 | 2.0\% |
| 509125 Local Meeting Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| 509127 Board Director Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |

 $\begin{array}{r} \\ -\quad 0.0 \% \\ \hline\end{array}$


Totals -
LEASES \& RENTALS
512061 Equipment Rental
512011 Facility Lease

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET Planning Grants - 1600


$$
\begin{array}{llll}
(67,102) & (7.2 \%) & 882,862 & 22,517
\end{array} 2.6 \%
$$

$$
248100
$$

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT FY22 \& FY23 OPERATING BUDGET $\begin{array}{cc}\text { District Counsel - } 1700 \\ \text { June-20 } & \text { June-21 } \\ \text { BUDGET } & \text { BUDGET } \\ \text { FY21 } & \text { FY22 }\end{array}$
$\begin{array}{ccccc}\text { June-20 } & \text { June-21 } & & \text { June-21 } & \\ \text { BUDGET } & \text { BUDGET } & \text { Increasel(Decrease) } & \text { BUDGET } & \text { Increasel(Decrease) } \\ \text { \$ VAR } & \text { \%VAR } & \text { FY23 } & \text { \$ VAR } & \% \text { FAR }\end{array}$



PERSONNEL TOTAL - -
NON-PERSONNEL TOTAL $406,000 \quad 403,000 \quad(3,000) \quad(0.7 \%)$

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | $\begin{gathered} \text { June-20 } \\ \text { BUDGET } \\ \text { FY21 } \end{gathered}$ | $\begin{gathered} \text { June-21 } \\ \text { BUDGET } \\ \text { FY22 } \end{gathered}$ | Increase/(Decrease) |  | $\begin{gathered} \text { June-21 } \\ \text { BUDGET } \\ \text { FY23 } \end{gathered}$ | Increasel(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \%VAR |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | 30,200 | 30,200 | - | 0.0\% | 30,804 | 604 | 2.0\% |
| 503032 Legislative Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | - | - | - | 0.0\% | - | - | 0.0\% |
| 503171 Security Services | 593,789 | 593,789 | - | 0.0\% | 605,665 | 11,876 | 2.0\% |
| 503221 Classified/Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | - | - | - | 0.0\% | - | - | 0.0\% |
| 503353 Repair - Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503354 Repair - Non Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 623,989 | 623,989 | - | 0.0\% | 636,469 | 12,480 | 2.0\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504021 Tires \& Tubes | - | - | - | 0.0\% | - | - | 0.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
Risk Mgmt - 1800
$\begin{array}{ccccc}\text { June-20 } & \text { June-21 } & & \\ \text { BUDGET } & \text { BUDGET } & \text { Increase/(Decrease) } \\ \text { BUDGET } & \text { Increase/(Decrease) }\end{array}$

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
Risk Mgmt - 1800

| ACCOUNT | June-20 <br> BUDGET <br> FY21 | June-21 <br> BUDGET <br> FY22 | Increase/(D <br> \$ VAR | crease) \%VAR | June-21 <br> BUDGET <br> FY23 | Increase/(D <br> \$ VAR | crease) \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | - | - | - | 0.0\% | - | - | 0.0\% |
| 507201 Licenses \& Permits | - | - | - | 0.0\% | - | - | 0.0\% |
| 507999 Other Taxes | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - |  | 0.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | 400 | 400 | - | 0.0\% | 408 | 8 | 2.0\% |
| 509081 Advertising - District Promo | - | - | - | 0.0\% | - | - | 0.0\% |
| 509101 Employee Incentive Program | 3,000 | 3,000 | - | 0.0\% | 3,060 | 60 | 2.0\% |
| 509121 Employee Training | 7,200 | 5,760 | $(1,440)$ | (20.0\%) | 5,875 | 115 | 2.0\% |
| 509122 BOD Travel | - | - | - | 0.0\% | - | - | 0.0\% |
| 509123 Travel | 8,920 | 6,896 | $(2,024)$ | (22.7\%) | 7,034 | 138 | 2.0\% |
| 509125 Local Meeting Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| 509127 Board Director Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |


|  | Totals | 19,520 | 16,056 | $(3,464)$ | (17.7\%) | 16,377 | 321 | 2.0\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| INTEREST EXPENSE |  |  |  |  |  |  |  |  |
| 511102 Interest Expense |  | - | - | - | 0.0\% | - | - | 0.0\% |
|  | Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| LEASES \& RENTALS |  |  |  |  |  |  |  |  |
| 512011 Facility Lease |  | - | - | - | 0.0\% | - | - | 0.0\% |
| 512061 Equipment Rental |  | - | - | - | 0.0\% | - | - | 0.0\% |

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
Purchasing-1900
$\begin{array}{ccccc}\text { June-20 } & \text { June-21 } & & & \text { June-21 } \\ \text { BUDGET } & \text { BUDGET } & \text { Increase/(Decrease) } & \text { BUDGET } & \text { Increasel(Decrease) } \\ \text { FY21 } & \text { FY22 } & \text { \$ VAR } & \text { \%VAR } & \text { FY23 }\end{array}$

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
Purchasing - 1900

 $\begin{array}{llllllll}\text { Totals } & 9,780 & 7,804 & (1,976) & (20.2 \%) & 7,960 & 156 & 2.0 \%\end{array}$ \begin{tabular}{cc}
\& $0.0 \%$ <br>

- \& $0.0 \%$ <br>
- \& $0.0 \%$ <br>
- \& $0.0 \%$ <br>
\hline
\end{tabular}



LEASES \& RENTALS
PERS
512011 Facility Lease
512061 Equipment Ren

$$
(1,976) \quad(13.4 \%)
$$

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET $\begin{array}{cc}\text { acilities Maint - } 2200 \\ \text { June-20 } & \text { June-21 } \\ \text { BUDGET } & \text { BUDGET } \\ \text { FY21 } & \text { FY22 }\end{array}$

 $\begin{array}{lccccccc}\text { Totals } & - & - & - & 0.0 \% & - & - & 0.0 \% \\ & & 9,600 & (5,400) & (36.0 \%) & 9,792 & 192 & 2.0 \%\end{array}$ |  |  |  |  |  |  |  |  |  |
| :--- | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
|  |  |  | - |  | - | - | $0.0 \%$ | - |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | June-20 <br> BUDGET | June-21 <br> BUDGET | Increase/(Decrease) |  | June-21 <br> BUDGET <br> FY23 | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | FY21 | FY22 | \$ VAR | \%VAR |  | \$ VAR | \%VAR |
| LABOR |  |  |  |  |  |  |  |
| 501011 Bus Operator Pay | 1,244,898 | 1,277,878 | 32,980 | 2.6\% | 1,297,733 | 19,855 | 1.6\% |
| 501013 Bus Operator OT | 250,000 | 260,109 | 10,109 | 4.0\% | 260,105 | (4) | (0.0\%) |
| 501021 Other Salaries | 672,896 | 678,023 | 5,127 | 0.8\% | 680,000 | 1,977 | 0.3\% |
| 501023 Other OT | 46,184 | 47,817 | 1,633 | 3.5\% | 47,818 | 1 | 0.0\% |
| Totals | 2,213,978 | 2,263,827 | 49,849 | (2.3\%) | 2,285,656 | 21,829 | 1.0\% |
| FRINGE BENEFITS | - |  |  |  |  |  |  |
| 502011 Medicare/Soc. Sec. | 38,001 | 38,717 | 716 | 1.9\% | 39,322 | 605 | 1.6\% |
| 502021 Retirement | 762,683 | 820,203 | 57,520 | 7.5\% | 859,723 | 39,520 | 4.8\% |
| 502031 Medical Ins | 911,664 | 1,040,484 | 128,820 | 14.1\% | 1,082,304 | 41,820 | 4.0\% |
| 502041 Dental Ins | 39,782 | 45,036 | 5,254 | 13.2\% | 45,612 | 576 | 1.3\% |
| 502045 Vision Ins | 11,680 | 11,844 | 164 | 1.4\% | 12,600 | 756 | 6.4\% |
| 502051 Life Ins/AD\&D | 5,025 | 5,018 | (7) | (0.1\%) | 5,148 | 130 | 2.6\% |
| 502060 State Disability Ins (SDI) | 26,962 | 28,315 | 1,353 | 5.0\% | 29,567 | 1,252 | 4.4\% |
| 502061 Long Term Disability Ins | 15,336 | 16,061 | 725 | 4.7\% | 15,870 | (191) | (1.2\%) |
| 502071 State Unemployment Ins (SUI) | 5,292 | 5,628 | 336 | 6.3\% | 5,964 | 336 | 6.0\% |
| 502081 Worker's Comp Ins | 126,576 | 126,563 | (13) | (0.0\%) | 130,360 | 3,797 | 3.0\% |
| 502101 Holiday Pay | 70,750 | 71,735 | 985 | 1.4\% | 73,019 | 1,284 | 1.8\% |
| 502103 Floating Holiday | 5,208 | 5,364 | 156 | 3.0\% | 5,364 | - | 0.0\% |
| 502109 Sick Leave | 110,003 | 111,551 | 1,548 | 1.4\% | 113,554 | 2,003 | 1.8\% |
| 502111 Annual Leave | 204,209 | 200,995 | $(3,214)$ | (1.6\%) | 217,347 | 16,352 | 8.1\% |
| 502121 Other Paid Absence | 16,582 | 16,810 | 228 | 1.4\% | 17,114 | 304 | 1.8\% |
| 502251 Phys. Exams | 3,183 | 2,100 | $(1,083)$ | (34.0\%) | 2,700 | 600 | 28.6\% |
| 502253 Driver Lic Renewal | 1,061 | 640 | (421) | (39.7\%) | 350 | (290) | (45.3\%) |
| 502999 Other Fringe Benefits | 3,084 | 3,126 | 42 | 1.4\% | 3,168 | 42 | 1.3\% |
| Totals | 2,357,081 | 2,550,190 | 193,109 | 8.2\% | 2,659,086 | 108,896 | 4.3\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
June-20 June-21
BUDGET
BUDGET Increase/(Decrease) BUDE-21 Increasel(Decrease)


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET
$\begin{array}{lcccc}\text { June-20 } & \text { June-21 } & & \text { June-21 } & \\ \text { BUDGET } & \text { BUDGET } & \text { Increase/(Decrease) } & \text { BUDGET } & \text { Increase/(Decrease) }\end{array}$


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| Paratransit - 3100 |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| June-20 | June-21 |  | June-21 |  |  |  |  |  |  |  |  |
| BUDGET | BUDGET | Increasel(Decrease) | BUDGET | Increase/(Decrease) |  |  |  |  |  |  |  |
| FY21 | FY22 | \$VAR | \%VAR | FY23 | \$VAR |  |  |  |  |  |  |


| ACCOUNT | BUDGET <br> FY21 | BUDGET <br> FY22 | Increase/(D \$ VAR | crease) \%VAR | BUDGET <br> FY23 | Increasel \$ VAR | crease) \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | - | - | - | 0.0\% | - | - | 0.0\% |
| 507201 Licenses \& Permits | - | - | - | 0.0\% | - | - | 0.0\% |
| 507999 Other Taxes | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509081 Advertising - District Promo | - | - | - | 0.0\% | - | - | 0.0\% |
| 509101 Employee Incentive Program | 300 | 300 | - | 0.0\% | 306 | 6 | 2.0\% |
| 509121 Employee Training | 2,700 | 2,160 | (540) | (20.0\%) | 2,203 | 43 | 2.0\% |
| 509122 BOD Travel | - | - | - | 0.0\% | - | - | 0.0\% |
| 509123 Travel | 3,000 | 2,400 | (600) | (20.0\%) | 2,448 | 48 | 2.0\% |
| 509125 Local Meeting Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| 509127 Board Director Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |


| 56 | $2.0 \%$ |
| :--- | :--- |
| 30 | $2.0 \%$ |
| 86 | $2.0 \%$ |
| 25 | $2.7 \%$ |
|  | $2.0 \%$ |



139,665 2.7\%
$5 \quad 2.7 \%$
$6.7 \%$ 5,400,717
$6.7 \%$ 330,266
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET $\begin{array}{cccccc}\text { June-20 } & \text { June-21 } & & & \\ \text { BUDGET } & \text { BUDGET } & \text { Increase/(Decrease) } & \text { June-21 } & \\ \text { FY21 } & \text { FY22 } & \text { \$ VAR } & \% \text { VAR } & \text { FY23 } & \text { Increase/(Decrease) } \\ & & & & & \end{array}$


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | June-20 <br> BUDGET <br> FY21 | June-21 BUDGET FY22 | Increase/( \$ VAR | crease) \%VAR | June-21 BUDGET FY23 | Increasel(D \$ VAR | crease) <br> \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | 15,000 | 15,000 | - | 0.0\% | 15,300 | 300 | 2.0\% |
| 503032 Legislative Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | 600 | 1,000 | 400 | 66.7\% | 1,020 | 20 | 2.0\% |
| 503171 Security Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503221 Classified/Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | 2,000 | 2,300 | 300 | 15.0\% | 2,346 | 46 | 2.0\% |
| 503353 Repair - Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503354 Repair - Non Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 17,600 | 18,300 | 700 | 4.0\% | 18,666 | 366 | 2.0\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504021 Tires \& Tubes | - | - | - | 0.0\% | - | - | 0.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT Totals

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | June-20 <br> BUDGET <br> FY21 | June-21 <br> BUDGET <br> FY22 | Increase/(D \$ VAR | ecrease) \%VAR | June-21 <br> BUDGET <br> FY23 | Increase/(D \$ VAR | crease) <br> \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | - | - | - | 0.0\% | - | - | 0.0\% |
| 507201 Licenses \& Permits | - | - | - | 0.0\% | - | - | 0.0\% |
| 507999 Other Taxes | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509081 Advertising - District Promo | - | - | - | 0.0\% | - | - | 0.0\% |
| 509101 Employee Incentive Program | - | - | - | 0.0\% | - | - | 0.0\% |
| 509121 Employee Training | 6,000 | 7,200 | 1,200 | 20.0\% | 7,344 | 144 | 2.0\% |
| 509122 BOD Travel | - | - | - | 0.0\% | - | - | 0.0\% |
| 509123 Travel | 12,000 | 7,200 | $(4,800)$ | (40.0\%) | 7,344 | 144 | 2.0\% |
| 509125 Local Meeting Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| 509127 Board Director Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |


|  | Totals | 18,000 | 14,400 | $(3,600)$ | $(20.0 \%)$ | 14,688 | 288 | $2.0 \%$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| INTEREST EXPENSE |  | - | - | - | $0.0 \%$ | - | - | $0.0 \%$ |
| 511102 Interest Expense |  | - | - | - | - |  |  |  |
| TEASES \& RENTALS | Totals | - | - | - | $0.0 \%$ | - | - | $0.0 \%$ |
| 512011 Facility Lease |  |  | 27,000 | 28,000 | 1,000 | $3.7 \%$ | 28,560 | 560 |
| 512061 Equipment Rental |  | - | - | - | $0.0 \%$ | - | - | $0.0 \%$ |

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| Bus Operators - 3300 |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | June-20 <br> BUDGET <br> FY21 | June-21 <br> BUDGET <br> FY22 | Increasel(Decrease) <br> \$ VAR $\%$ VAR |  | June-21 <br> BUDGET <br> FY23 | Increasel(Decrease)\$ VAR\%VAR |  |
| 501011 Bus Operator Pay | 8,511,309 | 8,593,884 | 82,575 | 1.0\% | 8,700,283 | 106,399 | 1.2\% |
| 501013 Bus Operator OT | 750,000 | 300,006 | $(449,994)$ | (60.0\%) | 300,013 | 7 | 0.0\% |
| 501021 Other Salaries |  | - | - | 0.0\% |  |  | 0.0\% |
| 501023 Other OT | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 9,261,309 | 8,893,890 | $(367,419)$ | 4.0\% | 9,000,296 | 106,406 | 1.2\% |
| S | - |  |  |  |  |  |  |
| 502011 Medicare/Soc. Sec. | 160,393 | 154,296 | $(6,097)$ | (3.8\%) | 157,494 | 3,198 | 2.1\% |
| 502021 Retirement | 3,383,243 | 3,590,623 | 207,380 | 6.1\% | 3,776,691 | 186,068 | 5.2\% |
| 502031 Medical Ins | 3,634,156 | 3,982,968 | 348,812 | 9.6\% | 4,205,766 | 222,798 | 5.6\% |
| 502041 Dental Ins | 179,074 | 190,746 | 11,672 | 6.5\% | 193,248 | 2,502 | 1.3\% |
| 502045 Vision Ins | 42,271 | 42,864 | 593 | 1.4\% | 45,600 | 2,736 | 6.4\% |
| 502051 Life Ins/AD\&D | 17,810 | 17,784 | (26) | (0.1\%) | 18,240 | 456 | 2.6\% |
| 502060 State Disability Ins (SDI) | 113,935 | 112,893 | $(1,042)$ | (0.9\%) | 118,386 | 5,493 | 4.9\% |
| 502061 Long Term Disability Ins | 69,744 | 71,456 | 1,712 | 2.5\% | 70,188 | $(1,268)$ | (1.8\%) |
| 502071 State Unemployment Ins (SUI) | 19,152 | 20,368 | 1,216 | 6.3\% | 21,584 | 1,216 | 6.0\% |
| 502081 Worker's Comp Ins | 444,490 | 458,037 | 13,547 | 3.0\% | 471,778 | 13,741 | 3.0\% |
| 502101 Holiday Pay | 314,465 | 315,284 | 819 | 0.3\% | 322,036 | 6,752 | 2.1\% |
| 502103 Floating Holiday | - | - | - | 0.0\% | - | - | 0.0\% |
| 502109 Sick Leave | 491,351 | 492,632 | 1,281 | 0.3\% | 503,186 | 10,554 | 2.1\% |
| 502111 Annual Leave | 920,794 | 866,023 | $(54,771)$ | (5.9\%) | 960,254 | 94,231 | 10.9\% |
| 502121 Other Paid Absence | 73,703 | 73,869 | 166 | 0.2\% | 75,461 | 1,592 | 2.2\% |
| 502251 Phys. Exams | 5,700 | 11,850 | 6,150 | 107.9\% | 9,000 | $(2,850)$ | (24.1\%) |
| 502253 Driver Lic Renewal | 1,500 | 1,570 | 70 | 4.7\% | 1,400 | (170) | (10.8\%) |
| 502999 Other Fringe Benefits | 8,104 | 24,256 | 16,152 | 199.3\% | 24,408 | 152 | 0.6\% |
| Totals | 9,879,884 | 10,427,519 | 547,634 | 5.5\% | 10,974,720 | 547,201 | 5.2\% |

ACCOUNT
FRINGE BENEFITS

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET


## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT <br> FY22 \& FY23 OPERATING BUDGET

Fleet Maint - 4100 $\begin{array}{cccccc}\text { June-20 } & \text { June-21 } & & & \\ \text { BUDGET } & \text { BUDGET } & \text { Increase/(Decrease) } & \text { June-21 } & \\ \text { FY21 } & \text { FY22 } & \text { \$ VAR } & \text { \%VAR } & \text { FY23 } & \text { Increase/(Decrease) } \\ & & & & & \end{array}$

$$
\begin{aligned}
& \text { \%VAR } \\
& 0.0 \%
\end{aligned}
$$

|  |  |  |
| :--- | :--- | :--- |
| - | - | $0.0 \%$ |
| - | - | $0.0 \%$ | 0.0\% $\quad 2,206,03$ ---NR--------

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7 | - |  |
| :---: | ---: |
| - |  |
| , 293 | 15,2 |
| 1,413 | 6,4 |
| 9,706 | 21,68 |
| 2,088 | 3 |
| 0,993 | 56,3 |
| 8,652 | 147,3 |
| 8,654 | 6 |
| 4,716 | 450 |
| 1,568 | 1,201 |
| 5,092 | 3 |
| 7,523 | 5,6 |
| 2,329 | 30 |
| 6,202 | 180 |
| 3,497 | 461 |
| 1,815 | $(633$ | 1,413 $09 \varepsilon$

789
42,907

$\%$
$\begin{array}{llllllll}\text { Totals } & 2,479,546 & 2,692,700 & 213,154 & 8.6 \% & 2,829,964 & 137,264 & 5.1 \%\end{array}$ FRINGE BENEFITS
502011 Medicare/Soc. Sec.
502021 Retirement
502031 Medical Ins
502041 Dental Ins
502045 Vision Ins
502051 Life Ins/AD\&D
502060 State Disability Ins (SDI)
502061 Long Term Disability Ins
502071 State Unemployment Ins (SUI)
502081 Worker's Comp Ins
502101 Holiday Pay
502103 Floating Holiday
502109 Sick Leave
502111 Annual Leave
502121 Other Paid Absence
502251 Phys. Exams
502253 Driver Lic Renewal
502999 Other Fringe Benefits
Totarer 501011 Bus Operator Pay
501013 Bus Operator OT
501021 Other Salaries
501023 Other OT
FRINGE BENEFITS
42,088 42,088
930,993
968,652 968,652
48,654 10,716
4,550 $\begin{array}{ll}\infty \\ 0 \\ 0 & -1 \\ 0 & 0 \\ 0 \\ \text { on }\end{array}$ 17,961
5,092 117,523
82,329
6,202 6,202
123,497 271,815 19,296 1,500
250

## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | $\begin{gathered} \text { June-20 } \\ \text { BUDGET } \\ \text { FY21 } \end{gathered}$ | $\begin{gathered} \text { June-21 } \\ \text { BUDGET } \\ \text { FY22 } \end{gathered}$ | Increase/(Decrease) |  | $\begin{gathered} \text { June-21 } \\ \text { BUDGET } \\ \text { FY23 } \end{gathered}$ | Increasel(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \%VAR |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | - | 8,000 | 8,000 | 100.0\% | 8,160 | 160 | 2.0\% |
| 503032 Legislative Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | 15,000 | 20,000 | 5,000 | 33.3\% | 20,400 | 400 | 2.0\% |
| 503171 Security Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503221 Classified/Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | 32,500 | 31,572 | (928) | (2.9\%) | 32,203 | 631 | 2.0\% |
| 503353 Repair - Rev Vehicle | 450,000 | 450,000 | - | 0.0\% | 459,000 | 9,000 | 2.0\% |
| 503354 Repair - Non Rev Vehicle | 20,000 | 20,000 | - | 0.0\% | 20,400 | 400 | 2.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 517,500 | 529,572 | 12,072 | 2.3\% | 540,163 | 10,591 | 2.0\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | 70,000 | 70,400 | 400 | 0.6\% | 71,808 | 1,408 | 2.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | 1,600,000 | 1,600,134 | 134 | 0.0\% | 1,632,137 | 32,003 | 2.0\% |
| 504021 Tires \& Tubes | 180,000 | 211,000 | 31,000 | 17.2\% | 215,220 | 4,220 | 2.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | 1,000,000 | 976,000 | $(24,000)$ | (2.4\%) | 995,520 | 19,520 | 2.0\% |
| Totals | 2,850,000 | 2,857,534 | 7,534 | 0.3\% | 2,914,685 | 57,151 | 2.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET Fleet Maint - 4100
June-21

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
Fleet Maint - 4100

| ACCOUNT | June-20 <br> BUDGET <br> FY21 | June-21 <br> BUDGET <br> FY22 | Increase/(Decrease) |  | June-21 <br> BUDGET <br> FY23 | Increase/(Decrease) |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | \$ VAR | \%VAR |  | \$ VAR | \%VAR |
| TAXES |  |  |  |  |  |  |  |
| 507051 Fuel Tax | 15,000 | 17,000 | 2,000 | 13.3\% | 17,340 | 340 | 2.0\% |
| 507201 Licenses \& Permits | - | - | - | 0.0\% | - | - | 0.0\% |
| 507999 Other Taxes | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | 15,000 | 17,000 | 2,000 | 13.3\% | 17,340 | 340 | 2.0\% |
| MISC EXPENSE |  |  |  |  |  |  |  |
| 509011 Dues/Subscriptions | 8,000 | 8,000 | - | 0.0\% | 8,160 | 160 | 2.0\% |
| 509081 Advertising - District Promo | - | - | - | 0.0\% | - | - | 0.0\% |
| 509101 Employee Incentive Program | - | - | - | 0.0\% | - | - | 0.0\% |
| 509121 Employee Training | 20,672 | 16,000 | $(4,672)$ | (22.6\%) | 16,320 | 320 | 2.0\% |
| 509122 BOD Travel | - | - | - | 0.0\% | - | - | 0.0\% |
| 509123 Travel | 15,000 | 8,000 | $(7,000)$ | (46.7\%) | 8,160 | 160 | 2.0\% |
| 509125 Local Meeting Expense | - | - | - | 0.0\% | - | - | 0.0\% |
| 509127 Board Director Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 509150 Contributions | - | - | - | 0.0\% | - | - | 0.0\% |
| 509198 Cash Over/Short | - | - | - | 0.0\% | - | - | 0.0\% |
| 509999 Other Misc Expense | - | - | - | 0.0\% | - | - | 0.0\% |

$\begin{array}{llllllll}\text { Totals } & 43,672 & 32,000 & (11,672) & (26.7 \%) & 32,640 & 640 & 2.0 \%\end{array}$

|  | - | - | $0.0 \%$ | - | - | $0.0 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |


| Totals | - | - | - | $0.0 \%$ | - | - | $0.0 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | $\begin{array}{lll}0.0 \% & - & 0.0 \%\end{array}$ |  | 1,500 | 1,500 | - | $0.0 \%$ | 1,530 | 30 | $2.0 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Totals | 1,500 | 1,500 | - | $0.0 \%$ | 1,530 | 30 | $2.0 \%$ | $\begin{array}{llllllll}\text { PERSONNEL TOTAL } & 4,857,568 & 5,092,406 & 234,838 & 4.8 \% & 5,257,415 & 165,009 & 3.2 \%\end{array}$

$$
\text { PERSONNEL TOTAL } \quad 4,857,568 \quad 5,092,406
$$




## SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

FY22 \& FY23 OPERATING BUDGET

$\frac{\text { ACCOUNT }}{\text { SERVICES }}$
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

| ACCOUNT | June-20 BUDGET FY21 | June-21 BUDGET FY22 | Increase \$ VAR | crease) \%VAR | June-21 <br> BUDGET <br> FY23 | Increasel( <br> \$ VAR | crease) \%VAR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SERVICES |  |  |  |  |  |  |  |
| 503011 Accting/Audit Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503012 Admin/Bank Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503031 Prof/Technical Fees | - | - | - | 0.0\% | - | - | 0.0\% |
| 503032 Legislative Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503033 Legal Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503034 Pre-Employment Exams | - | - | - | 0.0\% | - | - | 0.0\% |
| 503041 Temp Help | - | - | - | 0.0\% | - | - | 0.0\% |
| 503161 Custodial Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503162 Uniforms/Laundry | - | - | - | 0.0\% | - | - | 0.0\% |
| 503171 Security Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503221 Classified/Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503222 Legal Ads | - | - | - | 0.0\% | - | - | 0.0\% |
| 503225 Graphic Services | - | - | - | 0.0\% | - | - | 0.0\% |
| 503351 Repair - Bldg \& Impr | - | - | - | 0.0\% | - | - | 0.0\% |
| 503352 Repair - Equipment | - | - | - | 0.0\% | - | - | 0.0\% |
| 503353 Repair - Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503354 Repair - Non Rev Vehicle | - | - | - | 0.0\% | - | - | 0.0\% |
| 503363 Haz Mat Disposal | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% | - | - | 0.0\% |
| MOBILE MATERIALS \& SUPPLIES |  |  |  |  |  |  |  |
| 504011 Fuels \& Lubricants - Non Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504012 Fuels \& Lubricants - Rev Veh | - | - | - | 0.0\% | - | - | 0.0\% |
| 504021 Tires \& Tubes | - | - | - | 0.0\% | - | - | 0.0\% |
| 504161 Other Mobile Supplies | - | - | - | 0.0\% | - | - | 0.0\% |
| 504191 Rev Vehicle Parts | - | - | - | 0.0\% | - | - | 0.0\% |
| Totals | - | - | - | 0.0\% |  |  | 0.0\% |

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
Retirees - 9005

 | Totals | - | - | - | $0.0 \%$ |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | $\begin{array}{llllllll}\text { PERSONNEL TOTAL } & 3,383,772 & 3,542,691 & 158,919 & 4.7 \% & 3,738,584 & 195,893 & 5.5 \%\end{array}$ \%0'0



## Rental

NON-PERSONNEL TOTAL
0.0\%
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
sccic - 700
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY22 \& FY23 OPERATING BUDGET
sccic - 700

|  | June-20 | June-21 |  | June-21 |
| :---: | :---: | :---: | :---: | :---: |
| BUDGET | BUDGET | Increase/(Decrease) | BUDGET | Increase/(Decrease) |

# Capital Portfolio, Details by Project 

\$000's

## Construction Related Projects

| New METRO Owned Paracruz Facility | \$ 500 | \$ 1,694 | \$ 2,194 |
| :---: | :---: | :---: | :---: |
| Pacific Station/Metro Center Redevelopment w/ City of SC | 172 | 3,975 | 4,147 |
| Subtotal | \$ 672 | \$ 5,669 | \$ 6,341 |

## IT Projects

ERP Consultant \& System

Secondary Virtualization System $\quad$| $\$ 500$ | $\$ 1,150$ | $\$ 1,650$ |
| ---: | ---: | ---: | ---: |
| 49 | - | 49 |

## Facilities Upgrades \& Improvements

| Maint Yard-Security Hardening/Expanded Parking | $\$ 287$ | - | $\$ 287$ |
| :--- | ---: | ---: | ---: |
| Demolition of two structures \& repair of sinkhole | 452 | - | 452 |
| Three automated gates \& installation | 150 | - | 150 |
| Bus Stop Improvements | 126 | - | 126 |
| Gate Control at JKS Bus Entry | 100 | - | 100 |
| JKS Facility - Bus Wash Rehab | 100 | - | 100 |
| JKS Facility - Upper Security Gates | 100 | - | 100 |
| Paint Exterior-Maint. Facility | 129 | - | 129 |
| Admin Bldg. Engineering \& Renovations | 20 | - | 20 |
| Awning @ Fueling Station | Subtotal | $\mathbf{\$ 1 , 7 0 9}$ | - |
|  |  | $\mathbf{\$ 1 , 7 0 9}$ |  |

## Revenue Vehicle Purchases

| Replace Six (6) CNG Buses | \$ 4,136 | - | $\$ 4,136$ |
| :--- | ---: | :--- | ---: |
| AVL/ITS | 636 | - | 636 |
| 7 Replacement Paracruz Vans | 605 | - | 605 |
| 3 New Flyer Repl. Capital Lease - Year 4 of 6 Prin Only - | 267 | 392 | 660 |
| (Measure D) Interest funded in Operating Budget \$32K |  |  |  |
| Paracruz Van Replacement (3) | 259 | - | 259 |
| 4 35’ CNG Buses | 1,448 | 1,360 | 2,808 |

## Revenue Vehicle Purchases Electrification Projects

2 ZEBs
Electric Bus (3) + Infra \& Proj Mgmt.
Completion of JKS Facility-ZEB Yard Charging
Infrastructure
Drivers Barriers

| $\$ 2,164$ | - | $\$ 2,164$ |
| :---: | :---: | ---: |
| - | 4,640 | 4,640 |
| - | 263 | 263 |
| Subtotal | 526 | - |
| $\$ 2,690$ | $\$ 4,903$ | $\mathbf{7 , 5 9 2}$ |


| FY22 |  <br> Beyond |
| :--- | :--- |$\quad$ Total

## Non-Revenue Vehicle Purchases \& Replacements

Non-Revenue Electric Vehicles

Subtotal | $\$ 100$ |
| ---: |
| 150 |
| $\$ 250$ |

## Fleet \& Maint Equipment

Floor Scrubber (1) for Maint. Shop
Golf Club Part Washers

Subtotal \begin{tabular}{l}
\$45 <br>

| 80 |
| ---: |
| $\$ 125$ | <br>

\hline
\end{tabular}

Misc.

| Misc Capital Contingency | $\$ 239$ | - | $\$ 239$ |
| :--- | ---: | ---: | ---: |
| EOC Equipment | 10 | - | 10 |
| Zoom System for Conference Room | 5 | - | 5 |
| Maintstar Upgrade | 37 | - | 37 |
| SVT Trash and Recycling | 9 | - | 9 |
| Hardware for Bus Stop Redesign |  | 50 | 50 |
|  | Subtotal | $\mathbf{\$ 3 1 9}$ | $\mathbf{\$ 5 0}$ |


[^0]:    * FY22 - Unfunded 2 FTE Customer Service Supervisor; add 1 FTE Customer Service Manager
    ** Customer Service Coordinator - Position subject to revision

[^1]:    *Beginning in FY19, 2016 Net Sales Tax Measure D is transferred to the Capital Budget as per 5-Year Program of Projects, provided to RTC. The 5-Year Program of Projects should be updated yearly, after the budget is adopted in June, in order to reflect Santa Cruz METRO's latest Measure D growth projections, presented above. **Subject to annual renewal of the tax extenders

[^2]:    дәмод uo!sjndord otogos
    505011 Gas \& Electric
    505021 Water \& Garbage
    505031 Telecommunications
    505031 Telecommunications

