



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS AGENDA
REGULAR MEETING
FEBRUARY 22, 2019 – 9:00 AM
CAPITOLA CITY COUNCIL CHAMBERS
420 CAPITOLA AVENUE, CAPITOLA, CA**

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

The Board Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at METRO’s Administrative offices at 110 Vernon Street, Santa Cruz, California.

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

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

BOARD ROSTER

Director Ed Bottorff	City of Capitola
Director Donna Meyers	City of Santa Cruz
Director Trina Coffman-Gomez	City of Watsonville
Director Aurelio Gonzalez	City of Watsonville
Vacant Director	County of Santa Cruz
Director John Leopold	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Cynthia Mathews	City of Santa Cruz
Director Bruce McPherson	County of Santa Cruz
Director Dan Rothwell	County of Santa Cruz
Director Mike Rotkin	County of Santa Cruz
Vacant Ex-Officio Director	UC Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College

Alex Clifford
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

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

Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080. Interpretación en español y traducciones en español del paquete de la agenda están disponibles sobre una base como-necesaria. Por favor, hacer arreglos por adelantado con Coordinador de Servicios Administrativos al numero 831-426-6080.

AMERICANS WITH DISABILITIES ACT

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

SECTION I: OPEN SESSION

NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER

1 CALL TO ORDER

2 SWEAR IN NEW DIRECTOR: UCSC EX-OFFICIO DIRECTOR, STEPHEN PRESTON

3 ROLL CALL

4 APPROVE: CONSIDERATION OF (1) ELECTING DIRECTORS TO SERVE AS BOARD OFFICERS, (2) ELECTING DIRECTORS TO CONFIRM POSITIONS ON VARIOUS BOARD COMMITTEES, (3) ELECTING DIRECTORS TO FILL FOUR POSITIONS ON THE SANTA CRUZ CIVIC IMPROVEMENT CORPORATION (SCCIC) AND (4) ELECTING REPRESENTATIVES AND ALTERNATES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION (SCCRTC)

Bruce McPherson, Board Chair

5 ANNOUNCEMENTS

5-1. Carlos Landaverry to introduce his Spanish language interpretation services, which will be available during "Oral Communications" and for any other agenda item for which these services are needed.

5-2. Today's meeting is being broadcast by Community Television of Santa Cruz County.

6 BOARD OF DIRECTORS COMMENTS

7 ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS

This time is set aside for Directors and members of the general public to address any item not on the Agenda which is within the subject matter jurisdiction of the Board. No action or discussion shall be taken on any item presented except that any Director may respond to statements made or questions asked, or may ask questions for clarification. All matters of an administrative nature will be referred to staff. All matters relating to Santa Cruz METRO will be noted in the minutes and may be scheduled for discussion at a future meeting or referred to staff for clarification and report. Any Director may place matters brought up under Communications to the Board of Directors on a future agenda. In accordance with District Resolution 611-2-1, speakers appearing at a Board meeting shall be limited to three minutes in his or her presentation. Any person addressing the Board may submit written statements, petitions or other documents to complement his or her

presentation. When addressing the Board, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

8 WRITTEN COMMUNICATIONS FROM MAC (if applicable)

9 LABOR ORGANIZATION COMMUNICATIONS

10 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA

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

11-01 RECOMMENDED ACTION ON TORT CLAIMS

Shonoa Ruddick, Safety, Security and Risk Management Director

11-02 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF JANUARY 2019

Angela Aitken, CFO

11-03 ACCEPT AND FILE: MINUTES FROM THE JANUARY 25, 2019 BOARD OF DIRECTORS AND FEBRUARY 8, 2019 CAPITAL PROJECTS COMMITTEE MEETINGS

Alex Clifford, CEO/General Manager

11-04 ACCEPT AND FILE: QUARTERLY STATUS REPORT OF GRANT APPLICATIONS AND ACTIVE GRANTS OCTOBER – DECEMBER 2018

Barrow Emerson, Planning and Development Director

11-05 ACCEPT AND FILE: THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR OCTOBER, NOVEMBER AND DECEMBER 2018

Daniel Zaragoza, Operations Manager, Paratransit Division

11-06 ACCEPT AND FILE: METRO SYSTEM RIDERSHIP REPORTS FOR THE SECOND QUARTER OF FY19

Barrow Emerson, Planning and Development Director

11-07 APPROVE: CONSIDER A RESOLUTION DESIGNATING THE CEO AS THE AUTHORIZED AGENT TO SUBMIT A GRANT APPLICATION AND EXECUTE ACTIONS NECESSARY TO RECEIVE FORMULA FUNDS FROM THE FY19 LOW CARBON TRANSIT OPERATIONS PROGRAM

Barrow Emerson, Planning and Development Director

11-08 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF NOVEMBER 30, 2018

Angela Aitken, CFO

11-09 APPROVE: CONSIDERATION OF RESOLUTION APPROVING THE FY19 REVISED CAPITAL BUDGET

Angela Aitken, CFO

11-10 APPROVE: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION

Angela Aitken, CFO

11-11 APPROVE: CONSIDERATION OF THE BOARD OF DIRECTORS TO FUND THE ASSISTANT SAFETY AND TRAINING COORDINATOR POSITION

Anna Marie Gouveia, Operations Manager, Fixed Route Division

REGULAR AGENDA

12 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS FOR JULIO CURREA (15 years) AND BONNIE MORR (30 years)

Board Chair

13 CEO ORAL REPORT

Alex Clifford, CEO/General Manager

14 APPROVE: CONSIDERATION AND APPROVAL OF THE FINAL CPS HR CONSULTING MANAGEMENT TOTAL COMPENSATION STUDY RESULTS

Angela Aitken, CFO

15 APPROVE AUTHORIZATION OF A PROVISIONAL PLANNING AIDE POSITION

Barrow Emerson, Planning and Development Director

16 CONSIDERATION OF ACCEPTING METRO'S MODIFIED TITLE VI PROGRAM REGULATION

Julie Sherman, General Counsel

17 REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION

Julie Sherman, General Counsel

18 ANNOUNCEMENT OF NEXT MEETING: FRIDAY, MARCH 22, 2019 AT 9:00 AM, AT METRO ADMIN OFFICES, 110 VERNON STREET, SANTA CRUZ, CA

Board Chair

19 RECESS TO CLOSED SESSION

SECTION II: CLOSED SESSION

20 CONFERENCE WITH LABOR NEGOTIATORS (GOVERNMENT CODE SECTION 54957.6)

Agency Negotiators:

**Alex Clifford, CEO/General Manager
Julie Sherman, General Counsel**

Employee Organizations:

**UTU, Local 23
UTU, Local 23 – ParaCruz Operations
SEIU, Local 521**

SECTION III: RECONVENE TO OPEN SESSION

21 REPORT OF CLOSED SESSION ITEMS

Alex Clifford, CEO/General Manager

22 ADJOURNMENT

Board Chair

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

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Bruce McPherson, Chair

SUBJECT: CONSIDERATION OF (1) ELECTING DIRECTORS TO SERVE AS BOARD OFFICERS, (2) ELECTING DIRECTORS TO CONFIRM POSITIONS ON VARIOUS BOARD COMMITTEES, (3) ELECTING DIRECTORS TO FILL FOUR POSITIONS ON THE SANTA CRUZ CIVIC IMPROVEMENT CORPORATION (SCCIC), AND (4) ELECTING REPRESENTATIVES AND ALTERNATES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION (SCCRTC)

I. RECOMMENDED ACTION

That the Board of Directors Elect Directors to the following positions:

- 1) Santa Cruz Metropolitan Transit District (METRO) Board Chair and Vice Chair;**
- 2) Vacant Director Positions on various METRO Board Committees;**
- 3) Four Director Positions on the Santa Cruz Civic Improvement Corporation (SCCIC) Board; and,**
- 4) Representatives and Alternates for the Santa Cruz County Regional Transportation Commission (SCCRTC)**

II. SUMMARY

- Article 6 of the Santa Cruz Metropolitan Transit District (METRO) Bylaws provides that the Board of Directors shall annually elect and appoint individuals to the positions of Chair and Vice Chair.
- In 2018, the Board of Directors nominated individuals to stand for election to the Standing Committee positions referenced in this staff report.
- Article III, Section 3.03 of the Santa Cruz Civic Improvement Corporation (SCCIC) Bylaws provides that the Board of Directors shall appoint METRO Directors to the SCCIC Board.
- In order to maintain representation on the Santa Cruz County Regional Transportation Commission (SCCRTC), it is necessary that the Board of Directors elect individuals to the three positions and three alternate positions that are designated for METRO Board Members.
- Nominations for the positions referenced in this Staff Report were opened at the January 25, 2019 Board of Directors meeting.

III. DISCUSSION/BACKGROUND

The terms of the officers and appointees of the Board of Directors in the positions of Chair, Vice Chair and SCCRTC appointees expire in February 2019. One of the five SCCIC Directors' terms expired in November 2018. Another three Directors' terms are set to expire in February 2019.

SCCIC is a non-profit public benefit corporation organized under the non-profit benefit corporation law in the State of California to provide financial assistance to METRO by acquiring, constructing and financing various public facilities, land and equipment and the leasing of facilities, land and equipment for use, benefit and enjoyment of the public served by METRO.

Article III, Section 3.03 of the SCCIC Bylaws provides that METRO's Board of Directors shall appoint METRO Directors to the SCCIC Board.

Staff recommends that the METRO Board of Directors appoint METRO Directors to serve on the SCCIC Board. At this time, three appointees are needed for three expiring positions and one appointee is needed for one vacant position. The Directors filling the expiring positions will hold the office for a term of two years. The Director filling the vacant position will hold the office for a term of one year.

The METRO Bylaws provide that the Board of Directors shall identify nominees to be considered for election to the positions herein referenced.

Staff recommends that the Board of Directors provide slates to:

- 1) Elect Directors to the positions of Chair and Vice Chair
- 2) Reconfirm or nominate Directors to positions on the current Standing Committees:
 - a. Capital Projects Committee
 - b. Finance, Budget and Audit Committee
 - c. Personnel/Human Resources Committee
 - d. MAC Committee
- 3) Fill four positions on the SCCIC
- 4) Elect three representatives and three alternates to the SCCRTC.

In accordance with the METRO bylaws, nominations remain open until the positions are filled through election. The election for the referenced positions is scheduled to be held on February 22, 2019.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Funding support for the positions identified in this Staff Report is contained under Admin in the FY19 and FY20 Final Budget adopted June 22, 2018 and in the FY20 and FY21 yet to be finalized.

V. ALTERNATIVES CONSIDERED

None.

VI. ATTACHMENTS

Attachment A: Current METRO Board Officers and Appointees

Attachment B: Current SCCIC Board Roster

Attachment C: Board Nominated Slate(s) Worksheet


Prepared by: Gina Pye, Executive Assistant

VII. APPROVALS:

Approved as to fiscal impact:
Angela Aitken, CFO



Alex Clifford, CEO/General Manager



Attachment A
**BOARD CHAIR & VICE CHAIR,
STANDING AND AD HOC
COMMITTEE APPOINTMENTS**



2018 Chair, Vice Chair and Standing Committees

Chair
BRUCE McPHERSON

Vice Chair
ED BOTTORFF

Capital Projects Standing Committee
Committee Established 8/26/16
ED BOTTORFF
CYNTHIA CHASE
BRUCE McPHERSON

Finance, Budget and Audit Standing Committee
(4-5 Board Members, as a ground rule)
Committee Established 8/26/16
TRINA COFFMAN-GOMEZ
JOHN LEOPOLD
DONNA LIND
CYNTHIA MATHEWS
MIKE ROTKIN

Personnel/Human Resources Standing Committee
Committee Established 8/26/16
BRUCE McPHERSON, Current Chair
ED BOTTORFF, Current Vice Chair
JIMMY DUTRA, Immediate Past Chair
NORM HAGEN
JOHN LEOPOLD

Attachment A

2018 Ad Hoc Committees

CEO Goals and Objectives Ad Hoc Committee

Committee Established 5/19/17

CYNTHIA CHASE
BRUCE McPHERSON
MIKE ROTKIN

Legislative Ad Hoc Committee

Committee Established 2/23/18

ED BOTTORFF
JIMMY DUTRA
BRUCE McPHERSON
MIKE ROTKIN

MAC Ad Hoc Committee

Committee Established 3/24/17

ED BOTTORFF
TRINA COFFMAN-GOMEZ
NORM HAGEN
BRUCE McPHERSON

2018 Other Committees

SCCIC Representatives

CYNTHIA CHASE
TRINA COFFMAN-GOMEZ
NORM HAGEN
JOHN LEOPOLD
BRUCE McPHERSON

SCCRTC Representatives

ED BOTTORFF
CYNTHIA CHASE
MIKE ROTKIN

SCCRTC Alternates (in order)

JIMMY DUTRA
DONNA LIND
DAN ROTHWELL

Attachment B



SANTA CRUZ CIVIC IMPROVEMENT CORPORATION (SCCIC)

BOARD OF DIRECTORS 2018 - 2019

	YEAR TERM BEGAN	YEAR TERM ENDS
Cynthia Chase, President	2017	2019
John Leopold, Vice President	2017	2019
Bruce McPherson, Secretary	2017	2019
Trina Coffman-Gomez, Treasurer	2018	2020
D. Norm Hagen, Director	2018	2020

Alex Clifford, Chief Executive Officer

Each Director holds office for a term of two (2) years from the date of appointment. The Board of Directors holds an annual meeting for the purpose of organization, selection of Directors and officers, and the transaction of other business. Annual meetings of the Board are held on the fourth Friday of March. The meetings are held in the same venue as the Santa Cruz METRO Board of Directors meeting.

- THIS PAGE INTENTIONALLY LEFT BLANK -

BOARD OFFICERS AND APPOINTMENTS



Board Nominated Slate(s) – January 25, 2019

Elect Board Chair (2018: Bruce McPherson)

SLATE 1

Nominee:

1. Ed Bottorff

Nominated by:

Bruce McPherson

SLATE 2

2. _____

SLATE 3

3. _____

SLATE 4

4. _____

BOARD OFFICERS AND APPOINTMENTS



Elect Board Vice Chair (2018: Ed Bottorff)

Nominee:

Nominated by:

SLATE 1

1. Mike Rotkin

Bruce McPherson

SLATE 2

2. _____

SLATE 3

3. _____

SLATE 4

4. _____

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 3: Capital Projects Standing Committee Members

3 Total Members

2018 Members: Ed Bottorff, Cynthia Chase & Bruce McPherson

Nominee:

1. Ed Bottorff (reappoint)
2. Bruce McPherson (reappoint)
3. Cynthia Mathews

Nominated by:

- Bruce McPherson
Bruce McPherson
Bruce McPherson

SLATE 1

- Nominee:
1. _____
 2. _____
 3. _____

Nominated by:

- _____

SLATE 2

- Nominee:
1. _____
 2. _____
 3. _____

Nominated by:

- _____

SLATE 3

- Nominee:
1. _____
 2. _____
 3. _____

Nominated by:

- _____

SLATE 4

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 5: Finance, Budget and Audit Standing Committee Members

5 Total Members

2018 Members: Trina Coffman-Gomez, John Leopold, Donna Lind, Cynthia Mathews & Mike Rotkin

Nominee:

1. Trina Coffman-Gomez (reappoint)
2. John Leopold (reappoint)
3. Donna Lind (reappoint)
4. Mike Rotkin (reappoint)
5. Donna Meyers

Nominated by:

- Bruce McPherson
 Bruce McPherson
 Bruce McPherson
 Bruce McPherson
 Bruce McPherson

SLATE 1

Nominee:

1. _____
2. _____
3. _____
4. _____
5. _____

Nominated by:

- _____

SLATE 2

Nominee:

1. _____
2. _____
3. _____
4. _____
5. _____

Nominated by:

- _____

SLATE 3

Nominee:

1. _____
2. _____
3. _____
4. _____
5. _____

Nominated by:

- _____

SLATE 4

BOARD OFFICERS AND APPOINTMENTS



Re-Appoint , Appoint or Nominate:
Personnel/Human Resources Standing Committee Members

**Current (2019) Board Chair; Current (2019) Board Vice Chair; Immediate Past
(2018) Board Chair, Bruce McPherson and 2 Board Members**

5 Total Members

**Committee Requires Current Board Chair, Current Board Vice Chair and Immediate Past Board
Chair as members PLUS two Directors
2018 Directors: Norm Hagen and John Leopold**

SLATE 1

Nominee:

Nominated by:

1. Current Board Chair, Ed Bottorff (2019)
2. Current Board Vice Chair, Mike Rotkin (2019)
3. Bruce McPherson, Immediate Past Chair (2018)
4. John Leopold (reappoint)
5. _____, Director

- Bruce McPherson
- Bruce McPherson
- Automatic
- Currently in place
- Seeking Nominations

SLATE 2

Nominee:

Nominated by:

1. Current Board Chair, _____
2. Current Board Vice Chair, _____
3. Bruce McPherson, Immediate Past Chair (2018)
4. _____
5. _____

- _____
- _____
- Automatic
- _____
- _____

SLATE 3

Nominee:

Nominated by:

1. Current Board Chair, _____
2. Current Board Vice Chair, _____
3. Bruce McPherson, Immediate Past Chair (2018)
4. _____
5. _____

- _____
- _____
- Automatic
- _____
- _____

BOARD OFFICERS AND APPOINTMENTS



Nominate 1: SCCIC Representative

President, Cynthia Chase; Vice President, John Leopold
Secretary, Bruce McPherson; and, Treasurer, Trina Coffman-Gomez

5 Total Members

Cynthia Chase, President, Legislating Agency Term Expired
Norm Hagen, Retired Director (retirement effective December 31, 2018)

Nominee:

1. Ed Bottorff, President
2. John Leopold, Vice President (reappoint)
3. Bruce McPherson, Secretary (reappoint)
4. Trina Coffman-Gomez, Treasurer (no action req'd)
5. _____, Director

Nominated by:

- Bruce McPherson
- Bruce McPherson
- Bruce McPherson
- Term expires 2020 (no action required)
- Seeking Nominations

SLATE 1

Nominee:

1. _____, President
2. John Leopold, Vice President
3. Bruce McPherson, Secretary
4. Trina Coffman-Gomez, Treasurer
5. _____, Director

Nominated by: Term

- Legislating Agency Term Expired
- Term expires 2019
- Term expires 2019
- Term expires 2020
- _____

SLATE 2

Nominee:

1. _____, President
2. John Leopold, Vice President
3. Bruce McPherson, Secretary
4. Trina Coffman-Gomez, Treasurer
5. _____, Director

Nominated by:

- Legislating Agency Term Expired
- Term expires 2019
- Term expires 2019
- Term expires 2020
- _____

SLATE 3

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 3: SCCRTC Representatives (2018 Reps: Ed Bottorff, Cynthia Chase & Mike Rotkin) 3 Total Representatives

Nominee:

1. Ed Bottorff (reappoint)
2. Mike Rotkin (reappoint)
3. Aurelio Gonzalez

Nominated by:

- Bruce McPherson
Bruce McPherson
Bruce McPherson

SLATE 1

Nominee:

1. _____
2. _____
3. _____

Nominated by:

- _____

SLATE 2

Nominee:

1. _____
2. _____
3. _____

Nominated by:

- _____

SLATE 3

Nominee:

1. _____
2. _____
3. _____

Nominated by:

- _____

SLATE 4

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 3: SCCRTC Alternates (in order) (2018) Alternates: Jimmy Dutra, Donna Lind & Dan Rothwell 3 Total Representatives

Nominee:

1. Donna Lind
2. Dan Rothwell
3. Leave Vacant until County appoints new METRO representative

Nominated by:

- Bruce McPherson
Bruce McPherson
Bruce McPherson

SLATE 1

Nominee:

1. _____
2. _____
3. _____

Nominated by:

- _____

SLATE 2

Nominee:

1. _____
2. _____
3. _____

Nominated by:

- _____

SLATE 3

Nominee:

1. _____
2. _____
3. _____

Nominated by:

- _____

SLATE 4

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 3: CEO Goals & Objectives Ad Hoc Committee

Members

3 Total Members

2018 Members: Cynthia Chase, Bruce McPherson & Mike Rotkin

Nominee:

1. Leave Vacant until County appoints new METRO representative
2. Bruce McPherson (reappoint)
3. Mike Rotkin (reappoint)

Nominated by:

- Bruce McPherson
- Bruce McPherson
- Bruce McPherson

SLATE 1

- Nominee:
1. _____
 2. _____
 3. _____

- Nominated by:
- _____
- _____
- _____

SLATE 2

- Nominee:
1. _____
 2. _____
 3. _____

- Nominated by:
- _____
- _____
- _____

SLATE 3

- Nominee:
1. _____
 2. _____
 3. _____

- Nominated by:
- _____
- _____
- _____

SLATE 4

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 4: MAC Ad Hoc Committee Members

4 Total Members

2018 Members: Ed Bottorff, Trina Coffman-Gomez, Norm Hagen & Bruce McPherson

Nominee:

1. Ed Bottorff (reappoint)
2. Trina Coffman-Gomez (reappoint)
3. Bruce McPherson (reappoint)
4. _____, Director

Nominated by:

- Bruce McPherson
 Bruce McPherson
 Bruce McPherson
 Seeking Nominations

SLATE 1

Nominee:

1. _____
2. _____
3. _____
4. _____

Nominated by:

- _____

SLATE 2

Nominee:

1. _____
2. _____
3. _____
4. _____

Nominated by:

- _____

SLATE 3

Nominee:

1. _____
2. _____
3. _____
4. _____

Nominated by:

- _____

SLATE 4

BOARD OFFICERS AND APPOINTMENTS



Reappoint or Nominate 4: Legislative Ad Hoc Committee Members

4 Total Members

2018 Members: Ed Bottorff, Jimmy Dutra, Bruce McPherson & Mike Rotkin

Nominee:

1. Ed Bottorff (reappoint)
2. Bruce McPherson (reappoint)
3. Mike Rotkin (reappoint)
4. _____, Director

Nominated by:

- Bruce McPherson
 Bruce McPherson
 Bruce McPherson
 Seeking Nominations

SLATE 1

Nominee:

1. _____
2. _____
3. _____
4. _____

Nominated by:

- _____

SLATE 2

Nominee:

1. _____
2. _____
3. _____
4. _____

Nominated by:

- _____

SLATE 3

Nominee:

1. _____
2. _____
3. _____
4. _____

Nominated by:

- _____

SLATE 4

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Shonoa Ruddick, Safety, Security and Risk Management Director
SUBJECT: RECOMMENDED ACTION ON TORT CLAIMS

I. RECOMMENDED ACTION

That the Board of Directors Approve Staff Recommendations for Claims for the Month of February 2019

II. SUMMARY

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

III. DISCUSSION/BACKGROUND

METRO's Risk Department received a claim for the month of February 2019 for money or damages. As a public entity, METRO must act "within 45 days after the claim has been presented" (Govt C §912.4(a)). See staff recommendations in paragraph VI.

IV. FINANCIAL CONSIDERATIONS/IMPACT

None

V. ALTERNATIVES CONSIDERED

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

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

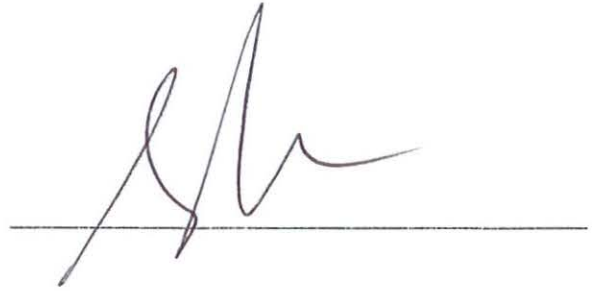
VI. DESCRIPTION OF CLAIMS

Claimant	Claim #	Description	Recommended Action
Chezkian, David	19-0001	Claimant alleges that a METRO Bus hit his car when it changed lanes. Amount of claim: \$9,154.81	Reject

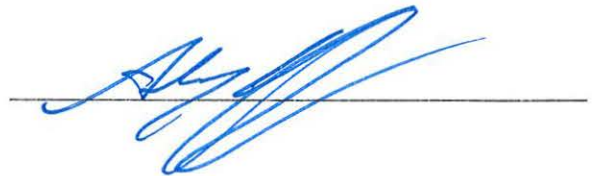
Prepared by: Tom Szeszowicki, Safety Specialist

VII. APPROVAL:

Shonoa Ruddick
Safety, Security and Risk Director



Alex Clifford, CEO/General Manager



- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: ACCEPT AND FILE PRELIMINARY APPROVED CHECK JOURNAL
DETAIL FOR THE MONTH OF JANUARY 2019**

I. RECOMMENDED ACTION

That the Board of Directors accept and file the preliminary approved Check Journal Detail for the month of January 2019

II. SUMMARY

- This staff report provides the Board with a preliminary approved Check Journal Detail for the month of January 2019.
- The Finance Department is submitting the check journals for Board acceptance and filing.

III. DISCUSSION/BACKGROUND

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

All invoices submitted for the month of January 2019 have been processed, checks issued and signed by the Chief Financial Officer.

IV. FINANCIAL CONSIDERATIONS/IMPACT

None. The check journal is a presentation of invoices paid in January 2019 for purposes of Board review, agency disclosure, accountability and transparency.

V. ALTERNATIVES CONSIDERED

N/A

VI. ATTACHMENTS

Attachment A: Check Journal Detail for the Month of January 2019


Prepared by: Holly Alcorn, Accounting Specialist

VII. APPROVALS:

Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 1

DATE: 01/01/19 THRU 01/31/19

CHECK # START THRU 9999999

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64186	01/02/19	3,665.06 382	AIRTEC SERVICE INC.		90679	RPR HVAC HEATER	2,226.00		
64187	01/02/19	225.00 003405	ANIMAL DAMAGE MANAGEMENT INC		90681	RPR VERNON RESTROOM	1,439.06		
64188	01/02/19	469.33 002802	BATTERY SYSTEMS CORP		90680	DEC 18 PEST CONTROL	225.00		
64189	01/02/19	888.83 002034	CARLON'S FIRE EXTINGUISHER		90689	CREDIT MEMO - BATTER	-4,836.00		
64190	01/02/19	243.58 003373	CITY OF SANTA CRUZ FINANCE RRF		90690	BATTERIES	5,305.33		
64191	01/02/19	25,044.83 909	CLASSIC GRAPHICS		90716	FIRE EXT JESSICAS MK	888.83		
64192	01/02/19	33,074.75 001124	CLEAN ENERGY		90704	NOV 18 LANDFILL	243.58		
64193	01/02/19	14.04 075	COAST PAPER & SUPPLY INC.		90691	VTA PAINT VEH# 4201	6,483.59		
64194	01/02/19	163.52 E1022	CRUMMIE, DAWN		90692	VTA PAINT VEH# 4202	6,483.59		
64195	01/02/19	41.19 003116	CUMMINS PACIFIC LLP		90693	VTA PAINT VEH# 2316	12,077.65		
64196	01/02/19	241.41 157	DELL MARKETING L.P.		90659	11/21 LNG	7,442.16		
64197	01/02/19	76.00 E1023	DELLIS, BRANDON		90660	11/19 LNG	7,908.62		
64198	01/02/19	1,570.13 003274	EAST BAY TIRE CO.		90661	11/23 LNG	3,449.98		
64199	01/02/19	1,139.46 002962	FIS		90662	11/27 LNG	7,075.66		
64200	01/02/19	39.52 002952	FLYERS ENERGY LLC		90663	11/30 LNG	7,198.33		
64201	01/02/19	45.00 E1024	GARCIA, IVAN		90678	MAINTENANCE SUPPLIES	14.04		
64202	01/02/19	820.40 001189	GARY KENVILLE LOCKSMITH	7	90744	REIMBURSEMENT	163.52		
64203	01/02/19	505.63 117	GILLIG LLC		90719	INVENTORY ORDER	41.19		
64204	01/02/19	47.84 M041	GOUVEIA, ROBERT		90746	BUS PROBE LAPTOP/SVC	241.41		
64205	01/02/19	406.82 282	GRAINGER		90747	REIMBURSEMENT - LIC	76.00		
64206	01/02/19	190.85 166	HOSE SHOP, THE INC		90736	TIRES	1,035.83		
64207	01/02/19	10,500.00 003404	INSIGHT STRATEGIES INC		90737	TIRES	534.30		
64208	01/02/19	144.00 117	KELLEY'S SERVICE INC.		90705	NOV 18 TVM MERCH FEE	1,139.46		
64209	01/02/19	3,611.25 001233	KIMBALL MIDWEST		90731	PROPANE	39.52		
64210	01/02/19	76.00 E1025	MATTOS, PHYLICIA		90748	REIMBURSEMENT - LIC	45.00		
64211	01/02/19	255.00 003249	MAXIMUM OIL SERVICE LLC		90698	PADLOCKS/KEYS	820.40		
64212	01/02/19	772.59 041	MISSION UNIFORM		90745	VTA BUS PARTS	505.63		
					90706	JAN 19 RET SUP	47.84		
					90685	SAFETY RAIN BOOTS	63.96		
					90686	MAINTENANCE SUPPLIES	71.12		
					90687	MAINTENANCE SUPPLIES	116.54		
					90688	FLOURESCENT LAMPS	155.20		
					90738	INVENTORY PARTS	190.85		
					90684	BOD CONSULT/PLAN 6,9	10,500.00		
					90733	COOLING SYS TESTER	129.66		
					90734	INVENTORY ORDER	14.34		
					90676	INVENTORY ORDER	969.23		
					90723	NON INVENTORY ORDER	2,642.02		
					90749	REIMBURSEMENT - LIC	76.00		
					90700	NON-RCRA HAZ WASTE	255.00		
					90673	CUSTODIAL SUPPLIES	10.50		
					90710	LAUNDRY SERVICE	36.00		
					90711	CUSTODIAL SUPPLIES	30.00		
					90717	LAUNDRY SERVICE	95.53		
					90720	CUSTODIAL SUPPLIES	10.50		
					90721	CUSTODIAL SUPPLIES	10.50		

Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 2

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64213	01/02/19	21.85 003326		NIDAL HALABI & NADA ALGHARIB		90726	CUSTODIAL SUPPLIES	30.00	
64214	01/02/19	1,640.00 003115		OFFICE TEAM		90727	LAUNDRY SERVICE	36.00	
64215	01/02/19	3,178.81 009		PACIFIC GAS & ELECTRIC		90728	LAUNDRY SERVICE	206.78	
64216	01/02/19	3,358.52 023		PACIFIC TRUCK PARTS, INC.		90729	CUSTODIAL SUPPLIES	50.00	
64217	01/02/19	317.27 043		PALACE ART & OFFICE SUPPLY		90740	LAUNDRY SERVICE	206.78	
64218	01/02/19	47.84 M109		PEREZ, CHERYL		90741	CUSTODIAL SUPPLIES	50.00	
64219	01/02/19	2,699.10 187		POLAR RADIATOR SERVICE INC		90722	NAME PLATES	21.85	
64220	01/02/19	722.67 882		RANDY WEST	7	90715	TEMP W/E 12/07/18	1,640.00	
64221	01/02/19	880.52 107A		PROBUILD COMPANY LLC		90670	11/07-12/06 PARACRUZ	739.20	
64222	01/02/19	97.09 M085		ROSSI, DENISE		90674	11/02-12/03 SVT/WTC	2,378.46	
64223	01/02/19	176.63 135		SANTA CRUZ AUTO PARTS, INC.	0	90675	11/02-12/03 SVT TVM	61.15	
64224	01/02/19	40.00 001292		SANTA CRUZ RECORDS MNGMT INC		90735	INVENTORY ORDER	3,358.52	
64225	01/02/19	169.12 570		SCWTD PETTY CASH - CUST SVC		90742	OFFICE FURNITURE	317.27	
64226	01/02/19	1,536.51 E988		SOLORIO, RINA		90707	JAN 19 RET SUP	47.84	
64226	01/02/19	-1,536.51 E988		SOLORIO, RINA		90730	RPR VEH # 2218	2,699.10	
64227	01/02/19	1,591.77 003285		THE AFTERMARKET PARTS CO LLC		90672	PRINTING - TIME FORM	637.65	
64228	01/02/19	797.95 003037		TYCO FIRE & SECURITY MGMT INC		90677	PRINTING BUS CARDS	85.02	
64229	01/02/19	3,455.00 057		U.S. BANK		90682	RPR ROOF SUPPLIES	548.65	
64230	01/02/19	112.72 007		UNITED PARCEL SERVICE		90683	RPR PLUMBING	24.32	
64231	01/02/19	546.95 003414		US PUBLIC SAFETY GROUP, INC.		90688	RPR PLUMBING	2.64	
64232	01/02/19	7,149.33 002829		VALLEY POWER SYSTEMS, INC.		90697	MAINTENANCE SUPPLIES	12.75	
						90712	MAINTENANCE SUPPLIES	261.54	
						90713	MAINTENANCE SUPPLIES	4.41	
						90714	MAINTENANCE SUPPLIES	26.21	
						90718	JAN 19 RET SUP	97.09	
						90732	INVENTORY ORDER	16.19	
						90732	INVENTORY ORDER	160.44	
						90699	SHRED SERVICE	40.00	
						90743	REPLENISHMENT	169.12	
						90669	TRAVEL ADVANCE	1,000.00	VOIDED
						90750	TRAVEL REIMBURSEMENT	536.51	
						90669	TRAVEL ADVANCE	-1,000.00	**VOID
						90750	TRAVEL REIMBURSEMENT	-536.51	
						90668	INVENTORY ORDER	63.04	
						90724	INVENTORY ORDER	1,528.73	
						90701	1/1-3/31 MONITOR WTC	240.17	
						90702	1/1-3/31 MONITOR SVT	226.04	
						90703	1/1-3/31 SMC FIRE AL	331.74	
						90695	*****-***-5056	3,455.00	
						90739	SHIPPING SERVICE	112.72	
						90696	SEC/SUP/RLSK BADGES	546.95	
						90664	INVENTORY ORDER	108.88	
						90665	INVENTORY ORDER	296.55	
						90666	INVENTORY ORDER	3,300.65	
						90667	INVENTORY ORDER	119.13	
						90725	INVENTORY ORDER	3,324.12	

Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 3

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64233	01/02/19	47.84 M088		YAGI, RANDY	0	90709	JAN 19 RET SUP	47.84	
64234	01/02/19	536.51 E988		SOLORIO, RINA		90751	TRAVEL REIMBURSEMENT	536.51	
64235	01/02/19	1,536.51 E988		SOLORIO, RINA		90669	TRAVEL ADVANCE	1,000.00	VOIDED
64235	01/03/19	-1,536.51 E988		SOLORIO, RINA		90750	TRAVEL REIMBURSEMENT	536.51	
64236	01/07/19	222.04 192		ALWAYS UNDER PRESSURE		90669	TRAVEL ADVANCE	-1,000.00	**VOID
64237	01/07/19	236.01 003248		BAY ALARM COMPANY		90750	TRAVEL REIMBURSEMENT	-536.51	
64238	01/07/19	817.50 002035		BOWMAN & WILLIAMS INC		90750	TRAVEL REIMBURSEMENT	-536.51	
64239	01/07/19	59.79 130		CITY OF WATSONVILLE UTILITIES		90776	RPR PRESSURE WASHER	222.04	
64240	01/07/19	688.50 733		CLAREMONT EAP		90812	1/1-4/1 ELEV MONITOR	236.01	
64241	01/07/19	11,860.80 909		CLASSIC GRAPHICS		90813	GENERATOR - NOV 18	817.50	
64242	01/07/19	25,550.88 001124		CLEAN ENERGY		90807	11/14-12/11 WTC FIRE	59.79	
64243	01/07/19	1,164.77 E1022		CRUMMIE, DAWN		90800	JAN 19 EAP	688.50	
64244	01/07/19	72.66 003116		CUMMINS PACIFIC LLP		90814	VTA PAINT VEH #2318	11,860.80	
64245	01/07/19	999.00 E986		DELFIN, MONIK		90795	12/7 LNG	8,027.18	
64246	01/07/19	2,797.24 003274		EAST BAY TIRE CO.		90796	12/5 LNG	7,890.26	
64247	01/07/19	10,994.71 002952		FLYERS ENERGY LLC		90797	12/3 LNG	9,633.44	
64248	01/07/19	105.52 003279		FRONTIER COMMUNICATIONS - 3025		90774	TRAVEL REIMBURSEMENT	1,164.77	
64249	01/07/19	600.42 647		GENFARE A DIV OF SPX CORP		90793	INVENTORY ORDER	64.42	
64250	01/07/19	6,110.79 117		GILLIG LLC		90794	INVENTORY ORDER	8.24	
64251	01/07/19	977.73 282		GRAINGER		90794	INVENTORY ORDER	8.24	
64252	01/07/19	232.54 1117		KELLEY'S SERVICE INC.		90801	IPMA-HR CERTIFICATIO	999.00	
64253	01/07/19	127.44 167		KEYSTON BROTHERS		90754	TIRES	1,035.83	
64254	01/07/19	76.04 001052		MID VALLEY SUPPLY INC.		90755	TIRES	254.68	
64255	01/07/19	269.68 041		MISSION UNIFORM		90756	TIRES	920.36	
64256	01/07/19	848.67 043		PALACE ART & OFFICE SUPPLY		90757	TIRES	77.00	
						90758	TIRES	509.37	
						90790	12/1-12/15 FUEL	8,434.82	
						90804	121-12/15 FUEL	2,559.89	
						90810	209025-0541-061302-5	105.52	
						90792	INVENTORY ORDER	600.42	
						90787	RPR VEH #1611	44.27	
						90816	VTA GILLIG BUS PARTS	51.38	
						90817	VTA GILLIG BUS PARTS	6,015.14	
						90778	MAINTENANCE SUPPLIES	7.09	
						90779	MAINTENANCE SUPPLIES	21.10	
						90780	SHOP TOOLS/FLOOR DRY	75.38	
						90781	RPR SHOP STEPS	746.74	
						90782	INVENTORY ORDER	21.53	
						90783	CUSTODIAL SUPPLIES	67.05	
						90806	RPR SMC ROOF	38.84	
						90785	INVENTORY ORDER	102.27	
						90786	INVENTORY ORDER	130.27	
						90815	VTA GILLIG LUG RACK	127.44	
						90775	CUSTODIAL SUPPLIES	76.04	
						90752	LAUNDRY SERVICE	219.68	
						90753	CUSTODIAL SUPPLIES	50.00	
						90777	OFFICE SUPPLIES	119.00	
						90802	OFFICE SUPPLIES	208.23	

Attachment A

DATE 02/11/19 11:52

PAGE 4

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

DATE: 01/01/19 THRU 01/31/19

CHECK # START THRU 9999999

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64257	01/07/19					90808	OFFICE SUPPLIES	391.55	
64258	01/07/19	147.49 050		PITNEY BOWES INC. RENTAL PMT		90809	OFFICE SUPPLIES	129.89	
64259	01/07/19	39.80 107A		PROBUILD COMPANY LLC		90798	1/1-3/31 METER LEASE	147.49	
64260	01/07/19	1,434.77 003266		REFLECTIVE APPAREL FACTORY INC		90811	SMALL TOOLS	39.80	
64261	01/07/19	267.66 215		RICOH USA, INC. TX		90791	SAFETY/RAIN GEAR	1,434.77	
64262	01/07/19	2,255.85 003154		ROMAINE ELECTRIC CORP		90799	1/3-2/2 COPIER LEASE	267.66	
64263	01/07/19	3,041.75 001379		SAFETY-KLEEN INC		90805	INVENTORY ORDER	2,255.85	
64264	01/07/19	96.49 135		SANTA CRUZ AUTO PARTS, INC.		90772	HAZADOUS WASTE DISP	3,041.75	
		11,369.50 079		SANTA CRUZ MUNICIPAL UTILITIES		90803	INVENTORY ORDER	96.49	
						90762	11/6-12/5 PACIFIC/CT	1,050.60	
						90763	11/6-12/5 VERNON IRR	12.40	
						90764	11/6-12/5 VERNON	501.67	
						90765	11/6-12/5 GOLF CLUB	1,342.57	
						90766	11/6-12/5 RIVER B	3,668.96	
						90767	11/6-12/5 SMC	4,413.83	
						90768	11/6-12/5 SMC ISLAND	55.30	
						90769	11/6-12/5 GOLF IRR	11.25	
						90770	11/6-12/5 RIVER A	246.89	
						90771	11/6-12/5 OPS IRR	66.03	
						90773	SHRED SERVICE	240.00	
64265	01/07/19	240.00 001292		SANTA CRUZ RECORDS MNGMT INC		90784	RPR VEH PCI1714	1,515.57	
64266	01/07/19	1,515.57 681		SCOTTS BODY SHOP CORP	7	90789	INVENTORY ORDER	2,008.47	
64267	01/07/19	2,008.47 003285		THE AFTERMARKET PARTS CO LLC		90784	INVENTORY ORDER	2,008.47	
64268	01/07/19	92.64 007		UNITED PARCEL SERVICE		90759	SHIPPING SERVICE	92.64	
64269	01/07/19	146.76 003093		UPS FREIGHT		90788	FREIGHT	146.76	
64270	01/07/19	2,660.48 221		VEHICLE MAINTENANCE PROG INC		90760	INVENTORY ORDER	2,660.48	
64271	01/07/19	912.24 434		VERIZON WIRELESS	0	90761	11/13-12/12 BUS WIFI	912.24	
64272	01/10/19	463.00 001271		DEPARTMENT OF MOTOR VEHICLES		90923	VTA BUS REG VIN 3980	463.00	
64273	01/10/19	391.00 001271		DEPARTMENT OF MOTOR VEHICLES		90924	VTA BUS REG VIN 4714	391.00	
64274	01/10/19	391.00 001271		DEPARTMENT OF MOTOR VEHICLES		90925	VTA BUS REG VIN 4715	391.00	
64275	01/14/19	371.45 003151		ABC BUS INC		90851	INVENTORY ORDER	371.45	
64276	01/14/19	2,250.25 001D		AT&T		90837	11/19-12/18 OPS ELEV	145.95	
						90844	11/13-12/18 PT 2 PT	1,823.61	
64277	01/14/19	997.62 003105		AT&T MOBILITY		90846	11/19-12/18 OCEAN-LG	280.69	
64278	01/14/19	432.00 003271		AUTO CARE TOWING		90914	11/24-12/23 BUS WIFI	997.62	
64279	01/14/19	2,339.65 001356		BRENCO OPERATING-TEXAS, LP		90829	TOWING VEH # 2808	432.00	
64280	01/14/19	897.24 002034		CARLON'S FIRE EXTINGUISHER		90900	RPR VEH # 2231	2,339.65	
						90879	FIRE EXT SVC - GOLF	603.50	
						90880	FIRE EXT SVC - RIV B	19.50	
64281	01/14/19	157.32 909		CLASSIC GRAPHICS		90881	FIRE EXT SVC - SMC	274.24	
64282	01/14/19	9,588.00 003102		CLEVER DEVICES LTD		90825	SCMTD LOGOS	157.32	
64283	01/14/19	1,323.24 075		COAST PAPER & SUPPLY INC.		90855	PC SFT/HWWARE MAINT	9,588.00	
64284	01/14/19	798.32 002814		CREATIVE BUS SALES, INC.		90874	MAINT SUPPLIES	1,323.24	
64285	01/14/19	1,003.27 003116		CUMMINS PACIFIC LLP		90895	RPR VEH# 1705, 1706	798.32	
						90826	INSIGHT PRO - 1 YR	577.00	
						90827	CREDIT MEMO	-54.63	
						90828	QUICKSERVE OL - 1 YR	450.00	

Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 5

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64286	01/14/19	2,652.92 003274		EAST BAY TIRE CO.		90902	RPR VEH # 2316	30.90	
						90835	TIRES	247.04	
						90896	VEH 1717 TIRES	1,370.05	
						90897	TIRES	1,035.83	
64287	01/14/19	8,991.01 432		EXPRESS SERVICES INC.		90820	TEMP W/E 12/16/18	850.50	
						90821	TEMP W/E 12/23/18	340.20	
						90915	TEMP W/E 12/30	583.20	
						90916	TEMP W/E 12/23	1,458.00	
						90917	TEMP W/E 12/16	947.70	
						90918	TEMP W/E 12/9	1,458.00	
						90919	TEMP W/E 12/02	1,111.73	
						90920	TEMP W/E 11/25	729.00	
						90921	TEMP W/E 11/18	1,512.68	
64288	01/14/19	150.00 002295		FIRST ALARM SECURITY & PATROL		90878	11/12 SERVICE CALL	150.00	VOIDED
64288	01/17/19	-150.00 002295		FIRST ALARM SECURITY & PATROL		90878	11/12 SERVICE CALL	-150.00	**VOID
64289	01/14/19	9,461.57 001302		GARDA CL WEST, INC.		90869	JAN 19 SERVICES	298.00	
						90871	JAN 19 SERVICES	9,163.57	
64290	01/14/19	38.72 647		GENFARE A DIV OF SPX CORP		90899	INVENTORY ORDER	38.72	
64291	01/14/19	387.07 117		GILLIG LLC		90853	VTA GILLIG BUS PARTS	213.58	
						90854	VTA GILLIG BUS PARTS	173.49	
64292	01/14/19	1,406.14 282		GRAINGER		90833	INVENTORY ORDER	681.38	
						90834	CREDIT MEMO	-310.38	
						90836	MAINTENANCE SUPPLIES	104.25	
						90838	SHOP TOOL - SANDER	434.58	
						90839	SMC LIGHTS	26.08	
						90840	MAINTENANCE SUPPLIES	295.82	
						90841	MAINTENANCE SUPPLIES	29.24	
						90842	WORK BOOTS	63.96	
						90843	INVENTORY ORDER	81.21	
64293	01/14/19	126.21 546		GRANITROCK COMPANY		90876	MAINTENANCE SUPPLIES	126.21	
64294	01/14/19	14,931.24 001745		HARTFORD LIFE AND ACCIDENT INS		90930	JAN 19 SUP LIFE/LTD	4,236.91	
						90931	JAN 19 LTD	10,694.33	
64295	01/14/19	688.46 003230		JOBBERS EQUIPMENT WAREHOUSE		90882	COOLANT PUMP	688.46	
64296	01/14/19	1,842.50 003402		KAUFMAN DOLOWICH VOLUCK		90886	CL # OE-0073	1,842.50	
64297	01/14/19	858.88 1117		KELLEY'S SERVICE INC.		90830	RPR VEH # 1717	40.41	VOIDED
						90831	RPR VEH # 1717	513.77	
64297	01/14/19	-858.88 1117		KELLEY'S SERVICE INC.		90852	VTA GILLIG BUS PARTS	57.82	
						90858	INVENTORY ORDER	309.71	
						90859	CREDIT MEMO	-62.83	
						90830	RPR VEH # 1717	-40.41	**VOID
						90831	RPR VEH # 1717	-513.77	
						90852	VTA GILLIG BUS PARTS	-57.82	
						90858	INVENTORY ORDER	-309.71	
						90859	CREDIT MEMO	62.83	
64298	01/14/19	115.42 036		KELLY-MOORE PAINT CO., INC.		90845	MAINTENANCE SUPPLIES	17.43	
						90877	MAINT SUPPLIES/PAINT	97.99	

Attachment A

DATE 02/11/19 11:52

PAGE 6

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64299	01/14/19	23,627.38 003366		KEY GOVERNMENT FINANCE INC		90912	JAN 19 LEASE	23,627.38	
64300	01/14/19	877.27 167		KEYSTON BROTHERS		90926	VTA GILLIG BUS RETRO	127.44	
						90927	VTA GILLIG BUS RETRO	487.08	
						90928	VTA GILLIG BUS RETRO	262.75	
64301	01/14/19	17,108.67 003017		MANSFIELD OIL CO OF GAINSVILLE		90901	12/14 DIESEL	17,108.67	
64302	01/14/19	5,339.00 E1026		MAYWEATHER, ANSON		90922	TUITION REIMBURSEMENT	5,339.00	
64303	01/14/19	344.86 041		MISSION UNIFORM		90856	LAUNDRY SERVICE	207.86	
						90857	CUSTODIAL SUPPLIES	50.00	
						90884	CUSTODIAL SUPPLIES	30.00	
						90903	LAUNDRY SERVICE	36.00	
						90905	CUSTODIAL SUPPLIES	10.50	
						90906	CUSTODIAL SUPPLIES	10.50	
64304	01/14/19	1,640.00 003115		OFFICE TEAM		90883	TEMP W/E 12/14	1,640.00	
64305	01/14/19	11,363.27 009		PACIFIC GAS & ELECTRIC		90864	11/26-12/24 VERNON	2,720.04	
						90865	11/26-12/23 RIVER	1,806.67	
						90866	11/27-12/24 RIVER	126.46	
						90867	11/26-12/23 GOLF CL	6,710.10	
64306	01/14/19	3,733.16 023		PACIFIC TRUCK PARTS, INC.		90849	INVENTORY ORDER	503.34	
						90850	CREDIT MEMO	-9.20	
64307	01/14/19	99.29 107A		PROBUILD COMPANY LLC		90911	VTA GILLIG BUS PUMP	3,239.02	
64308	01/14/19	196.07 003024		RICOH USA, INC CA		90875	MAINTENANCE SUPPLIES	99.29	
						90894	9/24-12/23 MAINT CON	129.41	
64309	01/14/19	3,750.00 003422		ROLAND J. WALKER		90904	12/14-1/13 COPIER MA	66.66	
64310	01/14/19	114.12 135		SANTA CRUZ AUTO PARTS, INC.		90929	SMC BUILDNG ASSESS	3,750.00	
64311	01/14/19	1,469.81 079		SANTA CRUZ MUNICIPAL UTILITIES		90832	INVENTORY ORDER	114.12	
64312	01/14/19	80.00 001292		SANTA CRUZ RECORDS MNGMT INC		90872	11/10-12/11 PARACRUZ	1,469.81	
64313	01/14/19	57.19 002459		SCOTTS VALLEY WATER DISTRICT		90907	SHRED SERVICE	80.00	
						90868	12/1-12/31 SVT	31.04	
						90873	10/5-12/5 SVT	26.15	
64314	01/14/19	1,800.00 001277		SJB GLOBALNET, INC.		90913	JAN 19 IT SUPPORT	1,800.00	
64315	01/14/19	480.64 001008		SWAGELOK NORTHERN CALIFORNIA		90898	INVENTORY ORDER	480.64	
64316	01/14/19	5,620.92 003285		THE AFTERMARKET PARTS CO LLC		90887	CREDIT MEMO	-7.58	
						90888	INVENTORY ORDER	552.42	
						90889	INVENTORY ORDER	4,424.70	
						90890	INVENTORY ORDER	30.08	
						90891	INVENTORY ORDER	463.40	
						90892	INVENTORY ORDER	45.49	
						90893	INVENTORY ORDER	112.41	
64317	01/14/19	599.50 003242		THE JANEK CORPORATION		90848	RPR ELECTRONICS	599.50	
64318	01/14/19	399.09 003010		TOYOTA MATERIAL HANDLING	7	90822	FORKLIFT 704 PM SVC	117.00	
						90823	FORKLIFT 700 PM SVC	155.09	
						90824	FORKLIFT 701 PM SVC	127.00	
64319	01/14/19	36.57 007		UNITED PARCEL SERVICE		90847	SHIPPING SERVICE	36.57	
64320	01/14/19	2,819.59 002829		VALLEY POWER SYSTEMS, INC.		90860	INVENTORY ORDER	1,297.87	
						90861	INVENTORY ORDER	1,137.77	
						90862	INVENTORY ORDER	31.64	

Attachment A

DATE 02/11/19 11:52

PAGE 7

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64321	01/14/19	9,834.24 001043	9,834.24	VISION SERVICE PLAN		90863	INVENTORY ORDER	352.31	
64322	01/14/19	225.00 001165	225.00	VU, THANH DR. MD	7	90870	JAN 19 VISION INS	9,834.24	
64323	01/14/19	60.29 147	60.29	ZEE MEDICAL SERVICE CO.		90908	DMV RENEWAL	75.00	
64324	01/15/19	867.00 T328	867.00	ANNALIZZA G. BENAVIDEZ		90910	DMV RENEWAL	75.00	
64325	01/21/19	554.30 003151	554.30	ABC BUS INC		90885	SAFETY SUPPLIES	60.29	
64326	01/21/19	4,360.73 001D	4,360.73	AT&T		90952	REFUND SECURITY DEP	867.00	
64327	01/21/19	4,927.41 001348	4,927.41	ATHENS INSURANCE SERVICE, INC.		91026	INVENTORY ORDER	354.07	
64328	01/21/19	357.50 002035	357.50	BOWMAN & WILLIAMS INC		91027	INVENTORY ORDER	200.23	
64329	01/21/19	2,305.82 001356	2,305.82	BRENCO OPERATING-TEXAS, LP		90964	11/19-12/18 MAIN LIN	3,787.40	
64330	01/21/19	283.20 001471	283.20	CALIFORNIA CHAMBER OF COMMERCE		90994	12/1-12/31 PT2PT WTC	573.33	
64331	01/21/19	1,114.00 080	1,114.00	CALIFORNIA DEPARTMENT OF TAX		91053	11/19-12/18 DAVENPOR	164.68	
64332	01/21/19	7,351.58 588	7,351.58	CALTIP		91054	CM-RESOLVE EXTRA PMT	-164.68	
64333	01/21/19	1,085.95 914	1,085.95	CALTRONICS BUSINESS SYSTEMS		91005	JAN 19 TPA SERVICES	4,927.41	
64334	01/21/19	512.50 002034	512.50	CARLON'S FIRE EXTINGUISHER		91063	NOV 18 EV CHGING ST	357.50	
64335	01/21/19	4,621.15 001346	4,621.15	CITY OF SANTA CRUZ-FINANCE		90974	RPR VEH # 2226	2,305.82	
64336	01/21/19	60.00 001228	60.00	CITY OF WATSONVILLE		91010	2019 LABOR LAW POSTE	283.20	
64337	01/21/19	1,466.88 130	1,466.88	CITY OF WATSONVILLE UTILITIES		91020	OCT-DEC 18 SALES TAX	1,114.00	
64338	01/21/19	38,992.52 001124	38,992.52	CLEAN ENERGY		91035	DEC 18 CODE=5100	7,351.58	
64339	01/21/19	41.19 003116	41.19	CUMMINS PACIFIC LLP		90992	PRINTER SUPPLIES	607.43	
64340	01/21/19	1,600.00 003381	1,600.00	DAN BOYLE & ASSOCIATES INC.		90993	PRINTER SUPPLIES	478.52	
64341	01/21/19	3,544.00 432	3,544.00	EXPRESS SERVICES INC.		90958	FIRE EXT SVC - VERN0	290.00	
64342	01/21/19	2,264.19 002952	2,264.19	FLYERS ENERGY LLC		90959	FIRE EXT SVC - OPS	222.50	
64343	01/21/19	7,549.93 117	7,549.93	GILLIG LLC		91000	FY 19 PARK DEF FEE	628.68	
						91001	FY 19 PARK DEF FEE	510.00	
						91002	COOP RETAIL MGMT	3,482.47	
						90932	11/16 BOARD MTG AV	60.00	
						90948	11/19-12/17 WTC	393.26	
						90949	11/19-12/17 WTC	81.88	
						90950	11/19-12/17 WTC WAST	936.30	
						91021	12/11 LNG	55.44	
						91022	12/13 LNG	10,507.07	
						91023	12/17 LNG	8,673.97	
						91024	12/20 LNG	9,871.51	
						91029	INVENTORY ORDER	9,939.97	
						90996	OCT-DEC 18 SMC ANALY	41.19	
						91017	TEMP W/E 12/23,12/30	1,600.00	
						91018	TEMP W/E 12/16	2,464.00	
						91036	TEMP W/E 12/9/18	960.00	
						90969	12/16-12/31 FUEL	120.00	
						90972	INVENTORY ORDER	2,264.19	
						90973	CREDIT MEMO - CORE	929.74	
						90999	VTA GILLIG BUS PARTS	-600.88	
						91011	VTA GILLIG BUS PARTS	5,380.93	
						91012	VTA GILLIG BUS PARTS	1,765.46	
								16.86	

Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 9

DATE: 01/01/19 THRU 01/31/19

CHECK # START THRU 9999999

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK VENDOR AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64367	01/21/19	110.17 003024		RICOH USA, INC CA		91038	1/1-1/31 COPIER CONT	110.17	
64368	01/21/19	528.33 045		ROYAL WHOLESale ELECTRIC		90961	MAINTENANCE SUPPLIES	35.74	
64369	01/21/19	99.13 135		SANTA CRUZ AUTO PARTS, INC.		90962	MAINTENANCE SUPPLIES	492.59	
64370	01/21/19	24,104.21 002917		SANTA CRUZ METRO TRANSIT W/C		90968	INVENTORY ORDER	32.43	
64371	01/21/19	80.00 001292		SANTA CRUZ RECORDS MNGMT INC		91006	DEC 18 WC REPLENISH	24,104.21	
64372	01/21/19	349.02 788		SCMTD PETTY CASH - FINANCE		90998	SHRED SERVICE	80.00	
64373	01/21/19	15,000.00 003365		SHUTTLE BUS LEASING CORP		91062	REPLENISHMENT	349.02	
64374	01/21/19	14,919.82 001075		SOQUEL III ASSOCIATES	7	90997	1/22-2/21 ARTIC LEAS	15,000.00	
64375	01/21/19	1,575.86 001976		SPORTWORKS NORTHWEST, INC.		90934	FEB 19 RENT	15,604.25	
64376	01/21/19	284.21 614		TESSCO TECHNOLOGIES, INC.		90935	JAN 19 CAM CREDIT	-684.43	
64377	01/21/19	4,613.77 003285		THE AFTERMARKET PARTS CO LLC		90971	INVENTORY ORDER	1,575.86	
64378	01/21/19	43.95 003037		TYCO FIRE & SECURITY MGMT INC		90966	VTA ARTICS RETROFIT	86.33	
64379	01/21/19	58.19 007		UNITED PARCEL SERVICE		90967	VTA GILLIG RETROFIT	197.88	
64380	01/21/19	4,741.91 002829		VALLEY POWER SYSTEMS, INC.		90943	INVENTORY ORDER	1,871.49	
64381	01/21/19	30.94 221		VEHICLE MAINTENANCE PROG INC		91015	INVENTORY ORDER	21.29	
64382	01/21/19	221.76 434		VERIZON WIRELESS	0	91016	INVENTORY ORDER	124.06	
64383	01/21/19	1,067.16 001165		VU, THANH DR. MD	7	91025	RPR VEH #1202	2,596.93	
						90954	1/1-2/28 MONITOR OPS	22.38	
						90955	1/1-2/28 MONITOR OPS	9.92	
						90956	1/1-1/31 MONITOR GOL	6.46	
						90953	SHIPPING SERVICE	5.19	
						90970	SHIPPING SERVICE	27.25	
						90941	INVENTORY ORDER	30.94	
						90942	INVENTORY ORDER	46.31	
						91034	INVENTORY ORDER	4,695.60	
						90963	12/2-1/1 POINT2POINT	221.76	
						91039	DMV RENEWAL	75.00	
						91040	DMV RENEWAL	75.00	
						91041	DMV RENEWAL	75.00	
						91042	DMV RENEWAL	75.00	
						91043	DMV RENEWAL	75.00	
						91044	DMV RENEWAL	75.00	
						91045	DMV RENEWAL	75.00	
						91046	DMV RENEWAL	75.00	
						91047	DMV RENEWAL	75.00	
						91048	DMV RENEWAL	75.00	
						91049	DMV RENEWAL	75.00	
						91050	DMV RENEWAL	75.00	
						91051	DMV RENEWAL	92.16	
						91052	DMV RENEWAL	75.00	
64384	01/21/19	56.00 186		WILSON, GEORGE H., INC.		90989	ANN BACKFLOW TST-OPS	56.00	
64385	01/21/19	112.00 003290		WORKFORCEQA LLC		91003	OCT 18 MRO SERVICES	48.00	
64386	01/21/19	26.01 147		ZEE MEDICAL SERVICE CO.		91004	NOV 18 MRO SERVICES	64.00	
						90947	FIRST AID SUPPLIES	26.01	

Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 11

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64407	01/28/19	47.84 M041		GOUVEIA, ROBERT	0	91158	MISC PARTS	144.53	
64408	01/28/19	281.12 001097		GREENWASTE RECOVERY, INC.		91184	FEB 19 RETIREE SUP	47.84	
						91174	DEC 18 WASTE AIR/FRE	51.88	
						91175	DEC 18 WASTE BLD CRK	155.64	
						91176	DEC 18 WASTE MT HRM	21.72	
						91177	DEC 18 WASTE BIG BAS	51.88	
64409	01/28/19	29,983.89 003109		HANSON BRIDGETT LLP		91081	DEC 18 RETAINER	24,000.00	
						91082	M# 032117.006001	1,856.50	
						91083	M# 032117.006003	1,438.33	
						91084	M# 032117.006006	310.00	
						91085	M# 032117.006010	1,439.06	
						91086	M# 032117.006011	93.00	
						91087	M# 032117.008002	847.00	
64410	01/28/19	302.28 166		HOSE SHOP, THE INC		91148	HOSE WRAP	244.78	
						91149	INVENTORY ORDER	57.50	
64411	01/28/19	437.51 003327		IO, RODNEY H		91110	RPR VEH # 2406	437.51	
64412	01/28/19	1,926.16 1117		KELLEY'S SERVICE INC.		91134	INVENTORY ORDER	1,617.42	
						91135	RPR VEH # 003	77.81	
						91136	RPR VEH # 003	100.51	
						91137	RPR VEH # PC1710	13.50	
						91138	RPR VEH # 1724	17.75	
						91139	INVENTORY ORDER	99.17	
64413	01/28/19	1,600.00 003427		LINDER, MARK		91141	EE DEV/SUP TRAINING	1,600.00	
64414	01/28/19	1,640.00 003115		OFFICE TEAM		91089	TEMP W/E 12/28/18	1,640.00	
64415	01/28/19	418.85 043		PALACE ART & OFFICE SUPPLY		91096	OFFICE SUPPLIES	96.77	
						91103	OFFICE SUPPLIES	20.32	
						91104	OFFICE SUPPLIES	265.04	
						91142	OFFICE SUPPLIES	36.72	
64416	01/28/19	47.84 M109		PEREZ, CHERYL		91185	FEB 19 RETIREE SUP	47.84	
64417	01/28/19	1,931.02 481		PIED PIPER EXTERMINATORS, INC.		91159	SEP 18 PEST 1200 RIV	62.50	VOIDED
						91160	SEP 18 PEST OPS CRK	105.00	
						91161	OCT 18 PEST WTC	77.50	
						91162	NOV 18 PEST MAINT	67.50	
						91163	NOV 18 PEST WTC	77.50	
						91164	DEC 18 PEST OPS CRK	105.00	
						91165	DEC 18 PEST MAINT	67.50	
						91166	DEC 18 PEST WTC	77.50	
						91167	DEC 18 PEST BETTY'S	60.00	
						91168	JAN 19 PEST RIVER	62.50	
						91169	JAN 19 PEST MET MKT	55.50	
						91170	JAN 19 PEST SMC KIOS	40.00	
						91171	JAN 19 PEST WTC	77.50	
						91172	JAN 19 PEST ADMIN	190.50	
						91178	DEC 18 WASTE PARACRU	319.01	
						91179	DEC 18 WASTE LOMOND	51.88	
						91180	DEC 18 WASTE FRE/BOW	51.88	

Attachment A

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 12

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK VENDOR	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64417	01/28/19	261	-1,931.02	PIED PIPER EXTERMINATORS, INC.		91181	DEC 18 WASTE FREEDOM	51.88	
						91182	DEC 18 WASTE SVT	278.49	
						91183	DEC 18 WASTE GRN VAL	51.88	
						91159	SEP 18 PEST 1200 RIV	-62.50	**VOID
						91160	SEPT 18 PEST OPS CRK	-105.00	
						91161	OCT 18 PEST WTC	-77.50	
						91162	NOV 18 PEST MAINT	-67.50	
						91163	NOV 18 PEST WTC	-77.50	
						91164	DEC 18 PEST OPS CRK	-105.00	
						91165	DEC 18 PEST MAINT	-67.50	
						91166	DEC 18 PEST WTC	-77.50	
						91167	DEC 18 PEST BETTY'S	-60.00	
						91168	JAN 19 PEST RIVER	-62.50	
						91169	JAN 19 PEST MET MKT	-55.50	
						91170	JAN 19 PEST SMC KIOS	-40.00	
						91171	JAN 19 PEST WTC	-77.50	
						91172	JAN 19 PEST ADMIN	-190.50	
						91178	DEC 18 WASTE PARACRU	-319.01	
						91179	DEC 18 WASTE LOMOND	-51.88	
						91180	DEC 18 WASTE FRE/BOW	-51.88	
						91181	DEC 18 WASTE FREEDOM	-51.88	
						91182	DEC 18 WASTE SVT	-278.49	
						91183	DEC 18 WASTE GRN VAL	-51.88	
64418	01/28/19	187	150.00	POLAR RADIATOR SERVICE INC		91113	RPR COOLANT PIPE	150.00	
64419	01/28/19	001149	1,871.00	PREFERRED PLUMBING, INC.		91125	RPR PLUMBING WTC	476.00	
64420	01/28/19	107A	228.79	PROBUILD COMPANY LLC		91126	RPR WATER HTR WTC	1,395.00	
						91105	MAINTENANCE SUPPLIES	10.59	
						91107	MAINTENANCE SUPPLIES	35.75	
						91108	MAINTENANCE SUPPLIES	29.45	
						91109	MAINTENANCE SUPPLIES	75.28	
						91122	MAINTENANCE SUPPLIES	19.32	
						91123	MAINTENANCE SUPPLIES	51.05	
						91124	MAINTENANCE SUPPLIES	7.35	
64421	01/28/19	003154	3,339.18	ROMAINE ELECTRIC CORP		91069	INVENTORY ORDER	1,081.58	
						91120	INVENTORY ORDER	638.95	
						91121	INVENTORY ORDER	1,618.65	
64422	01/28/19	M085	97.09	ROSSI, DENISE		91186	FEB 19 RETIREE SUP	97.09	
64423	01/28/19	002700	3,816.00	SANTA CRUZ COUNTY ENVIRONMENTAL	0	91190	PAC STATION SITE MIT	3,816.00	
64424	01/28/19	T329	579.50	SAVEMART SUPERMARKETS		91188	OVERPAYMENT REFUND	579.50	
64425	01/28/19	122	182.19	SCWTD PETTY CASH - OPS		91100	REPLENISHMENT	182.19	VOIDED
64425	01/28/19	122	-182.19	SCWTD PETTY CASH - OPS		91100	REPLENISHMENT	-182.19	**VOID
64426	01/28/19	002267	2,500.00	SHAW / YODER / ANTWIH, INC.		91102	JAN 19 LEGISLATIVE	2,500.00	
64427	01/28/19	003285	2,662.50	THE AFTERMARKET PARTS CO LLC		91066	INVENTORY ORDER	21.78	
						91067	INVENTORY ORDER	4.26	
						91068	INVENTORY ORDER	23.08	
						91118	INVENTORY ORDER	2,499.96	

DATE 02/11/19 11:52

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
CHECK JOURNAL DETAIL BY CHECK NUMBER
ALL CHECKS FOR ACCOUNTS PAYABLE

PAGE 13

CHECK # START THRU 9999999 DATE: 01/01/19 THRU 01/31/19

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
64428	01/28/19	4,317.84	U.S. BANK		91119	RPR VEH # 2228	113.42	
64429	01/28/19	37.73	UNITED PARCEL SERVICE		91080	*****-****-5056	4,317.84	
64430	01/28/19	308.90	VERIZON WIRELESS	0	91065	SHIPPING SERVICE	37.73	
64431	01/28/19	47.84	YAGI, RANDY	0	91101	12/2-1/1 TELECOM PC	308.90	
64432	01/28/19	805.02	GREENWASTE RECOVERY, INC.		91187	FEB 19 RETIREEE SUP	47.84	
					91207	DEC 18 WASTE PARACRU	319.01	
					91208	DEC 18 WASTE LOMOND	51.88	
					91209	DEC 18 WASTE FRE/BOW	51.88	
					91210	DEC 18 WASTE FREEDOM	51.88	
					91211	DEC 18 WASTE SVT	278.49	
					91212	DEC 18 WASTE GRN VAL	51.88	
					91193	SEP 18 PEST 1200 RIV	62.50	
64433	01/28/19	1,126.00	PIED PIPER EXTERMINATORS, INC.		91194	SEP 18 PEST OPS CRK	105.00	
					91195	OCT 18 PEST WTC	77.50	
					91196	NOV 18 PEST MAINT	67.50	
					91197	NOV 18 PEST WTC	77.50	
					91198	DEC 18 PEST OPS CRK	105.00	
					91199	DEC 18 PEST MAINT	67.50	
					91200	DEC 18 PEST WTC	77.50	
					91201	DEC 18 PEST BETTY'S	60.00	
					91202	JAN 19 PEST 1200 RIV	62.50	
					91203	JAN 19 PEST MET MKT	55.50	
					91204	JAN 19 PEST SMC KIOS	40.00	
					91205	JAN 19 PEST WTC	77.50	
					91206	JAN 19 PEST VERNON	190.50	
TOTAL		829,440.46	ACCOUNTS PAYABLE			TOTAL CHECKS	829,440.46	

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Alex Clifford, CEO/General Manager
SUBJECT: ACCEPT AND FILE MINUTES FROM THE JANUARY 25, 2019 BOARD OF DIRECTORS AND FEBRUARY 8, 2019 CAPITAL PROJECTS COMMITTEE MEETINGS

I. RECOMMENDED ACTION

That the Board of Directors Accept and File the Minutes of the January 25, 2019 Board of Directors Meeting & the February 8, 2019 Capital Projects Committee Meeting

II. SUMMARY

- Staff is providing minutes from the Santa Cruz Metropolitan Transit District (METRO) Board of Directors Regular Meeting of January 25, 2019 and the Capital Projects Committee Meeting of February 8, 2019.
- Each meeting staff will provide minutes from the previous METRO Board and Committee meetings.

III. DISCUSSION/BACKGROUND

The Board requested that staff include, in the Board Packet, minutes from previous METRO Board and Committee meetings. Staff is enclosing the minutes from these meetings.

IV. FINANCIAL CONSIDERATIONS/IMPACT

None.

V. ALTERNATIVES CONSIDERED

None.

VI. ATTACHMENTS

Attachment A: Draft minutes for the Board of Directors Regular Meeting of January 25, 2019

Attachment B: Draft minutes for the Board of Directors Capital Projects Committee Meeting of February 8, 2019

Prepared by: Gina Pye, Executive Assistant

11-03.1

VII. APPROVALS

Alex Clifford, CEO/General Manager

A handwritten signature in blue ink is written over a horizontal line. The signature is stylized and appears to read 'Alex Clifford'.

Attachment A



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS AGENDA MEETING MINUTES*
JANUARY 25, 2019 – 9:00 AM
METRO ADMIN OFFICES
110 VERNON STREET
SANTA CRUZ, CA 95060**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, January 25, 2019 at the METRO Admin Offices, 110 Vernon Street, Santa Cruz, CA.

The Board Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at Santa Cruz METRO's Administrative offices at 110 Vernon Street, Santa Cruz, California. *Minutes are "summary" minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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

SECTION I: OPEN SESSION

CALL TO ORDER at 9:03 AM by Chair McPherson.

SWEAR IN NEW DIRECTORS: The Honorable Paul Burdick, Santa Cruz County Superior Court Judge, swore in Directors Aurelio Gonzalez, Cynthia Mathews, Donna Meyers and Mike Rotkin.

ROLL CALL: The following Directors were present, representing a quorum:

Director Ed Bottorff	City of Capitola
Director Trina Coffman-Gomez	City of Watsonville
Director Aurelio Gonzalez	City of Watsonville
Director John Leopold	County of Santa Cruz
Director Donna Lind	City of Scotts Valley
Director Cynthia Mathews	City of Santa Cruz
Director Donna Meyers	City of Santa Cruz AR 9:08AM
Director Bruce McPherson	County of Santa Cruz
Director Dan Rothwell	County of Santa Cruz
Director Mike Rotkin	County of Santa Cruz
Vacant Director	County of Santa Cruz
Ex-Officio Director Alta Northcutt	Cabrillo College
Vacant Ex-Officio Director	UCSC

Director Rothwell was absent.

STAFF PRESENT:

Alex Clifford
Julie Sherman

METRO CEO/General Manager
METRO General Counsel

Attachment A

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

Heather Forshner, METRO
Brett Garrett, Santa Cruz PRT
Paul H____, A____
Jerri Kay-Phillips, Hanson Bridgett

Joan Jeffries, SEIU
Vicki Trent, UTU 23
Eileen Wagley, METRO
Daniel Zaragoza, SCMTD

ANNOUNCEMENTS

Chair McPherson introduced Carlos Landaverry and his Spanish Language interpretation services. Mr. Landaverry announced his services in Spanish for the assembly. Chair McPherson also announced that the meeting is being televised by Community Television of Santa Cruz County with technician, Mr. Lynn Dunton.

EXITING DIRECTOR RESOLUTIONS

As Chair McPherson presented outgoing Director Norm Hagen with a plaque commemorating his years as a METRO Board Member, CEO Clifford provided the assembly with a verbal biography of Director Hagen's career.

Chair McPherson and other Directors shared anecdotes and thanked Director Hagen for his years of service with METRO.

Director Hagen thanked everyone, saying he was deeply appreciative to METRO for the way of life it provides him and others, which allows him to be a participant in the community.

BOARD OF DIRECTORS COMMENTS

Director Coffman-Gomez shared her experience with the navigation system when she attended a recent Transportation Agency for Monterey County (TAMC) meeting in Monterey County. (She will provide CEO Clifford with the pertinent information separately.) She suggested safety component advertising be placed on or in METRO's buses.

Chair McPherson acknowledged the RTC's recent action to move ahead with METRO in a cooperative relationship such that both agencies and the community can improve transportation in the County.

ORAL AND WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS

James Sandoval, newly elected UTU Chair, introduced himself and team members present.

Chair McPherson expressed METRO's appreciation to the Operators for working with METRO as a team to keep the system running during the fiscal crisis.

Brad Garrett, Santa Cruz Downtown Association, introduced himself and noted the Association voted to increase the City of Santa Cruz's budget to approve a full eco pass. He distributed the Personal Rapid Transit (PRT) and Unified Corridor Investment Study (UCIS) documents attached and recommended that the Board think outside the box and investigate developing technology to assist transportation.

WRITTEN COMMUNICATIONS FROM MAC (See Agenda Item 15)

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

LABOR ORGANIZATION COMMUNICATIONS

Hearing none, Chair McPherson moved to the next item.

Attachment A

ADDITIONAL DOCUMENTATION - distributed and available at the back of the room

- Agenda Item 14: January 18th and January 23rd Letters to the Editor from the Santa Cruz Sentinel
- Agenda Item 21: 2019 Major Areas of Staff Effort in Support of Strategic Priorities
- News Clips

CONSENT AGENDA

- 11-01 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTHS OF NOVEMBER AND DECEMBER 2018
- 11-02 ACCEPT AND FILE: MINUTES FROM THE NOVEMBER 16, 2018 BOARD OF DIRECTORS MEETING; DECEMBER 7, 2018 CAPITAL PROJECTS STANDING COMMITTEE MEETING; AND, JANUARY 11, 2019 FINANCE, BUDGET & AUDIT AND PERSONNEL/HR STANDING COMMITTEE MEETINGS
- 11-03 ACCEPT AND FILE: MINUTES OF THE OCTOBER 17, 2018 METRO ADVISORY COMMITTEE (MAC) MEETING
- 11-04 ACCEPT AND FILE: QUARTERLY PROCUREMENT REPORT FOR 3RD QUARTER OF FY19
- 11-05 APPROVE: CONSIDERATION OF A CONTRACT AMENDMENT WITH THE LAW FIRM OF HOWIE & SMITH, LLP IN AN AMOUNT NOT TO EXCEED \$75,000
- 11-06 ACCEPT AND FILE: SEMI-ANNUAL REPORT ON THE STATUS OF METRO'S DISADVANTAGED BUSINESS ENTERPRISE PROGRAM
- 11-07 APPROVE: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION
- 11-08 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORTS AS OF:
- A. SEPTEMBER 30, 2018; AND,
 - B. OCTOBER 31, 2018
- 11-09 APPROVE: CONSIDERATION OF AUTHORIZATION TO USE THE STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES CMAS CONTRACT FOR THE PURCHASE AND INSTALLATION OF A VIDEO SURVEILLANCE SYSTEM FROM OJO TECHNOLOGY IN AN AMOUNT NOT TO EXCEED \$199,686
- 11-10: APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO EXECUTE A 1ST CONTRACT AMENDMENT WITH LUMENATURE TO INCREASE THE CONTRACT TOTAL BY \$40,082 FOR ENERGY-EFFICIENT LIGHTING RETROFIT

There was no public comment.

ACTION: MOTION TO ACCEPT THE CONSENT AGENDA AS PRESENTED

MOTION: DIRECTOR LEOPOLD

SECOND: DIRECTOR LIND

MOTION PASSED WITH 9 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers and Rotkin) Director Rothwell was absent.

11-03A.3

Attachment A

REGULAR AGENDA

12 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS FOR ANDREA EUSSE-GIL AND ERIK BERG (10 years) AND CAROLYN BOWERS, GUSTAVO CORTES, TODD MITCHELL AND BONNIE FARRIS (15 years)

Chair McPherson announced and congratulated those employees absent and present.

Vice Chair Bottorff presented Mr. Erik Berg with his plaque. Mr. Berg said, as a result of staff shortages, he worked everyday for over a month as the sole scheduler to ensure coverage.

13 RESOLUTION OF APPRECIATION, RETIREE: JUAN FLORES, TOM HILTNER AND JOHN VANDEVEER

Barrow Emerson, Planning and Development Director, brought the assembly's attention to the slideshow (see attached) and provided a brief bio on Tom Hiltner.

Mr. Hiltner thanked everyone for his years with METRO, expressing his appreciation to the METRO staff and those who endured the burden of last minute deadlines. In his estimation, the biggest accomplishment was the successful passage of SB1.

ACTION: MOTION TO ACCEPT THE RETIREE RESOLUTIONS AS PRESENTED

MOTION: DIRECTOR LEOPOLD

SECOND: DIRECTOR ROTKIN

MOTION PASSED WITH 9 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers and Rotkin) Director Rothwell was absent.

14 ORAL CEO UPDATE

CEO Clifford welcomed and thanked the recent New Hires and Promotions below:

New Hires:

- Cortney Martin, Benefits Administrator
- Bernabe Carranco, Vehicle Service Worker
- Mike Montes, Parts Clerk

Promotions:

- Eduardo Montesino, Transit Supervisor (former Bus Operator)
- Araseli Rubio, Transit Supervisor (former Bus Operator)

CEO Clifford then went on to provide an update on the possible impact to METRO if the federal government shutdown continues, as well as verbal updates on the following:

He thanked the Board for their support with the RTC in the recent acceptance of the Final Unified Corridor Investment Study (UCS) and Preferred Scenario.

Drawing the assembly's attention to the Year in Review documentation provided at the dais and the public (at the back of the room), he spoke to the goals and objectives of the meeting.

There was no public comment.

15 ORAL METRO ADVISORY COMMITTEE (MAC) SEMI-ANNUAL REPORT

Michael Pisano, 2018 MAC Chair, provided a brief oral update.

Attachment A

16 FINAL REVISED METROBASE PHASE II (OPERATIONS BUILDING) LIFE OF PROJECT BUDGET AND PROJECT COMPLETION

Erron Alvey, Purchasing and Special Projects Director, provided a brief oral history of the project; as well as commentary to the attached presentation.

Director Leopold noted this project represents a vision METRO had over 20 years ago. He thanked everyone involved for the amount of work required to bring to this project to closure.

Public comment:

Becky Taylor requested Ms. Alvey correct an error in the 2016 opening date noted in the presentation.

17 APPROVE: CY19 STATE AND FEDERAL LEGISLATIVE AGENDA

CEO Clifford spoke to the agenda item and noted the similarities between State and Federal Legislation. At Director Leopold's suggestion, CEO Clifford will add verbiage to oppose any linkage between housing and state transportation funding.

Gina Pye, Executive Assistant, will work with board members to plan an April 2019 trip to Washington, DC to meet with various legislative members. (Director Leopold volunteered to serve on the Ad Hoc Legislative Committee.)

Director Mathews suggested: 1) Sales tax be added to our agenda as much of what we do depends on sales tax; and, 2) We include the addition of working for the alternative disadvantages community and revising the definition of a disadvantaged community in synch with RTC.

There was no public comment.

ACTION: MOTION TO ACCEPT THE CY19 STATE AND FEDERAL LEGISLATIVE AGENDAS WITH THE PROPOSED CHANGES

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR LEOPOLD

MOTION PASSED WITH 9 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers and Rotkin) Director Rothwell was absent.

18 ACCEPTANCE OF FINANCIAL STATEMENTS WITH INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED JUNE 30, 2018

Deputy Finance Director, Debbie Kinslow, advised the assembly that METRO received a clean audit; there were no new findings this year. Measure D compliance was a new component this year.

Amidst discussions regarding ticketing issues, GFI challenges, etc., Director Mathews requested progress updates. Ms. Kinslow will work with the team to clearly identify ParaCruz tickets in response to Becky Taylor's request.

ACTION: MOTION TO ACCEPT THE FINANCIAL STATEMENTS WITH INDEPENDENT AUDITOR'S REPORT FOR THE YEAR ENDED JUNE 30, 2018 AS PRESENTED

MOTION: DIRECTOR ROTKIN

SECOND: DIRECTOR LEOPOLD

Attachment A

MOTION PASSED WITH 9 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers and Rotkin) Director Rothwell was absent.

19 APPROVE: AUTHORIZING THE CEO TO ENTER INTO A THREE (3) YEAR LICENSE AGREEMENT WITH FLIXBUS FOR ACCOMMODATING THE USE OF A STOP TWICE PER DAY AT THE PACIFIC STATION TRANSIT CENTER

COO Aguirre introduced Joe Eyen and Tay Costa, Flixbus representatives, who provided an oral history of the organization and spoke to the attached presentation and schedule. Flixbus wants to create a culture in which everyone can go from point A to point B, in partnership with local public transportation. They explained their 'dynamic pricing', which is modeled after airline pricing.

The benefits to the environment, climate, traffic congestion and public safety were discussed among the assembly.

Ms. Costa volunteered to connect their Marketing department with Director Coffman-Gomez to further discuss marketing opportunities.

COO Aguirre noted that similar, future requests would be considered on an individual basis.

ACTION: MOTION TO AUTHORIZE THE CEO TO ENTER INTO A THREE (3) YEAR LICENSE AGREEMENT WITH FLIXBUS FOR ACCOMMODATING THE USE OF A STOP TWICE PER DAY AT THE PACIFIC STATION TRANSIT CENTER AS PRESENTED

MOTION: DIRECTOR LEOPOLD SECOND: DIRECTOR ROTKIN

MOTION PASSED WITH 9 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers and Rotkin) Director Rothwell was absent.

20 ORAL UPDATE ON ITS CONTRACT OPTIONS

This agenda item was pulled by Chair McPherson to return next month.

21 10-YEAR (FISCAL YEAR 2020-29) STRATEGIC BUSINESS PLAN UPDATE

Barrow Emerson, Planning and Development Director, spoke to the presentation asking the Board to approve and adopt the seven strategic priorities provided via handout at the meeting (see attached). Staff will then put together implementation plans and budget requests required to move the agenda forward using a five-year budget plan within the financial context.

Director Leopold suggested rewording the language in Attachment B 2F to be more supportive of our staff; e.g., address our labor costs and support our staff to live in the community and provide the service. Mr. Emerson will review and propose new language when this item returns to the agenda.

Director Mathews suggested rewording to include a future choice regarding whether to rehabilitate or reconstruct Pacific Station.

ACTION: MOTION TO ACCEPT THE 10-YEAR (FISCAL YEAR 2020-29) STRATEGIC BUSINESS PLAN UPDATE WITH THE SUGGESTED REWRITES

MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR LEOPOLD

Attachment A

MOTION PASSED WITH 9 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers and Rotkin) Director Rothwell was absent.

22 CONSIDERATION OF (1) NOMINATING DIRECTORS TO SERVE AS BOARD OFFICERS, (2) NOMINATING DIRECTORS TO POSITIONS ON VARIOUS BOARD COMMITTEES, (3) NOMINATING DIRECTORS TO FILL FOUR (4) POSITIONS ON THE SANTA CRUZ CIVIC IMPROVEMENT CORPORATION (SCCIC) AND (4) NOMINATING REPRESENTATIVES AND ALTERNATES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION (SCCRTC)

Chair McPherson proposed the attached slate (see attachment) so that board members may review and provide their input in advance of the February 22, 2019 meeting.

Discussion regarding the open County seat ensued. Director Leopold said he anticipates a decision to be announced at the February 12, 2019 Board of Supervisors meeting.

CEO Clifford added that Board Committee Members are asked to reserve the second Friday of each month for Committee meetings. The agendas are reviewed and board members notified in advance if the meeting(s) will be cancelled.

Chair McPherson announced the next meeting: Friday, February 22, 2019 at 9:00AM at the Capitola City Council Chambers, 420 Capitola Avenue, Capitola, CA.

CONFERENCE WITH LABOR NEGOTIATORS

Julie Sherman, General Counsel, announced the closed session item [Conference with Labor Negotiators (Government Code Section 54957.6)], adding that no report out was anticipated post Closed Session.

Board recessed to Closed Session at 11:12AM

Open Session reconvened at 1:10PM

The meeting was adjourned at 1:11PM

Respectfully submitted,

Gina Pye
Executive Assistant

Attachment A

Chair McPherson's nominees for 2019 officers and committees:

Chair: Ed Bottorff

Vice-Chair- Mike Rotkin

Capital Projects Committee (3)

Re-appoint Ed Bottorff and Bruce McPherson

Add: Cynthia Mathews

Finance, Budget, Audit Committee (5)

Re-appoint Trina Coffman-Gomez, John Leopold, Donna Lind and Mike Rotkin

Add: Donna Meyers

Personnel/HR Committee (5)

Newly Elected Chair and Vice-Chair

2018 Chair Bruce McPherson

Re-appoint John Leopold

For the fifth seat, seeking nominations from other Board members

SCCIC Representatives (5)

Newly Elected Chair

Re-appoint John Leopold, Bruce McPherson and Trina Coffman-Gomez

For the fifth open seat, seeking a nomination from other Board members

SCCRTC Representatives (3)

Re-appoint Ed Bottorff and Mike Rotkin

Leave the third seat nomination undetermined/open until the County makes its Metro Board appointment

SCCRTC Representatives Alternates (3) In Order

Re-appoint Donna Lind and Dan Rothwell

Leave the third seat nomination undetermined/open until the County makes its Metro Board appointment

CEO Goals and Objectives Ad Hoc Committee (3)

Re-appoint Bruce McPherson and Mike Rotkin

For the third open seat, seeking a nomination from other Board members

MAC Ad Hoc Committee (4)

Re-appoint Ed Bottorff, Trina Coffman-Gomez and Bruce McPherson

For the fourth open seat, seeking a nomination from other Board members

Legislative Ad Hoc Committee (4)

Re-appoint Ed Bottorff, Bruce McPherson and Mike Rotkin

For the fourth open seat, seeking a nomination from other Board members



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
CAPITAL PROJECTS STANDING COMMITTEE AGENDA
MEETING MINUTES***

**FEBRUARY 8, 2019 – 1:00 PM
METRO ADMIN OFFICES
110 VERNON STREET
SANTA CRUZ, CA 95060**

A Capital Projects Standing Committee Meeting was convened on Friday, February 8, 2019 at METRO's Admin offices at 110 Vernon Street, Santa Cruz, California. The Meeting Agenda Packet can be found online at www.SCMTD.com and is available for inspection at METRO's Administrative offices at 110 Vernon Street, Santa Cruz, California. *Minutes are "summary" minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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

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

COMMITTEE ROSTER

Director Ed Bottorff
Vacant Director
Director Bruce McPherson

City of Capitola
City of Santa Cruz
County of Santa Cruz

Alex Clifford
Barrow Emerson
Debbie Kinslow
Julie Sherman

METRO CEO/General Manager
METRO Planning & Development Director
METRO Deputy Finance Director
METRO District Counsel

MEETING TIME: 1:00 PM

NOTE: THE COMMITTEE CHAIR MAY TAKE ITEMS OUT OF ORDER

1. CALL TO ORDER

Meeting was called to order at 1:08PM by Board Chair McPherson.

2. ROLL CALL: The following Committee Board Members were **present**, representing quorum:

Director Ed Bottorff
Director Bruce McPherson
Director Cynthia Mathews

City of Capitola
County of Santa Cruz
City of Santa Cruz (observing Director)

METRO EMPLOYEES AND MEMBERS OF THE PUBLIC WHO VOLUNTARILY INDICATED THEY WERE PRESENT (IN ALPHABETICAL ORDER) THROUGH A SIGN IN SHEET OR VERBAL INTRODUCTION WERE:

None

3. COMMUNICATIONS TO THE CAPITAL PROJECTS STANDING COMMITTEE

Having none, the meeting moved to the next agenda item.

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

Chair McPherson announced the following additional documentation, which was distributed to the Committee Members and available to the public at the back of the room:

5A, Attachment B.1 FY19 Proposed Capital Projects REVISED

5. CAPITAL BUDGET PROGRAM

5A APPROVE STAFF RECOMMENDATION FOR REVISION TO FY19 CAPITAL PROJECTS PROGRAM

5A Barrow Emerson, Planning and Development Director, spoke to the revision distributed. Mr. Emerson will also correct the staff report to reflect \$146,725 in two locations under section III. Discussion/Background.

After discussion among the committee and staff, the following amended motion was proposed:

MOTION: DENY THE REQUEST FOR ADDITIONAL MONIES AS PRESENTED, ALLOCATE UP TO \$450K PREVIOUSLY APPROVED IN MARCH 2018 AS APPROPRIATE. AND, RETURN TO A FUTURE COMMITTEE OR BOARD MEETING WITH AN UPDATED PROJECT LIST.

MOTION: BOTTORFF

SECOND: McPHERSON

The motion was passed unanimously.

After the motion, discussion ensued regarding bus shelter design and the increase in the bus shelter reconditioning amount from \$25K to \$125K. The increase is attributed to the reconditioning costs associated with the VTA influx of bus shelters.

5B CAPITAL PROJECTS PROGRAM OVERVIEW

Mr. Emerson went on to provide an oral capital projects program update. He advised the members that project budgets may not necessarily be one fiscal year budget as many of the projects are multi-year projects.

6 ORAL UPDATE ON PACIFIC STATION

Mr. Emerson distributed the attached Bowman and Williams documentation.

In terms of the environmental remediation, we believe no remediation is needed at this time as a report was submitted to Santa Cruz County on January 15, 2019 which said (in part): "... not a threat to human health and safety in the environment." The County has 60 days, to March 15, 2019, to provide a response.

We anticipate receiving a report in March/April regarding Pacific Station moisture-related related repairs. Director Bottorff would like to see this report at the earliest possible date, hopefully at the next Committee meeting (March 8, 2019).

Director Mathews said Ms. Lipscomb is gathering funding sources for a replacement project and the City would like to maximize the communication between the City and METRO staff. Mr. Emerson replied that the next regularly scheduled meeting is February 19, 2019.

Chair McPherson adjourned the meeting at 1:53PM

Respectfully submitted,

Gina Pye
Executive Assistant

DRAFT

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment B



BOWMAN & WILLIAMS

CONSULTING CIVIL ENGINEERS & LAND SURVEYORS

ESTABLISHED IN 1908, A CALIFORNIA CORPORATION SINCE 1974

3949 RESEARCH PARK COURT, SUITE 100 • SOQUEL, CA 95073

PHONE (831) 426-3560 FAX (831) 426-9182 www.bowmanandwilliams.com

February 4, 2019

Eddie E. Benson
Maintenance Manager
Santa Cruz Metropolitan Transit District
138 Golf Club Drive
Santa Cruz, CA 95060

Subject: Preliminary Cost Estimate for the Renovation of 920 Pacific Avenue, Santa Cruz, CA,
METRO Task Order 19-361 F Pacific Station, our file no. 25236.18

Dear Mr. Benson,

Based on your request that we prepare cost estimates for the work required for the renovation of the Pacific Station Building at 920 Pacific Avenue in Santa Cruz, CA, we have compiled the following preliminary report. Due to the time constraints we were limited as to the scope of the estimate. We can outline the next steps for your consideration.

You had expressed that your main immediate concern was the Mechanical, Electrical, Plumbing (MEP) and roof systems. We were provided a Property Condition Survey, prepared by Walker Property Evaluation Services, dated November 19, 2018. This Survey describes repairs, re-flooring, and re-roofing of the building. It specifically excluded Code upgrades for MEP systems. So, for Code upgrade estimates we retained the services of Axiom Engineers, Inc. for the Mechanical and Plumbing systems and Fehr Engineering Company, Inc. and for the Electrical system. These reports are attached.

These estimates can be summarized as follows:

1.	Mechanical Systems	\$409,500.00
2.	Electrical Systems	450,000.00
3.	Plumbing System	95,800.00
4.	Roof replacement and repairs	139,120.00
5.	Flooring Replacement	65,304.00
6.	Incidental repairs from Walker report	<u>113,037.00</u>
	Subtotal	\$1,272,761.00
	20% Overhead and profit	<u>254,552.20</u>
	Subtotal with OH and Profit	\$1,527,313.20
	25% Contingency Allowance	<u>381,828.30</u>
	Total	\$1,909,141.50

Attachment B

If METRO desires we can expand this work to include site work ADA compliance, upgrade of site lighting, landscaping, and outbuildings, replacement of windows and doors, interior and exterior, and upgrade of the 'Greyhound' lot to concrete pavement. We should review this scope together to get the complete picture, and then we can provide an estimated fee for that work.

Sincerely,

Bowman & Williams, Inc.

A handwritten signature in black ink, appearing to read 'JR', with a stylized flourish at the end.

Joel F. Ricca, Principal Engineer

attachments

DRAFT

Attachment B



Mechanical Construction Cost Opinion SANTA CRUZ METRO ITF RENOVATION



January 2019

Prepared by
Axiom Engineers, Inc.
303 Potrero St. Suite 43-108
Santa Cruz, California 93940
Phone: 831-464-4320
Axiom Project: 20190014

Santa Cruz Office
303 Potrero St., Suite 43-108
Santa Cruz, CA 95060

Phone (831) 464 4320
Fax (831) 464 4323

axiomengineers.com

Monterey - Santa Cruz - Napa

Axiom Engineers™ is a Service Mark of Axiom Engineers, Inc., a California Corporation.

DISTRIBUTED AT 2/8/19 CAPITAL PROJECTS STANDING COMMITTEE MTG

11-03B.7

Attachment B

January 2019 . . . Page 2 . . . File #20190014

Re: **MECHANICAL CONSTRUCTION COST OPINION – SC METRO ITF RENOVATION**

Mechanical Assessment

Please note that the construction costs provided below assume that the renovation will include the removal of ALL wall & ceiling surfaces so that concealed mechanical & plumbing systems are exposed. The cost of surface removal is NOT included in the pricing provided here.

HVAC

Existing site conditions were reviewed via building walk through, discussion with facility staff, & review of provided mechanical as-built drawings. The resulting evaluation estimates the renovation of the HVAC system to include:

- Replace all existing hvac equipment with new - 3 existing heating & cooling rooftop package units, 1 forced air furnace, 2 ductless heat pumps, 5 exhaust fans (kitchen exhaust is excluded – see below).
- Replace all outdoor ductwork with new.
- Provide duct leak testing of all indoor ductwork & assume replacement for 50% of existing.
- Install new dampers & grills.
- Minor code & equipment performance upgrades (e.g. janitors closets and server room should be exhausted).
- Upgrade all thermostats (typical of 6).
- All zoning & system types will be replaced in kind (e.g. rooftop heating & cooling unit will NOT be replaced with a vrv multizone heat pump system)
- Cooling will not be added to forced air furnace system.
- Kitchen area appears to have no forced air heating/cooling/or ventilation other than the kitchen exhaust. A separate line item is provided below for addition of a heating only makeup air system and replacement of existing kitchen exhaust fan (kitchen hoods excluded).

Table 1: HVAC Renovation Cost Opinion

<i>IMPROVEMENT DESCRIPTION</i>	<i>APPROX. CONSTRUCTION COST</i>
Building HVAC Renovation	\$362,400

AXIOM ENGINEERSSM CONSULTING MECHANICAL ENGINEERS

303 Potrero St., Suite 43-108 • Santa Cruz, CA 95060 • Phone 831.464.4320 • Fax 831.464.4323

DISTRIBUTED AT 2/8/19 CAPITAL PROJECTS STANDING COMMITTEE MTG

11-03B.8

Attachment B

Re: **MECHANICAL CONSTRUCTION COST OPINION – SC METRO ITF RENOVATION**

Kitchen Space HVAC Upgrades & Renovation	\$47,100
--	----------

Plumbing

Existing site conditions were reviewed via building walk through, discussion with facility staff, & review of provided mechanical as-built drawings. The resulting evaluation estimates the renovation of the building plumbing system to include:

- Replace all existing plumbing fixtures with new (9 toilets, 10 lavatories, 3 urinals, 2 janitors sinks, 1 kitchen sink, 1 urinal - updated for code & water saving performance)
- Replace all rooftop gas & domestic water piping with new
- Provide duct leak testing of all indoor waste, rain water leader, & domestic water piping & assume replacement for 50% of existing above concrete foundation
- Replace all domestic water & gas shut off valves with new
- Install insulation on hot water piping
- The restaurant kitchen area was not surveyed for plumbing and is excluded from the estimate provided.

Table 2: Plumbing Renovation Cost Opinion

<i>IMPROVEMENT DESCRIPTION</i>	<i>APPROX. CONSTRUCTION COST</i>
Building Plumbing Renovation	\$95,800

END

Attachment B

FEHR ENGINEERING COMPANY, INC.



February 1, 2019

Mr. Joel F. Ricca, RCE
President,
Bowman & Williams Civil Engineers and Land Surveyors
3949 Research Park Court, Suite 100
Soquel, CA 95073

Re: Santa Cruz Metro Transit District (SCMTD) Pacific Station Preliminary Evaluation
FE No. 19008.00

Dear Joel,

We provide you with our preliminary evaluation of the Pacific Station electrical system as follows:

- Existing conditions.
 - The existing facility is approximately 12,000 SF, 6,600 SF lower level and 5,400 SF upper level.
 - The facility is served from a PG&E pad mounted transformer located approximately 90' east of the main switch board. The transformer is fed underground from a medium voltage power source from an overhead pole line on Front Street. The medium voltage power source is located approximately 70' from the transformer.
 - The PG&E transformer secondary feeds a multiple metered switch board located at the northeast corner of the existing facility. The switch board appears to be the original facility equipment.
 - The switch board is rated at 1000 amps 120/208 volts 3-phase 4-wire. The PG&E secondary service feeder lands on un-metered lugs and is subsequently metered via five metered distribution points. The largest metered distribution point is a 600 amp service disconnect which serves SCMTD operations in the facility. The other meters serve tenants within the facility.
 - The general condition of the switch board is poor. The 1984 vintage equipment is nearing the end of its usable life (electrical equipment of this nature usable life is about 40 years). Furthermore, the equipment is rusting and deteriorating as would be expected in its current location. Revitalization of this equipment would not be cost effective.

Attachment B

- The SCMTD service includes a standby emergency generator which services critical SCMTD loads within the facility.
 - In general the existing generator is undersized for the load (Fehr Engineering report dated July 10, 2014) and a plan to replace this generator has been completed. Construction work for the replacement generator has not begun.
- Regarding Power distribution throughout the facility as follows:
 - The original distribution circuitry is still functioning and is considered safe to the extent that said circuitry has not be damage or misused.
 - Distribution equipment has been added to the facility which in some cases was installed outdoors. Ideally distribution equipment is best installed indoors to protect against environmental conditions. In a project to upgrade power distribution and to the extent possible outdoor distribution equipment would be installed indoors.
- The general lighting is adequate but could be improved using LED technology and controls installed in accordance with current control technology. Upgrading the lighting system as noted would significantly reduce the facility power consumption.
- Proposed upgrade
 - Under the current plans SCMTD intends on completely renovating this station and as such would include a complete upgrade of the existing power and lighting systems. A complete upgrade would include the following elements:
 - Upgraded PG&E service from the same location.
 - Replace the existing multi-meter switch board with new equipment configured and sized to support SCMTD intended needs.
 - Replace all branch circuit panel boards with new equipment.
 - Redistribute branch circuits to accommodate the intended needs. Where possible reused existing distribution elements e.g. conduit & raceway.
 - Upgrade lighting systems with modern lighting fixtures and controls.
 - Likewise an upgrade to the data/communications service(s) and distribution system would be included in the facility renovation.
 - The upgrade includes surrounding power and lighting elements such as exterior lighting and power distribution.
- Opinion of costs (includes materials, labor & OH&P)
 - For our costing purposes we have assume that the electrical system would be replaced in kind i.e. all functions remain as they are currently.
 - Upgraded service from PG&E includes:
 - Work to bring the primary & secondary service to current PG&E standards.
 - Transformer pad.
 - Secondary service conduits and trench.
 - Primary service conduits and trench.
 - PG&E design & construction (this number was estimated based upon similar projects with PG&E and was not confirmed by the utility).
 - New multi-meter service switch board including.
 - Main service disconnect.

Attachment B

- Five meters with individual service disconnects.
- We assume a NEMA 3R (outdoor) enclosure.
- Standby emergency power system.
 - New natural gas powered generator as previously designed.
 - Multiple automatic transfer switches similar to the existing conditions and as designed.
 - Currently the emergency power system supports only the SCMTD operations and does not support the tenant operations.
- Branch circuit panel boards including.
 - Individual panels for each tenant.
 - SCMTD panels as follows:
 - Depot area.
 - Office areas.
 - IT areas.
 - Lighting panel
- Lighting and controls upgrade for the entire facility including.
 - New lighting fixtures throughout the facility.
 - Controls.
- Data and communications upgrade for the entire facility including:
 - New utility services (phone & signal e.g. CATV and/or fiber optics).
 - Our opinion assumes that new work includes data and communications main point of entry (MPOE) and general facility distribution. Operational data and communications would have to be added to our opinion and should be evaluated and estimated by the SCMTD IT experts.
- Total opinion of construction costs is estimated to be in the range of **\$450,000.00.**

Please review this preliminary information and if you have question or require additional information please call or email.

Sincerely,

Thomas E. Pinkerton, P.E.
Registration No. E 14906, Exp. 06/30/19
Project Manager

Attachment B

Walker Property Evaluation Services

3001 Sneath Lane, San Bruno, CA 94044

Office/Scheduling: 650-873-4224

HomeInspection@sanbrunocable.com

Property Condition Survey

920 Pacific Avenue

Santa Cruz, CA 95060

Client:

Santa Cruz Metropolitan Transit District

November 19, 2018



NOTICE TO THIRD PARTIES: *This inspection was performed for the sole benefit and reliance of the named client and is non-transferable. No other intended users are identified. This report is issued subject to the terms, conditions and limitations under which the inspection was performed which are attached and incorporated by reference herein. Any reliance on this report constitutes your ascent to these terms and conditions. This report is not a substitute for disclosures may be required under California Civil Code 1102 et. seq.*



DATE: February 22, 2019
TO: Board of Directors
FROM: Barrow Emerson, Planning and Development Director
**SUBJECT: ACCEPT AND FILE QUARTERLY STATUS REPORT OF GRANT
APPLICATIONS AND ACTIVE GRANTS OCTOBER – DECEMBER 2018**

I. RECOMMENDED ACTION

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

II. SUMMARY

- The October through December quarter typically experiences lower level grant activity, and no new applications were submitted or competitive grant awards announced.
- Santa Cruz Metropolitan Transit District (METRO) received one formula operating assistance grant this quarter.
- METRO has pending applications for formula and discretionary grants totaling \$12,964,689.
- Previously awarded grant-funded projects are underway to purchase vehicle replacements and upgrade facilities.
- A list of METRO's pending applications (Attachment A) and active grants (Attachment B) is provided quarterly to apprise the Board of grant funding status.
- No action is required; this report is for information only.

III. DISCUSSION/BACKGROUND

Typically, the last quarter of the calendar year has less grants activity than other quarters due to holiday breaks and the transition from one federal fiscal year to the next. Additionally, a partial federal government shutdown has delayed initiation of federal grants programs.

During the previous quarter, METRO received a \$174,321 formula grant for FY19 FTA 5311 rural operating assistance administered by Caltrans.

Pending grant applications request a total of \$8,770,252 in new formula and \$4,194,437 in new competitive funds. Of this amount \$4,194,437 is to replace and refurbish buses. The remaining applications request funds for operating assistance and capital improvement projects.

This staff report appraises the Board of grant applications in progress (Attachment A) and awarded grants which fund METRO's operations and capital improvements (Attachment B).

During the next three months, staff will prepare grant applications for the Low Carbon Transit Operations Program, the FY19 FTA 5339(b) Bus and Bus Facilities Infrastructure Investment Program and FY20 FTA 5307 operating assistance. METRO is also considering applying for Zero Emission Buses (ZEBs) and/or charging infrastructure grants.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Current grant applications (Attachment A) request \$12,964,689 for new projects. The Operating and Capital Budgets will be amended as necessary when grants are awarded.

V. ALTERNATIVES CONSIDERED

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

VI. ATTACHMENTS

Attachment A: Grant Applications as of February 2019

Attachment B: Active Grants as of February 2019

Prepared by: Wondimu Mengistu, Grants/Legislative Analyst


VII. APPROVALS:

Barrow Emerson, Planning
and Development Director



A handwritten signature in blue ink, appearing to read "Barrow Emerson", written over a horizontal line.

Approved as to fiscal impact:
Angela Aitken, CFO



A handwritten signature in blue ink, appearing to read "Angela Aitken", written over a horizontal line.

Alex Clifford, CEO/General Manager



A handwritten signature in blue ink, appearing to read "Alex Clifford", written over a horizontal line.

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment A

Santa Cruz METRO Pending Grant Applications as of 2/15/19

Competitive Grant

Formula Grant

#	Project Description	Grant Funding Source	\$ Budget Total Project
OPERATING Projects			
1	FY19 Rural transit operation	FY19 FTA 5311 Rural Operating Assistance Formula administered by Caltrans Application: 6/30/18 Award: TBD	\$ 474,936
2	FY19 Urban transit operation	FY19 FTA 5307 Urban Operating Assistance Formula (includes STIC) Award: TBD	\$ 7,261,068
End of OPERATING projects			
Capital Projects			
3	1 CNG Replacement Bus	FY13-17 Caltrans Discretionary FTA 5339 Program Application: 5/10/17 Award: Pending	\$ 658,889
4	Various FY19 Capital Improvements	FTA FY18 5339(a) Bus and Bus Facilities Formula Program Application: TBD Award: TBD	\$ 596,725
5	Bus Mid-Life Overhauls (4)	FTA FY17 5339(a) Bus and Bus Facilities Formula Program Application: 10/31/17 Award: Pending	\$ 160,000
6	Fuel Management System	FTA FY17 5339(a) Bus and Bus Facilities Formula Program Application: 9/27/17 Award: Pending	\$ 180,000
7	Golf Club Fire Escape (Relates to Active Grants Fire Escape construction #17)	FTA FY17 5339(a) Bus and Bus Facilities Formula Program Application: 9/27/17 Award: Pending	\$ 97,523
8	4 40' CNG replacement buses.	FTA FY17 5339(b) Bus and Bus Facilities Competitive Program Application: 8/25/17 Award: Pending	\$ 2,635,548
9	Vouchers for 7 ZEBs	CALSTART Heavy-duty zero-emission Vehicle Incentive Program (HVIP) for 6 ZEBs Application: Continuous	\$ 900,000
		Total	\$ 12,964,689
End of Applications			

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment B

Santa Cruz METRO Active Grants as of 2/15/19

#	Project Description	Funding Source	\$ Budget Total Project
OPERATING Projects			
1	FY18 Urban Transit Operations	FY18 FTA 5307 Urban Operating Assistance Formula (includes STIC) Application: 9/30/18 Award: TBD	\$ 6,815,447
2	Watsonville Mural	FY18 Arts Council of Santa Cruz Expiration: 12/31/18 (6/30/19 extension pending)	\$ 6,600
3	Operate Watsonville Circulator	FY18 Air District 2018 AB2766 Program Expiration: 1/29/20	\$ 678,111
4	FY19 operating assistance	FY19 SCCRTC Transportation Development Act-Local Transportation Fund (TDA-LTF) Application: 4/1/18 Award: 5/3/18	\$ 7,288,208
5	FY19 operating and capital assistance	FY19 SCCRTC Transportation Development Act-State Transit Assistance (TDA-STA) Application: 4/1/18 Award: 5/3/18	\$ 4,237,429
End of OPERATING Projects			
CAPITAL Projects			
6	1 Electric Bus for Watsonville DAC	FY18 Low Carbon Transit Operations Program (LCTOP) Award: 6/30/18	\$ 1,013,202
7	2 ZEBs	CTC FY18 Local Partnership Program CTC FY19 STIP Allocation: 10/17/18	\$ 2,189,891
8	Refurbish 3 buses	CTC FY19 STIP Application: 10/17/17 Allocation: 10/17/18	\$ 1,016,605
9	Automatic Vehicle Locator	FTA FY17 5339(b) Bus and Bus Facilities Competitive Program Application: 8/25/17 Award: Pending	\$ 1,581,385
9	Comprehensive Security and Surveillance to purchase CCTV, lighting, generator replacement	FY17 Proposition 1B California Transit Security Program Expires: 6/15/2019	\$ 352,404
10	1 CNG Bus	SCCRTC FY17 Surface Transportation Block Grant program Expiration: 6/30/21	\$ 658,887
11	11 ParaCruz Vans	FTA FY15/FY16 5339(a) Bus and Bus Facilities Formula Program Complete	\$ 953,076

Attachment B

Santa Cruz METRO

Active Grants as of 2/15/19

#	Project Description	Funding Source	\$ Budget Total Project
12	Facilities: Vernon x-planter	FTA FY15/FY16 5339(a) Bus and Bus Facilities Formula Program Complete	\$ 9,200
13	Facilities: WTC Landscape	FTA FY15/FY16 5339(a) Bus and Bus Facilities Formula Program Complete	\$ 30,000
14	Fleet fire escape. Construction support (Relates to Golf Club Fire Escape application #7)	FTA FY15/FY16 5339(a) Bus and Bus Facilities Formula Program Complete	\$ 34,180
15	3 Electric replacement buses for Highway 17 Express	FTA FY16 5339(c) LoNo On hold	\$ 4,936,512
16	Comprehensive Security and Surveillance Camera on bus	FY16 CA Proposition 1B California Transit Security Program Expiration: 3/31/19.	\$ 440,505
17	Pacific Station right-of-way acquisition and Construction	FY15 Public Transportation Modernization, Infrastructure and Service Enhancement Act (PTMISEA) Expiration: 6/30/22	\$ 1,551,333
18	Pacific Station Roof Construction	FY15 Public Transportation Modernization, Infrastructure and Service Enhancement Act (PTMISEA) Expiration: 6/30/22	\$ 350,000
19	One ParaCruz Expansion Van for Elderly/Disabled program beyond ADA requirements.	FY15 Caltrans FTA 5310 Elderly & Handicapped mobility program Complete	\$ 68,367
20	Propane Mule	FY14 FTA 5339a Formula Program Complete	\$ 60,000
21	Bus Mid-Life Overhaul, 7 @ \$39,513.70 ea.	FY14 FTA 5339a Formula Program Expires:6/30/19	\$ 276,596
22	Bucket truck	FY14 FTA 5339 Formula Program Complete	\$ 97,814
23	Bus Repaint, 36 @ 3,628.10 ea.	FY14 FTA 5339 Formula Program Complete	\$ 131,834
24	Pressure Washer	FY14 FTA 5339 Formula Program Expiration: 6/30/19	\$ 17,548
28	MetroBase: Judy K. Souza Operations Facility construction	FY12 Proposition 1B State and Local Partnership Program (SLPP) California Transportation Commission Complete	\$ 11,624,000

Attachment B

Santa Cruz METRO Active Grants as of 2/15/19

#	Project Description	Funding Source	\$ Budget Total Project
29	MetroBase development, Judy K. Souza Operations Facility	FY10 - 13, FY15 Public Transportation Modernization, Infrastructure and Service Enhancement Act (PTMISEA) Complete	\$ 15,096,394
30	Pacific Station expansion and renovation architectural services	FY08 FTA 5309 CA-04-0102 Expires: 9/30/19	\$ 612,500
31	Pacific Station expansion and renovation architectural services	FY06 FTA 5309 CA-04-0021 Expire: 9/30/19	\$ 495,000
		Total	\$ 55,807,581

End of Active Grants

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Daniel Zaragoza, Operations Manager, Paratransit Division
SUBJECT: ACCEPT AND FILE THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR OCTOBER, NOVEMBER AND DECEMBER 2018

I. RECOMMENDED ACTION

That the Board of Directors accept and file the quarterly METRO ParaCruz Operations Status Report for July, August and September 2018

II. SUMMARY

- Summary review of monthly operational statistics for ParaCruz:
Comparing the monthly statistics of FY18 to the monthly statistics of FY19:
 - In October, the number of ParaCruz rides increased by 52
 - In November, the number of ParaCruz rides decreased by 354
 - In December, the number of ParaCruz rides increased by 296
- Summary of monthly operational information about ParaCruz:
 - October number of total ParaCruz rides: 7,048
 - November number of total ParaCruz rides: 5,947
 - December number of total ParaCruz rides: 5,754

III. DISCUSSION/BACKGROUND

Comparing September 2018 statistics to October 2018, ParaCruz rides increased by 950 rides. Comparing October 2018 statistics to November 2018, ParaCruz rides decreased by 1,101 rides. Comparing November 2018 statistics to December 2018, rides decreased by 193 rides.

ParaCruz is currently funded for 30 Paratransit Operators. Three of these positions are vacant. Four new Operators have been hired and are currently in training.

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

IV. COORDINATION

This staff report has been coordinated with statistics provided by the Finance and Fleet Departments. Additional data was provided by the Eligibility Coordinator and Candis Almanza, Paratransit Supervisor.

V. FINANCIAL CONSIDERATIONS/IMPACT

There are no financial considerations for this report.

VI. ATTACHMENTS

- Attachment A:** ParaCruz On-time Performance Charts for October, November and December 2018
- Attachment B:** Comparative Operating Statistics Tables for October, November and December 2018
- Attachment C:** Number of Rides Comparison Chart
- Attachment D:** Total Ride vs. Shared Ride Chart
- Attachment E:** Annual Miles Comparison Chart
- Attachment F:** Monthly Assessments


Prepared by: Daniel Zaragoza, Operations Manager, Paratransit Division

VII. APPROVALS

Daniel Zaragoza, Operations Manager,
Paratransit Division



Alex Clifford, CEO/General Manager



- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment A

ParaCruz On-time Performance Report

	October 2017	October 2018
Total pick ups	6,996	7048
Percent in “ready window”	82.25%	78.55%
1 to 5 minutes late	6.23%	6.67%
6 to 10 minutes late	4.23%	4.55%
11 to 15 minutes late	2.47%	3.28%
16 to 20 minutes late	1.77%	2.38%
21 to 25 minutes late	1.24%	1.57%
26 to 30 minutes late	.63%	1.19%
31 to 35 minutes late	.59%	.72%
36 to 40 minutes late	.41%	.48%
41 or more minutes late (excessively late/missed trips)	.17%	.60%
Total beyond “ready window”	17.75%	21.45%

On-time Performance

During October, ParaCruz' on time performance decreased 3.70% from last year. October had a decrease of 3.33% from last month. Ridership increased from last month. ParaCruz had one Operator promoted to Dispatcher/Scheduler. ParaCruz had three Operators promoted to Bus Operators. ParaCruz has one Operator on long term disability. The total number of available working ParaCruz Operators is 19 per weekday, not including Operators on Annual Leave.

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

During the month of October 2018, ParaCruz received two Customer Service Reports. One complaint was valid; a new Operator made a wide right turn causing the tail of his vehicle to go into the next lane. One was a compliment for a ParaCruz Operator.

Attachment A

	November 2017	November 2018
Total pick ups	6,301	5,947
Percent in “ready window”	85.10%	78.41%
1 to 5 minutes late	5.24%	6.04%
6 to 10 minutes late	4.08%	5.26%
11 to 15 minutes late	2.41%	3.33%
16 to 20 minutes late	1.46%	2.17%
21 to 25 minutes late	.76%	1.93%
26 to 30 minutes late	.32%	.86%
31 to 35 minutes late	.22%	.76%
36 to 40 minutes late	.27%	..52%
41 or more minutes late (excessively late/missed trips)	.14%	.75%
Total beyond “ready window”	14.90%	21.59%

On-time Performance

During November, ParaCruz' on time performance decreased 6.69% from last year. November has a decrease of 0.14% from last month. Ridership decreased this month. ParaCruz added one Operator, who has begun training. ParaCruz had three Operators on long term disability. The total number of available working ParaCruz Operators is 18 per weekday, not including Operators on Annual Leave.

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

During the month of November 2018, ParaCruz received seven Customer Service Reports. Three were valid, regarding late rides. One was not valid; a complaint regarding an Operator blocking a parking space to deboard a passenger. And, three were compliments for ParaCruz Operators.

Attachment A

	December 2017	December 2018
Total pick ups	5,458	5,754
Percent in “ready window”	86.06%	84.74%
1 to 5 minutes late	5.06%	4.71%
6 to 10 minutes late	3.59%	3.77%
11 to 15 minutes late	2.03%	2.69%
16 to 20 minutes late	1.30%	1.37%
21 to 25 minutes late	.82%	1.16%
26 to 30 minutes late	.60%	.56%
31 to 35 minutes late	.31%	.59%
36 to 40 minutes late	.09%	.28
41 or more minutes late (excessively late/missed trips)	.13%	.12%
Total beyond “ready window”	13.94%	15.26%

On-time Performance

During September, ParaCruz' on time performance decreased 1.32% from last year. June has an increase of 6.33% from last month. Ridership decreased from last month. ParaCruz added one Operator, who has graduated from training. ParaCruz has four Operators on long term disability. The total number of available working ParaCruz Operators is 19 per weekday, not including Operators on Annual Leave.

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

During the month of December 2018, ParaCruz received one Customer Service Report; a compliment for a ParaCruz Operator.

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment B

Comparative Operating Statistics through October 2018.

	October 2017	October 2018	FY 18	FY 19	Performance Averages	Performance Goals
Requested	7,795	7,900	28,002	27,914	6,860	
Performed	6,996	7,048	25,106	24,888	6,998	
Cancels	18.95%	20.00%	20.67%	20.74%	21.66%	
No Shows	3.52%	3.56%	3.31%	3.70%	3.60%	Less than 3%
Total miles	58,776	55,331	208,902	205,554	50,812	
Av trip miles	6.23	5.91	6.21	6.19	6.26	
Within ready window	82.25%	78.55%	81.56%	81.51%	85.40%	90.00% or better
Call center volume	5,411	6,091	21,634	22,252	N/A	New phone system 1/6/18
Hold times less than 2 minutes	92.24%	96.01%	92.22%	95.36%	N/A	Greater than 90%
Distinct riders	594	721	975	1,119	721	
Most frequent rider	50 rides	52 rides	188 rides	171 rides	51 rides	
Shared rides	58.0%	68.4%	58.0%	65.4%	60.91%	Greater than 60%
Passengers per rev hour	1.95	2.11	1.96	1.67	1.85	Greater than 1.6 passengers/hour
Rides by supplemental providers	N/A	N/A	N/A	N/A	N/A	No more than 25%
Vendor cost per ride	N/A	N/A	N/A	N/A	N/A	
Rides < 10 miles	62.91%	73.62%	63.69%	65.11%	63.84%	
Rides > 10	37.09%	26.38%	36.31%	34.89%	36.16%	
Denied Rides	0	0	0	0	0	Zero
Missed Trips	12	42	143	70	7	
Excessively Long Trips	4	5	8	12	2	New Stat Jan 2017
# Trips at Base Fare	4,368	4,597	15,657	15,741	3801	
# Trips > Base Fare	1,476	1,214	4,887	4,482	1,141	

Attachment B

Comparative Operating Statistics through November 2018.

	November 2017	November 2018	FY 18	FY 19	Performance Averages	Performance Goals
Requested	7,493	7,307	35,495	35,221	6,845	
Performed	6,301	5,947	31,407	30,835	5,969	
Cancels	22.25%	26.10%	21.01%	21.85%	21.98%	
No Shows	4.42%	4.35%	3.54%	3.83%	3.60%	Less than 3%
Total miles	52,811	49,990	261,714	255,500	50,577	
Av trip miles	6.16	6.32	6.20	6.25	6.28	
Within ready window	85.10%	78.41%	82.27%	80.91%	84.85%	90.00% or better
Call center volume	4,961	N/A	21,016	N/A	N/A	information not available
Hold times less than 2 minutes	90.69%	N/A	N/A	94.8%	N/A	information not available
Distinct riders	585	662	1061	1,204	653	
Most frequent rider	45 rides	47 rides	220 rides	197 rides	53 rides	
Shared rides	57.6%	66.3%	57.9%	66.3%	61.63%	Greater than 60%
Passengers per rev hour	1.88	2.02	1.94	1.96	1.86	Greater than 1.6 passengers/hour
Rides by supplemental providers	N/A	N/A	N/A	N/A	N/A	No more than 25%
Vendor cost per ride	N/A	N/A	N/A	N/A	N/A	
Rides < 10 miles	63.66%	62.55%	63.68%	62.47%	63.74%	
Rides > 10	36.34%	37.45%	36.32%	37.53%	36.09%	
Denied Rides	0	0	0	0	0	Zero
Missed Trips	9	43	152	113	13	N/A
Excessively Long Trips	3	2	11	14	2	New Stat Jan 2017
# Trips Base Fare	4,021	3,848	19,678	19,589	3,786	
# Trips > Base Fare	1,293	1,061	6,180	5,543	1,122	

Attachment B

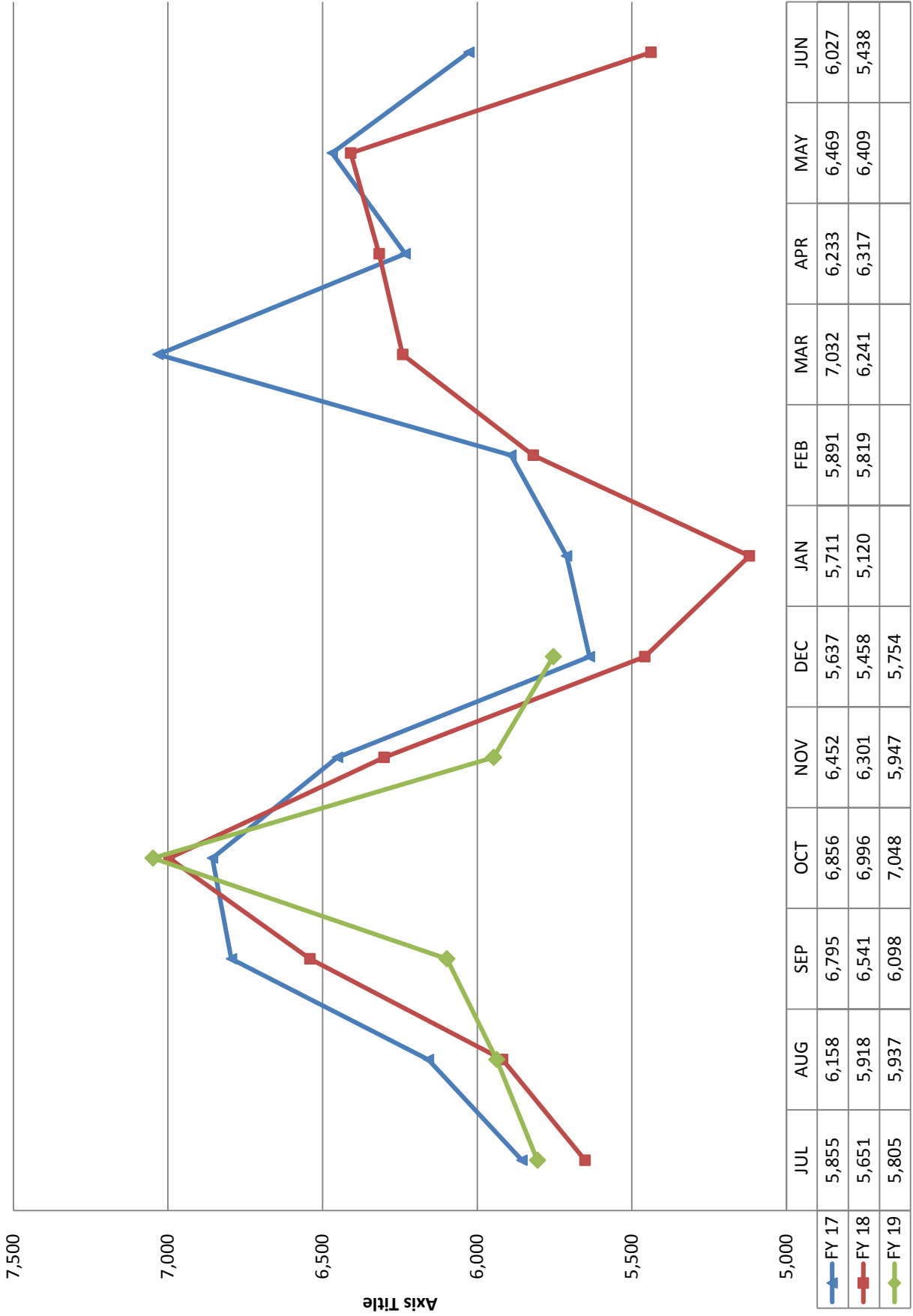
Comparative Operating Statistics through December 2018.

	December 2017	December 2018	FY 18	FY 19	Performance Averages	Performance Goals
Requested	6,564	6,565	42,059	41,786	6,850	
Performed	5,458	5,754	36,865	36,589	5,994	
Cancels	24.28%	24.22%	21.52%	22.23%	21.98%	
No Shows	4.19%	4.08%	3.23%	3.87%	3.59%	Less than 3%
Total miles	47,551	46,501	309,265	302,001	50490	
Av trip miles	6.36	5.97	6.22	6.18	6.24	
Within ready window	86.06%	84.74%	82.83%	81.52%	84.74%	90.00% or better
Call center volume	4,553	N/A	25,569	N/A	N/A	information not available
Hold times less than 2 minutes	94.47%	N/A	N/A	N/A	N/A	information not available
Distinct riders	591	671	1,141	1262	660	
Most frequent rider	43 rides	54 rides	246 rides	233 rides	54 rides	
Shared rides	52.5%	64.2%	57.1%	64.2%	62.61%	Greater than 60%
Passengers per rev hour	1.84	2.01	1.93	1.97	1.87	Greater than 1.6 passengers/hour
Rides by supplemental providers	N/A	N/A	N/A	N/A	N/A	No more than 25%
Vendor cost per ride	N/A	N/A	N/A	N/A	N/A	
Rides < 10 miles	65.30%	61.47%	63.92%	62.31%	63.42%	
Rides > 10	34.70%	38.53%	36.08%	37.69%	36.41%	
Denied Rides	0	0	0	0	0	Zero
Missed Trips	7	7	159	120	8	N/A
Excessively Long Trips	1	2	12	16	2.17	New Stat Jan 2017
# Trips Base Fare	3,493	3,644	23,171	23,233	3,799	
# Trips > Base Fare	1,053	912	7,233	6,455	1,110	

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment C

Number of Rides Comparison

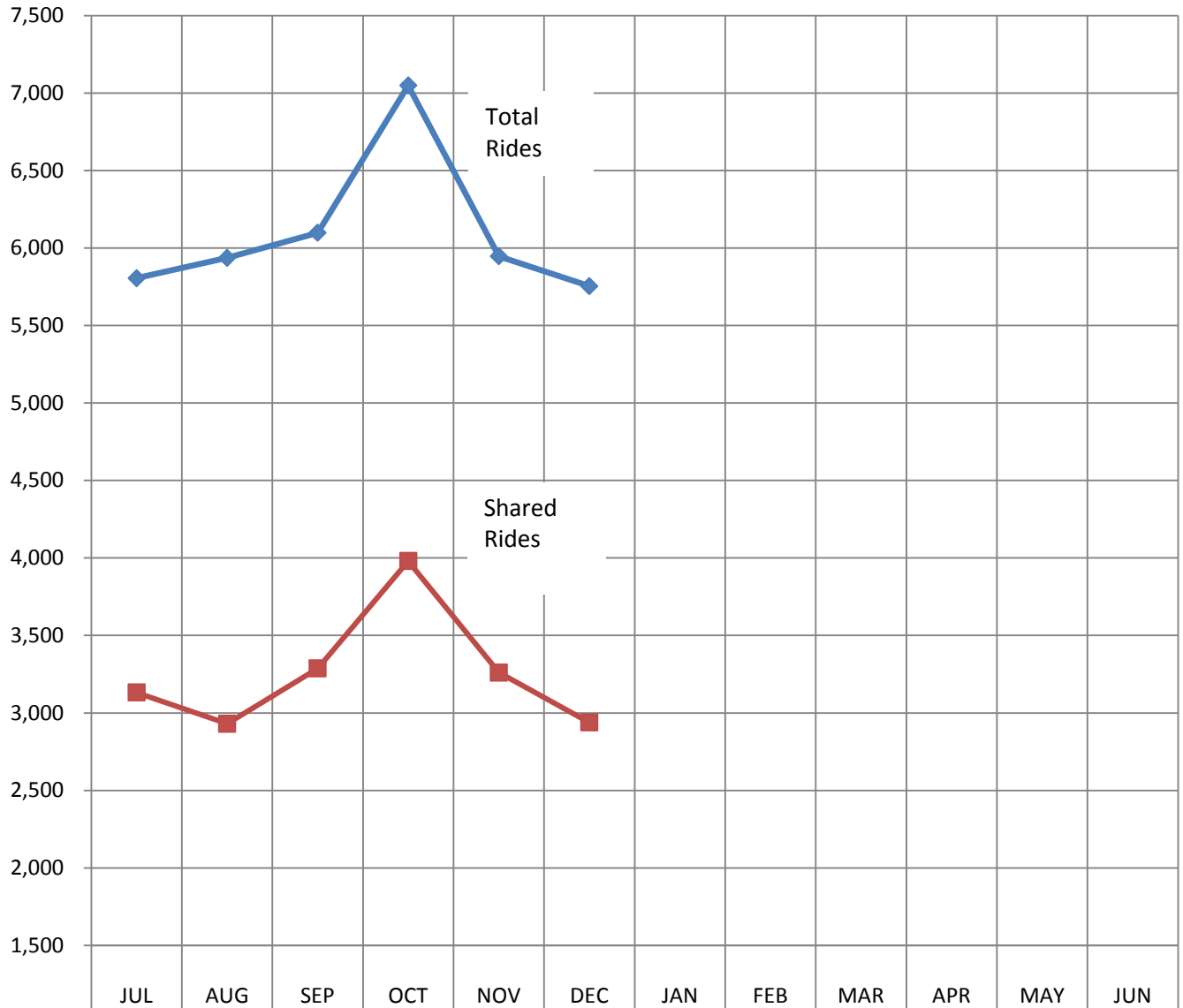


11-05C.1

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment D

Total Ride vs. Shared Ride Count

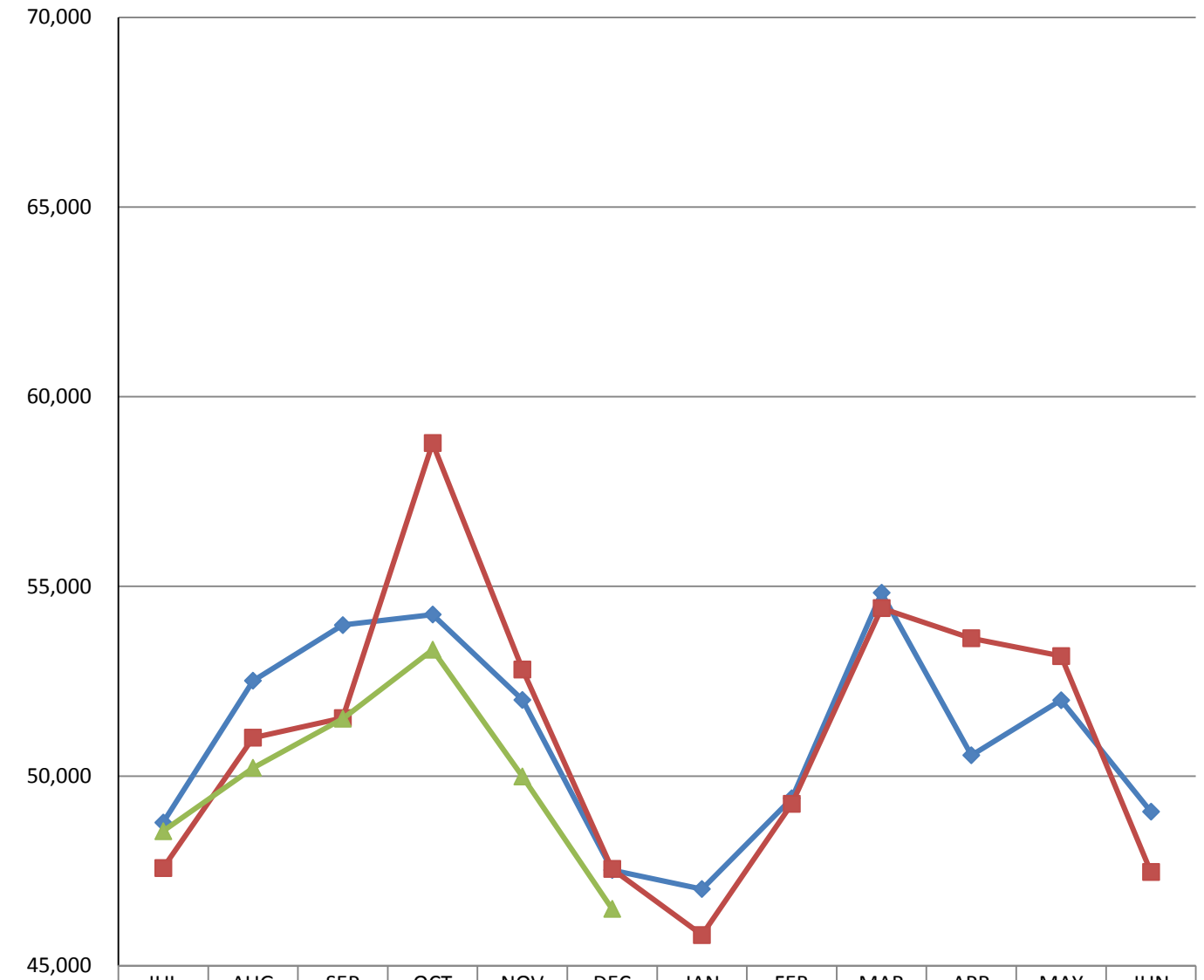


Total Rides	5,805	5,937	6,098	7,048	5,947	5,754						
Shared Rides	3,132	2,930	3,287	3,980	3,261	2,939						

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment E

Annual Miles Comparison



	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
◆ FY 17	48,777	52,513	53,982	54,257	52,009	47,522	47,024	49,416	54,831	50,549	52,001	49,061
■ FY 18	47,578	51,011	51,532	58,776	52,811	47,551	45,811	49,271	54,426	53,633	53,164	47,473
▲ FY 19	48,549	50,216	51,513	53,331	49,990	46,501						

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment F

Monthly Assessments

MONTHLY ASSESSMENTS						
	UNRESTRICTED	RESTRICTED CONDITIONAL	RESTRICTED TRIP BY TRIP	TEMPORARY	DENIED	TOTAL
JANUARY 2018	22	0	1	1	0	24
FEBRUARY 2018	33	0	0	2	0	35
MARCH 2018	45	0	1	1	0	47
APRIL 2018	35	0	0	0	0	35
MAY 2018	33	0	0	1	0	34
JUNE 2018	37	0	1	0	0	38
JULY 2018	47	0	0	1	0	48
AUGUST 2018	37	0	3	2	0	42
SEPTEMBER 2018	35	0	0	2	0	37
OCTOBER 2018	36	0	0	0	0	36
NOVEMBER 2018	26	1	0	0	0	27
DECEMBER 2018	17	0	0	0	0	17

Number of Eligible Riders for the month of October 2018 = 3,714

Number of Eligible Riders for the month of November 2018 = 3,670

Number of Eligible Riders for the month of December 2018 = 3742

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Barrow Emerson, Planning & Development Director
SUBJECT: METRO SYSTEM RIDERSHIP REPORTS FOR THE SECOND QUARTER OF FY19

I. RECOMMENDED ACTION

Accept and file the METRO system ridership report for the second quarter of FY19

II. SUMMARY

- This report contains ridership summaries and ridership by route for Santa Cruz Metropolitan Transit District (METRO) fixed route bus service for the second quarter (Q2) of FY19 (October 1 – December 31, 2019).
- Attachment A shows system-wide and college student ridership statistics for Q2 of FY19 and makes comparisons with ridership statistics from Q2 of FY18.
- Attachment B shows the average ridership and pass/fare usage per route and system-wide.
- Quarterly ridership reports are provided to keep the Board of Directors apprised of METRO's ridership statistics and ridership trends.

III. DISCUSSION/BACKGROUND

FY19 Q2 total fixed-route ridership decreased 1.5% compared to FY18 Q2.

Reason(s) include:

- Local ridership decreased 1.5%. Ridership on local routes was 94.7% of total fixed route ridership.
 - Student pass usage decreased 0.9%
 - UCSC ridership decreased 1.7%
 - UCSC Strike from 10/23-10/25 resulted in an estimated ridership loss of 33,111.
 - Given that overall UCSC ridership decreased by 13,416 rides, we can assume that in the absence of this strike that UCSC ridership would have increased by an estimated 19,965 rides, a 2.4% increase over FY18 Q2.
 - Cabrillo ridership increased 6.6%

- Non-Student ridership on our local system decreased 2.8%
- Highway 17 ridership decreased 0.9%. Ridership on the commuter route was 5.3% of total fixed route ridership.

Reason(s) include:

- Highway 17 peak traffic volumes exceed the capacity of the roadway and the congestion on the freeway causes trip delays leading to unreliable service.
- High rates of car ownership allow more people access to a vehicle for commuting and are further contributing to congestion.
 - From 2015-2017 California annual vehicle sales exceeded 2 million. 2018 vehicle sales declined slightly to 1.9 million.
- Increased telecommuting results in less riders commuting daily.
 - Highway 17 Day pass and 15-Ride pass usage increased 1% while, 31-Day passes decreased 8%. The usage of the 1-Ride Hwy 17 pass introduced in Q2 of FY19 comprised 2% of total rides on the Hwy 17. This supports the assumption that less commuters are using this service every weekday.

Quarterly Discounted Pass and Cash Fare usage increased 1.6% and 0.6%, respectively.

- Discounted ridership had an increase of 1,967 separate discounted fare or pass transactions.
- Paracruz ridership remained stable.

Quarterly Regular Pass and Cash Fare totals decreased 2.3% and 5.9%, respectively.

Reason(s) include:

- Loss of discretionary riders.
 - Slower speeds due to street and highway congestion. Caltrans Average Annual Daily Traffic Counts show that the volume of cars on Highway 1 increased by 10% over the last six years.
 - Increased car ownership rates across the U.S. are higher than before the recession among all households, but especially among low-income consumers – those most likely to ride the bus.
 - Nationwide public transit declined 1.8% in 2018.
 - AB60 passed in 2015, allowing undocumented residents to acquire drivers' licenses. The number of drivers' licenses issued per capita in 2016 in Santa Cruz County increased 4.5% from 2014, where this metric was stable in prior years.
 - New vehicle registrations in California peaked in 2016 but declined by 2.9% in 2018.

Attachment B shows average ridership per trip for all weekday and weekend routes in Q4 of FY18. System-wide, on average there are 31 riders per trip on weekdays and 28 riders per trip weekends.

- The weekday routes with the highest ridership average is Route 15
 - This route serves UCSC via Laurel West. This is likely due to the implementation of articulated buses along this route, which have a greater capacity than the 40 ft. buses that serve other UCSC routes.
- The weekend route with the highest ridership average are Routes 16 and 20.
 - These routes serve Laurel East and the West Side. In FY18, Route 16 was the single route with the highest average ridership per trip on weekends. The increase in ridership on Route 20 for the second consecutive quarter in FY19 may indicate an increasing demand for service on the West Side of Santa Cruz on weekends.
- The weekday route with the lowest ridership average is Route 34.
 - This route served South Felton during the SLVUSD school term. This route was eliminated at the end of December.
- The weekend route with the lowest ridership average is Route 79.
 - This route serves Pajaro/East Lake. This route was modified in spring of FY18 but the ridership on this route is still in decline.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Revenue derived from passenger fares and passes is reflected in the FY19 operating budget.

V. ALTERNATIVES CONSIDERED

There are no alternatives to consider.

VI. ATTACHMENTS

Attachment A: Quarterly System Ridership Summary for FY19 Q2 (October 1 – December 31, 2019)

Attachment B: Quarterly Average Ridership by Route Report for FY19 Q2 (October 1 – December 31, 2019)

Prepared by: Cayla Hill, Planning Analyst

VII. APPROVALS

Barrow Emerson,
Planning and Development Director



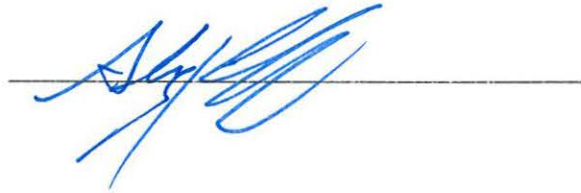
A handwritten signature in blue ink, appearing to read "Barrow Emerson", written over a horizontal line.

Approved as to fiscal impact:
Angela Aitken, CFO



A handwritten signature in blue ink, appearing to read "Angela Aitken", written over a horizontal line.

Alex Clifford, CEO/General Manager



A handwritten signature in blue ink, appearing to read "Alex Clifford", written over a horizontal line.

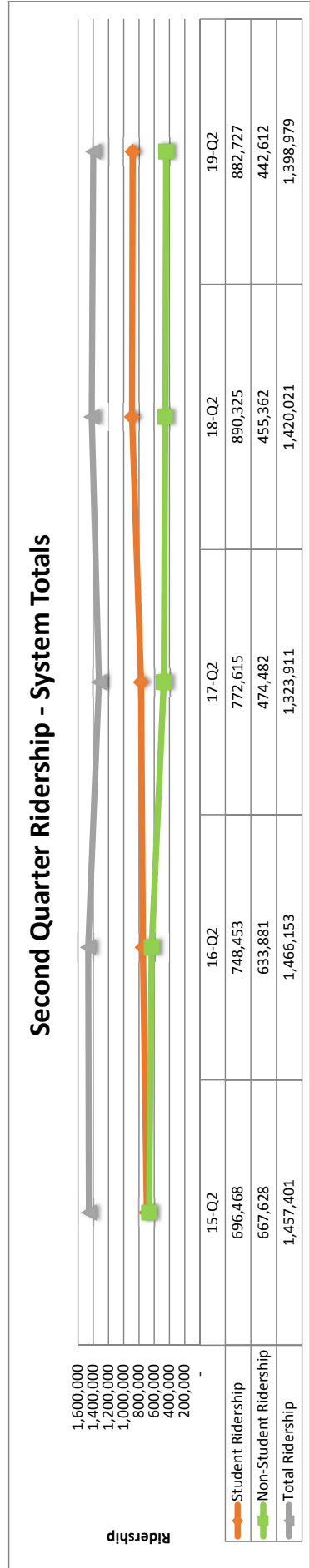
Quarterly System Ridership Summary

FY19 Q2 (October, 2018 - December 31, 2018)

Calendar Operating Days		Discounted Pass Usage (Senior/Disabled)			Regular Pass Usage				
	This Year	Last Year	FY19 Q2	FY18 Q2	% Change	This Year	Last Year	% Change	
Weekdays	63	62	101,512	99,878	1.6%	Local Pass Usage	138,969	135,187	2.8%
Weekends	27	28				Hwy 17 Pass Usage	24,849	31,044	-20.0%
UCSC School Days *	52	52				Local Cruz Cash Usage	6,764	7,679	-11.9%
Cabrillo School Days **	52	52				Hwy 17 Cruz Cash Usage	2,815	3,529	-20.2%
						Total Pass Usage	173,397	177,439	-2.3%

Discounted Cash Usage (Senior/Disabled)			Regular Cash Usage				
	This Year	Last Year	% Change	This Year	Last Year	% Change	
Local Single Cash Fare	53,871	52,985	1.7%	Local Single Cash Fare	147,504	157,963	-6.6%
Hwy 17 Single Cash Fare	5,268	5,821	-9.5%	Hwy 17 Single Cash Fare	34,700	35,610	-2.6%
Total Cash Usage	59,139	58,806	0.6%	Total Cash Usage	182,204	193,573	-5.9%

System Totals			Student Pass Totals				
	FY19 Q2	FY18 Q2	% Change	This Year	Last Year	% Change	
Local Fixed Route	1,325,339	1,345,687	-1.5%	UCSC	789,081	802,497	-1.7%*
Highway 17 Express	73,640	74,334	-0.9%	Cabrillo	93,646	87,828	6.6%**
System Total	1,398,979	1,420,021	-1.5%	Student Total	882,727	890,325	-0.9%



- THIS PAGE INTENTIONALLY LEFT BLANK -

Quarterly Average Ridership by Route Report

October 1, 2018 - December 31, 2018		Average Weekday Ridership per Trip					Average Weekend Ridership per Trip				
Route	Corridor	Total Riders	UCSC Riders	Cabrillo Riders	Discount Fares and Passes	Regular Passes	Total Riders	UCSC Riders	Cabrillo Riders	Discount Fares and Passes	Regular Passes
UCSC											
10	UCSC via High St.	53	51	0	1	1	52	49	0	1	1
15	UCSC via Laurel West	68	67	0	1	1					
16	UCSC via Laurel East	66	64	0	1	1	62	59	0	1	1
19	UCSC via Lower Bay	53	50	0	1	1	59	54	0	2	1
20	UCSC via West Side	51	45	1	2	2	62	56	0	2	2
20D	UCSC via West Side Supp.	50	49	0	0	0					
22	UCSC/Coastal Science Campus	50	50	0	0	0					
Intercity											
35/35A	Santa Cruz/Scotts Valley/SLV	16	1	1	4	7	19	1	1	6	5
69A	Capitola Road/Watsonville	26	2	2	8	5	23	3	2	7	4
69W	Cap. Road/Cabrillo/Watsonville	31	2	8	7	7	25	3	2	7	5
71	Santa Cruz to Watsonville	30	2	6	7	7	23	1	2	7	5
91X	Santa Cruz/Watsonville Express	17	1	9	2	2					
Rural											
33	Lompico SLV/Felton Faire	7	0	1	1	3					
34	South Felton	2	0	0	0	0					
40	Davenport/North Coast	22	0	0	2	11					
41	Bonny Doon	12	3	1	2	4					
42	Davenport/Bonny Doon	14	2	0	2	5	12	3	0	3	4
Local											
3	Mission/Beach	10	3	1	3	2	9	3	0	3	1
4	Harvey West/Emeline	14	1	1	7	4					
55	Rio Del Mar	17	0	8	4	2	10	0	1	4	2
66	Live Oak via 17th	15	2	1	5	4	13	2	1	5	2
68	Like Oak via Broadway/Portola	12	2	1	4	3	11	2	1	4	2
72	Watsonville Hospital/Pinto Lake	14	0	2	5	2	9	0	0	4	1
74S	PVHS/Watsonville Hospital	20	0	1	1	3					
75	Green Valley Road	17	0	2	7	3	13	0	1	5	2
79	Pajaro/East Lake	6	0	1	2	1	4	0	0	2	0
Highway 17											
Hwy 17	Hwy 17 Express	16	-	-	1	9	18	-	-	1	3
Avg. Ridership per Trip		31	18	2	3	4	28	13	1	4	3

43 Calendar School Days of SJSU
 56 Calendar School Days of Cabrillo
 56 Calendar School Days of UCSC

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Barrow Emerson, Planning and Development Director
SUBJECT: CONSIDER A RESOLUTION DESIGNATING THE CEO AS THE AUTHORIZED AGENT TO SUBMIT A GRANT APPLICATION AND EXECUTE ACTIONS NECESSARY TO RECEIVE FORMULA FUNDS FROM THE FY19 LOW CARBON TRANSIT OPERATIONS PROGRAM

I. RECOMMENDED ACTION

That the Board adopt a resolution designating the CEO as the Authorized Agent to submit a grant application and execute all agreements and actions necessary to receive funds from the FY19 Low Carbon Transit Operations Program, including authorizing the CEO to request that the SCCRTC pass its allocation of FY19 LCTOP funds to METRO

II. SUMMARY

- The California State Controller's Office has allocated funds from the Greenhouse Gas Reduction Fund to the Low Carbon Transit Operations Program (LCTOP) for transit projects that reduce greenhouse gas emissions.
- For FY2018-19 (FY19), the State Controller's Office allocated \$939,101 to Santa Cruz County, \$511,315 to the Santa Cruz County Regional Transportation Commission (RTC) and \$427,786 to the Santa Cruz Metropolitan Transit District (METRO) to implement an LCTOP project.
- METRO needs to develop and implement battery-electric bus charging infrastructure and pursue battery storage to allow METRO to avoid purchasing power from the grid at peak price times. Staff recommends rolling-over this year's allocation until METRO can finalize plans for charging infrastructure/or a battery-electric replacement bus for the Watsonville service area.
- METRO will request its LCTOP allocation amount of \$427,786 and bank the advance payment in a separate, interest-bearing account.
- METRO will also request that the RTC again contribute its allocation amount of \$511,315 to METRO for a qualifying project, which METRO will also bank in a separate, interest-bearing account.
- Staff recommends that the Board adopt a resolution designating the CEO as the Authorized Agent to submit an application and to execute all agreements and take all other actions, including executing the Certifications and Assurances, necessary to receive the LCTOP funds.

III. DISCUSSION/BACKGROUND

In 2006, Governor Swartzenegger executed the California Global Warming Solutions Act of 2006 (AB 32), landmark legislation that set targets to reduce greenhouse gas emissions to 1990 levels by 2020. AB32 spawned trailing legislation that created new programs and designated various state agencies to administer them. In 2014, Governor Brown signed the Transit, Affordable Housing and Sustainable Communities Program (SB 862), which distributed revenue from the sale of carbon emission credits to various programs which would increase transit ridership and reduce overall emissions from transportation sources. SB 862 established the Low Carbon Transit Operations Program (LCTOP) to distribute Cap-and-Trade revenue to regional transportation planning agencies and to public transit operators for new services and infrastructure that expand transit service, increase ridership and reduce emissions.

The LCTOP is a formula grant program that receives annually 5% of Greenhouse Gas Reduction Funds generated from the sale of carbon credits in the Cap and Trade program. The State Controller's Office (SCO) then allocates the LCTOP funds to Regional Transportation Planning Agencies (the RTC in Santa Cruz County) and to public transit agencies by the same formula used to allocate State Transit Assistance (STA) funds. For the FY19 program, the SCO allocated \$511,315 to the RTC and \$427,786 to METRO for a total of \$939,101 to Santa Cruz County. Last year, the Santa Cruz County Regional Transportation Commission (RTC) passed 100% of its LCTOP allocation to METRO, and METRO will request that the RTC again contribute its allocation this year to METRO for a qualifying project.

The California Air Resources Board, the State Transportation Agency, the California Environmental Protection Agency and the California Department of Transportation (Caltrans) developed the project criteria, which Senate Bill 824 (SB 824) of 2016 subsequently modified. SB 824 allows an LCTOP recipient to accumulate annual LCTOP allocations for up to four years to implement a more substantial project than would otherwise be possible. METRO needs to develop and implement battery-electric bus charging infrastructure and pursue battery storage that would allow METRO to avoid purchasing power from the grid at peak price times. Staff recommends rolling-over this year's allocation until METRO can finalize plans for charging infrastructure/battery storage or a battery-electric replacement bus for the Watsonville service area.

The deadline to submit the FY19 application is 2/28/19. The application requires a Board Resolution to approve the project and authorize the CEO as the Authorized Agent to submit an application, execute agreements and receive funds. Caltrans will pay the funds in advance of project implementation.

Staff recommends that the Board of Directors approve a roll-over of the FY19 LCTOP funds allocated by the State Controller's Office until a subsequent LCTOP cycle when METRO can finalize plans for charging infrastructure/or a battery-electric replacement bus for the Watsonville service area and adoption of a resolution (Attachment A) to:

1. Designate the CEO as the Authorized Agent to submit an application and execute all agreements necessary to receive LCTOP funds from Caltrans and authorize the CEO to execute Certifications and Assurances required to participate in the Low Carbon Transit Operating Program (Attachment B).
2. Authorize the CEO to request that the SCCRTC pass its allocation of FY19 LCTOP funds to METRO (Attachment C).
3. Approve the rollover the FY2018 - 2019 LCTOP funds allocated by the State Controller's Office until a subsequent LCTOP cycle so that METRO can finalize plans for charging infrastructure/or a battery-electric replacement bus for the Watsonville service area.

IV. FINANCIAL CONSIDERATIONS/IMPACT

METRO would receive a combined total of \$939,101 from the FY19 LCTOP allocation to Santa Cruz County. METRO will deposit these funds into a segregated, interest-bearing account until they are expended on charging infrastructure/or a battery-electric replacement bus for the Watsonville service area, as described in detail above.

V. ALTERNATIVES CONSIDERED

- Do not receive the FY19 LCTOP allocation. Staff does not recommend this alternative because METRO would lose critically needed revenue to install charging infrastructure/or purchase a battery-electric replacement bus.

VI. ATTACHMENTS

Attachment A: Resolution designating the CEO as the Authorized Agent and authorizing execution of Certifications and Assurances for the Low Carbon Transit Operating Program

Attachment B: Authorized Agent and Certifications and Assurance Forms

Attachment C: Letter to RTC requesting its LCTOP transfer to METRO

Prepared by: Wondimu Mengistu

VII. APPROVALS:

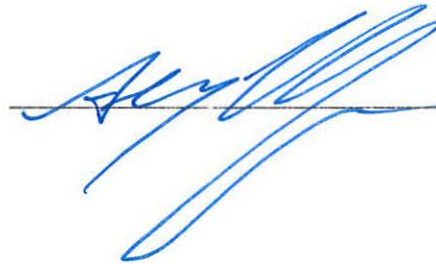
Barrow Emerson, Planning
And Development Director



Approved as to fiscal impact:
Angela Aitken, CFO



Alex Clifford, CEO/General Manager



Attachment A



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

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

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE SANTA CRUZ
METROPOLITAN TRANSIT DISTRICT AUTHORIZING THE EXECUTION OF
CERTIFICATIONS AND ASSURANCES AND DESIGNATING ALEX CLIFFORD,
CEO/GENERAL MANAGER, AS THE AUTHORIZED AGENT TO EXECUTE ALL
ACTIONS NECESSARY TO RECEIVE FY2018 - 2019 FUNDS FROM THE LOW
CARBON TRANSIT OPERATIONS PROGRAM**

WHEREAS, California Governor Brown executed the Transit, Affordable Housing and Sustainable Communities Program (SB 862) in 2014 to reduce greenhouse gas emissions from the transportation sector; and

WHEREAS, SB 862 established the Low Carbon Transit Operations Program (LCTOP) to receive revenue from the sale of emission allowances in California's Cap-and-Trade program and distribute these funds to transit operators and regional transportation planning agencies for projects that increase transit ridership; and

WHEREAS, SB 862 designated the California Department of Transportation (Caltrans) as the administrative agency to implement, monitor and establish Guidelines for the LCTOP; and

WHEREAS, the Santa Cruz Metropolitan Transit District (METRO) is an eligible LCTOP recipient that can receive funds directly from the LCTOP and from other sponsors to which the LCTOP also allocates funds; and

WHEREAS, METRO staff recommends that the Board of Directors approve a roll-over the FY2018 - 2019 LCTOP funds allocated by the State Controller's Office until a subsequent LCTOP cycle once METRO has finalized plans for charging infrastructure/battery storage or a battery-electric replacement bus to serve Watsonville; and

WHEREAS, the METRO staff proposes Board authorization to request that the Santa Cruz County Regional Transportation Commission sponsor METRO's project and contribute its FY2018 – 2019 LCTOP allocation to METRO; and

WHEREAS, METRO staff recommends the Board authorizes submittal of the following allocation request to the California Department of Transportation for Santa Cruz County's FY2018 - 2019 LCTOP funds:

Project Name: FY2018 - 2019 Charging infrastructure /battery storage or a battery-electric replacement bus for the Watsonville service area

Attachment A

Resolution No. _____
Page 2

LCTOP Funds Requested: FY2018 – 2019 Santa Cruz County allocation:
\$939,101

Short Description: Rollover of FY2018 – 2019 LCTOP funds for up to four years in order to implement charging infrastructure/battery storage or purchase a battery-electric bus to benefit a Disadvantaged Community in Watsonville.

Contributing Sponsor: Santa Cruz County Regional Transportation, \$511,315

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Santa Cruz Metropolitan Transit District hereby agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and the applicable statutes, regulations and guidelines for the LCTOP; and

BE IT FURTHER RESOLVED, that the Board of Directors of the Santa Cruz Metropolitan Transit District hereby designates Alex Clifford, CEO/General Manager, or designee, as the Authorized Agent to execute all agreements and take all actions necessary to receive funds from the LCTOP; and

BE IT FURTHER RESOLVED, that the Board of Directors of the Santa Cruz Metropolitan Transit District hereby authorizes Alex Clifford, CEO/General Manager, or designee, to request that the SCCRTC pass its allocation of LCTOP funds to METRO, and authorizes staff to rollover the FY2018 - 2019 LCTOP funds allocated by the State Controller's Office until a subsequent LCTOP cycle when METRO can finalize plans for charging infrastructure/battery storage or a battery-electric replacement bus for the Watsonville service area.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District this 22nd Day of February 2019 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED _____
Board Chair

ATTEST _____
ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM

JULIE SHERMAN
General Counsel

Attachment B



FY 2018-2019 LCTOP

Authorized Agent

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

OF THE Santa Cruz Metropolitan District
(Name of County/City/Transit Organization)

I hereby authorize the following individual(s) to execute for and on behalf of the named Regional Entity/Transit Operator, any actions necessary for the purpose of obtaining Low Carbon Transit Operations Program (LCTOP) funds provided by the California Department of Transportation, Division of Rail and Mass Transportation. I understand that if there is a change in the authorized agent, the project sponsor must submit a new form. This form is required even when the authorized agent is the executive authority himself. I understand the Board must provide a resolution approving the Authorized Agent. The Board Resolution appointing the Authorized Agent is attached.

Alex Clifford, CEO/General Manager OR
(Name and Title of Authorized Agent)

Angela Aitken, CFO OR
(Name and Title of Authorized Agent)

Click here to enter text. OR
(Name and Title of Authorized Agent)

Click here to enter text. OR
(Name and Title of Authorized Agent)

Click here to enter text. Board Chair
(Print Name) (Title)

(Signature)

Approved this 22 day of February, 2019

Attachment B



FY 2018-2019 LCTOP Certifications and Assurances

Lead Agency: Santa Cruz Metropolitan District
Project Title: Charging infrastructure /battery storage or a battery-electric replacement bus for the Watsonville
Prepared by: Alex Clifford, CEO/General Manager

The California Department of Transportation (Caltrans) has adopted the following Certifications and Assurances for the Low Carbon Transit Operations Program (LCTOP). As a condition of the receipt of LCTOP funds, Lead Agency must comply with these terms and conditions.

A. General

1. The Lead Agency agrees to abide by the current LCTOP Guidelines and applicable legal requirements.
2. The Lead Agency must submit to Caltrans a signed Authorized Agent form designating the representative who can submit documents on behalf of the project sponsor and a copy of the board resolution appointing the Authorized Agent.

B. Project Administration

1. The Lead Agency certifies that required environmental documentation is complete before requesting an allocation of LCTOP funds. The Lead Agency assures that projects approved for LCTOP funding comply with Public Resources Code § 21100 and § 21150.
2. The Lead Agency certifies that a dedicated bank account for LCTOP funds only will be established within 30 days of receipt of LCTOP funds.
3. The Lead Agency certifies that when LCTOP funds are used for a transit capital project, that the project will be completed and remain in operation for its useful life.
4. The Lead Agency certifies that it has the legal, financial, and technical capacity to carry out the project, including the safety and security aspects of that project.
5. The Lead Agency certifies that they will notify Caltrans of pending litigation, dispute, or negative audit findings related to the project, before receiving an allocation of funds.
6. The Lead Agency must maintain satisfactory continuing control over the use of project equipment and facilities and will adequately maintain project equipment and facilities for the useful life of the project.
7. Any interest the Lead Agency earns on LCTOP funds must be used only on approved LCTOP projects.
8. The Lead Agency must notify Caltrans of any changes to the approved project with a Corrective Action Plan (CAP).

Attachment B



FY 2018-2019 LCTOP

Certifications and Assurances

9. Under extraordinary circumstances, a Lead Agency may terminate a project prior to completion. In the event the Lead Agency terminates a project prior to completion, the Lead Agency must (1) contact Caltrans in writing and follow-up with a phone call verifying receipt of such notice; (2) pursuant to verification, submit a final report indicating the reason for the termination and demonstrating the expended funds were used on the intended purpose; (3) submit a request to reassign the funds to a new project within 180 days of termination.

C. Reporting

1. The Lead Agency must submit the following LCTOP reports:
 - a. Semi-Annual Progress Reports by May 15th and November 15th each year.
 - b. A Final Report within six months of project completion.
 - c. The annual audit required under the Transportation Development Act (TDA), to verify receipt and appropriate expenditure of LCTOP funds. A copy of the audit report must be submitted to Caltrans within six months of the close of the year (December 31) each year in which LCTOP funds have been received or expended.
 - d. Project Outcome Reporting as defined by CARB Funding Guidelines.
2. Other Reporting Requirements: CARB is developing Funding Guidelines that will include reporting requirements for all State agencies that receive appropriations from the Greenhouse Gas Reduction Fund. Caltrans and project sponsors will need to submit reporting information in accordance with CARB's Funding Guidelines, including reporting on greenhouse gas reductions and benefits to disadvantaged communities.

D. Cost Principles

1. The Lead Agency agrees to comply with Title 2 of the Code of Federal Regulations 225 (2 CFR 225), Cost Principles for State and Local Government, and 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.
2. The Lead Agency agrees, and will assure that its contractors and subcontractors will be obligated to agree, that:
 - a. Contract Cost Principles and Procedures, 48 CFR, Federal Acquisition Regulations System, Chapter 1, Part 31, et seq., shall be used to determine the allow ability of individual project cost items and
 - b. Those parties shall comply with Federal administrative procedures in accordance with 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments. Every sub-recipient receiving LCTOP funds as a contractor or sub-contractor shall comply with

Attachment B



FY 2018-2019 LCTOP

Certifications and Assurances

Federal administrative procedures in accordance with 2 CFR, Part 200, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.

3. Any project cost for which the Lead Agency has received funds that are determined by subsequent audit to be unallowable under 2 CFR 225, 48 CFR, Chapter 1, Part 31 or 2 CFR, Part 200, are subject to repayment by the Lead Agency to the State of California (State). All projects must reduce greenhouse gas emissions, as required under Public Resources Code section 75230, and any project that fails to reduce greenhouse gases shall also have its project costs submit to repayment by the Lead Agency to the State. Should the Lead Agency fail to reimburse moneys due to the State within thirty (30) days of demand, or within such other period as may be agreed in writing between the Parties hereto, the State is authorized to intercept and withhold future payments due the Lead Agency from the State or any third-party source, including but not limited to, the State Treasurer and the State Controller.

A. Record Retention

1. The Lead Agency agrees and will assure that its contractors and subcontractors shall establish and maintain an accounting system and records that properly accumulate and segregate incurred project costs and matching funds by line item for the project. The accounting system of the Lead Agency, its contractors and all subcontractors shall conform to Generally Accepted Accounting Principles (GAAP) and enable the determination of incurred costs at interim points of completion. All accounting records and other supporting papers of the Lead Agency, its contractors and subcontractors connected with LCTOP funding shall be maintained for a minimum of three (3) years after the "Project Closeout" report or final Phase 2 report is submitted (per ARB Funding Guidelines, Vol. 3, page 3.A-16), and shall be held open to inspection, copying, and audit by representatives of the State and the California State Auditor. Copies thereof will be furnished by the Lead Agency, its contractors, and subcontractors upon receipt of any request made by the State or its agents. In conducting an audit of the costs claimed, the State will rely to the maximum extent possible on any prior audit of the Lead Agency pursuant to the provisions of federal and State law. In the absence of such an audit, any acceptable audit work performed by the Lead Agency's external and internal auditors may be relied upon and used by the State when planning and conducting additional audits.
2. For the purpose of determining compliance with Title 21, California Code of Regulations, Section 2500 et seq., when applicable, and other matters connected with the performance

11-07B.4

Attachment B



FY 2018-2019 LCTOP

of the Lead Agency's contracts with third parties pursuant to Government Code § 8546.7, the project sponsor, its contractors and subcontractors and the State shall each maintain and make available for inspection all books, documents, papers, accounting records, and other evidence pertaining to the performance of such contracts, including, but not limited to, the costs of administering those various contracts. All of the above referenced parties shall make such materials available at their respective offices at all reasonable times during the entire project period and for three (3) years from the date of final payment. The State, the California State Auditor, or any duly authorized representative of the State, shall each have access to any books, records, and documents that are pertinent to a project for audits, examinations, excerpts, and transactions, and the Lead Agency shall furnish copies thereof if requested.

3. The Lead Agency, its contractors and subcontractors will permit access to all records of employment, employment advertisements, employment application forms, and other pertinent data and records by the State Fair Employment Practices and Housing Commission, or any other agency of the State of California designated by the State, for the purpose of any investigation to ascertain compliance with this document.

F. Special Situations

Caltrans may perform an audit and/or request detailed project information of the project sponsor's LCTOP funded projects at Caltrans' discretion at any time prior to the completion of the LCTOP.

I certify all of these conditions will be met.

Alex Clifford

(Print Authorized Agent)

CEO/General Manager

(Title)

(Signature)

(Date)

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment C

*Santa Cruz Metropolitan
Transit District*



February 22, 2019

Mr. Guy Preston, Executive Director
Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, CA 95060-3911

RE Request for SCCRTC to Sponsor METRO's FY2018 -2019 Low Carbon Transit Operations Allocation Request

Dear Mr. Preston:

The Santa Cruz Metropolitan Transit District (METRO) requests that the Santa Cruz County Regional Transportation Commission (SCCRTC) delegate its FY2018 - 2019 allocation of Low Carbon Transit Operations Program (LCTOP) funds to METRO for a public transit project to reduce greenhouse gas emissions. The LCTOP guidelines allow a recipient to contribute its allocation to another eligible recipient which would then be responsible for project implementation in accordance with all guidelines.

The State Controller's Office has allocated FY2018-2019 LCTOP funds to regional transportation planning agencies and transit operators using the same distribution formula specified for STA funds under Public Utilities Code 99313 and 99314 (§99313 and §99314). Accordingly, the SCCRTC will receive \$511,315 and METRO will receive \$427,786 in FY2018-2019 LCTOP funds. If the SCCRTC concurs, METRO will submit an allocation request for the combined total of \$939,101 allocated to Santa Cruz County for FY2018 -2019.

METRO needs to develop and implement charging infrastructure to support electric bus operations and battery storage to allow METRO to avoid purchasing power from the grid at peak price times. Staff recommends rolling-over this year's allocation until METRO can finalize plans for charging infrastructure/battery storage or to purchase a battery-electric replacement bus for the Watsonville service area.

The METRO Board of Directors adopted a resolution authorizing this project at their February 22, 2019 meeting. The application is due to Caltrans by March 28, 2019; therefore, I would request that the SCCRTC consider authorizing the sponsored project at its March 7, 2019 meeting.

If the SCCRTC authorizes sponsorship of METRO's FY2018-2019 LCTOP project, please provide a letter to METRO which specifies that SCCRTC is a contributing sponsor of \$511,315 in FY2018-2019 LCTOP §99313 funds for the project. The SCCRTC Executive Director will then be asked to sign the application as a contributing sponsor.

110 Vernon Street, Santa Cruz, CA 95060 (831) 426-6080, FAX (831) 426-6117

METRO online at <http://www.scmtd.com>

11-07C.1

Attachment C

Please call me if you would like to discuss any part of this proposal.

Thank you.

Sincerely,

Alex Clifford
CEO/General Manager



DATE: February 22, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: ACCEPT AND FILE THE YEAR TO DATE MONTHLY FINANCIAL
REPORT AS OF NOVEMBER 30, 2018**

I. RECOMMENDED ACTION

**That the Board of Directors accept and file the Year to Date Monthly
Financial Report as of November 30, 2018**

II. SUMMARY OF ISSUES

- An analysis of Santa Cruz Metropolitan Transit District's (METRO) financial status is prepared monthly in order to inform the Board of Directors regarding METRO's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year.
- This staff report is the web-accessible companion document to the attached PowerPoint presentation titled "Year to Date Monthly Financial Report as of November 30, 2018."
- Staff recommends that the Board of Directors accept and file the attached report.

III. DISCUSSION/BACKGROUND

Below are the written explanations of the various charts and graphs in the attached Year to Date Monthly Financial Report as of November 30, 2018. The fiscal year has elapsed 42%.

Slide 1

(Cover) Year to Date Monthly Financial Report as of November 30, 2018

Slide 2

FY19 Operating Revenue and Expenses for the Month Ending November 30, 2018

- Operating Revenues for the month are unfavorable by \$381K
- Operating Expenses
 - Labor Regular - favorable by \$136K
 - Labor OT - unfavorable by \$161K
 - Fringe Benefits – favorable by \$1K

- Non-Personnel - favorable by \$419K
- Total Operating Expenses – favorable by \$395K
- Transfers – unfavorable by \$22K
- Operating Balance – favorable by \$36K

Slide 3

FY19 Operating Revenue and Expenses Year to Date as of November 30, 2018

- Operating Revenues Year to Date are favorable by \$1,270K
- Operating Expenses
 - Labor Regular - favorable by \$697K
 - Labor OT - unfavorable by \$568K
 - Fringe Benefits - favorable by \$507K
 - Non-Personnel - favorable by \$424K
- Total Operating Expenses – favorable by \$1,061K
- Transfers – favorable by \$134K
- Operating Balance – favorable by \$2,198K

Slide 4

FY19 Operating Revenue by Major Funding Source - Year to Date as of November 30, 2018

- Passenger Fares - actual is \$4,432K while budget is \$4,347K
- Sales Tax Revenue (including Measure D) - actual is \$11,076K while budget is \$10,018K
- Other Revenue - actual is \$350K while budget is \$222K
- Transp Dev Act (TDA) - actual and budget are both \$1,769K
- Federal Op Assistance - actual is \$175K while budget is \$174K.

Slide 5

Favorable/ (Unfavorable) Revenue Variance to Budget Year to Date as of November 30, 2018

- Passenger Fares variance to budget is favorable by \$85K primarily due to:
 - Special Transit Fares over budget (Contract payments from UCSC exceeding our budget projections).
- Sales Tax Revenue variance to budget is favorable by \$1,058K. Significant fluctuations in the variance to budget are expected in FY19 as the California Department of Tax and Fee Administration (CDT FA) changed the way funds

are disbursed, while the monthly budget allocations are based on last year's actual allocations.

- Other Revenue variance to budget is favorable by \$127K primarily due to Advertising and Interest income.

Slide 6

FY19 Operating Expenses by Major Expense Category Year to Date as of November 30, 2018

- Labor - Regular- actual is \$6,459K while budget is \$7,156K
- Labor – OT - actual is \$1,278K while budget is \$710K
- Fringe Benefits - actual is \$8,385K (*of which \$2,204K is the Retirement Expense YTD*) while budget is \$8,892K
- Services - actual is \$1,435K while budget is \$1,579K
- Mobile Materials & Supplies - actual is \$1,124K while budget is \$1,389K
- Other Expenses - actual is \$1,050K while budget is \$1,065K.

Slide 7

Favorable/ (Unfavorable) Expense Variance to Budget Year to Date as of November 30, 2018

- Labor – Regular variance to budget is favorable by \$697K primarily due to:
 - Vacant funded positions
 - Extended unpaid leaves of absence
- Labor – OT variance to budget is unfavorable by \$567K due to vacant positions and extended leaves of absence in various departments.
- Fringe Benefits variance to budget is favorable by \$507K primarily due to lower retirement and medical insurance costs.
- Services variance to budget is favorable by \$144K primarily due to Prof & Tech Fees under budget.
- Mobile Materials & Supplies variance to budget is favorable by \$265K due to Fuel/Lube Rev Veh and Rev Veh Parts.
- Other Expenses variance to budget is favorable by \$15K primarily due to Repairs – District Properties (unbudgeted line item for funds collected from outside parties for repairs to Santa Cruz METRO's properties and vehicles).

Slide 8

FY19 Transfers Year to Date as of November 30, 2018

- Transfer to Capital Budget (2016 Net Sales Tax Measure D)- actual is \$909K while budget is \$775K.

- Transfer to Capital Budget (2016 Net Sales Tax Measure D) variance to budget is favorable by \$134K.

Slide 9

FY19 Capital Budget Spending Year to Date (by Funding Source) as of November 30, 2018

- Total Capital Spending year to date is \$1,582K; FY18 budget is \$22.0M
 - Cal-OES Prop 1B Transits Security Grant spending (CTSGP) is \$27K
 - Operating and Capital Reserve spending is \$52K
 - Federal Capital Grants (FTA) spending is \$985K
 - Measure D spending is \$432K
 - State Transit Assistance (STA –SB-1-FY18) spending is \$11K
 - State – PTMISEA (1B) spending is \$75K.

Slide 10

FY19 Capital Budget Spending Year to Date as of November 30, 2018

- Total Capital Projects spending year to date is \$1,582K; FY18 budget is \$22.0M
 - Construction Related Projects spending is \$100K for the following projects:
 - Pacific Station/Metro Center – Conceptual Design
 - Metrobase Project – Judy K. Souza – Operations Bldg.
 - Transit Security Projects
 - Revenue Vehicle Purchases, Replacement & Campaigns spending is \$1,359K for the following projects:
 - Electric Bus (3), Infrastructure and Project Management (FTA 5339c FY16)
 - AVL/ITS (FY18 STIP, Measure D)
 - VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artics
 - ParaCruz Van Replacements (11) (FTA 5339a FY15/16)
 - Capitalized Lease (3 New Flyer Buses) – Year 2
 - Bus Repaint Campaigns (36) (FTA 5339a FY14)
 - Paratransit Vehicle (1) (FTA 5310 FY13/14)
 - Capitalized Lease – 3 New Flyer Buses – External Announcement System Programming Patch (Clever Devices)

- Non-Revenue Vehicle Replacements spending is \$55K for the following project:
 - Propane Fueled Tow Motor (FTA 5339a FY14)
- Office Equipment spending is \$9K for the following project:
 - 4 Vertical Fire King File Cabinets (Admin)
- Misc. spending is \$60K for the following project:
 - TVM Pin Pad Bezel 8 Upgrade (6)
 - C/S Call Center Furnishings (FTA 5339a FY18)

Slide 11

(Cover Sheet) - Additional Information

Slide 12

Economic Indicators & Ridership for the Month of November 2018

- Unemployment Rate % in Santa Cruz County is 4.1%
- \$ Gasoline per Gallon for the San Francisco-Oakland-San Jose area is \$3.83;
\$ Diesel is \$4.02
- Ridership YTD as of November 2018 changed as follows, year-over-year (FY19 – FY18):
 - No Change in Total and Local Ridership;
 - 1% decrease in Highway 17 ridership;
 - 0.7% increase in UCSC ridership;
 - 12.8% increase in Cabrillo ridership;
 - 2.8% decrease in Non-Student Ridership.

Slide 13

FY19 Operating Revenue, Expenses, and Transfers Year to Date as of January 31, 2019: Preliminary

- Revenue – favorable by \$1,679K
- Operating Expenses:
 - Personnel Expenses - favorable by \$612K
 - Non-Personnel - favorable by \$1,251K
- Total Operating Expenses - favorable by \$1,863K
- Transfers –favorable by \$15K
- Operating Balance – favorable by \$3,526K

IV. FINANCIAL CONSIDERATIONS/IMPACT

Favorable budget variances in Operating Revenues and Expenses contributed to the favorable budget variance in Operating Balance, Year to Date as of November 30, 2018.

V. ALTERNATIVES CONSIDERED

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

VI. ATTACHMENTS

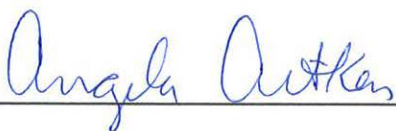
Attachment A: Year to Date Monthly Financial Report as of November 30, 2018 Presentation

Attachment B: FY19 Capital Budget Project Status Report as of November 30, 2018


Prepared By: Kristina Mihaylova, Sr. Financial Analyst

VII. APPROVALS:

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



- THIS PAGE INTENTIONALLY LEFT BLANK -



Year to Date Monthly Financial Report as of November 30, 2018

Santa Cruz METRO Board of Directors

February 8, 2019

Angela Aitken, Chief Financial Officer

FY19 Operating Revenue and Expenses For the Month Ending November 30, 2018

42% of Fiscal Year Elapsed

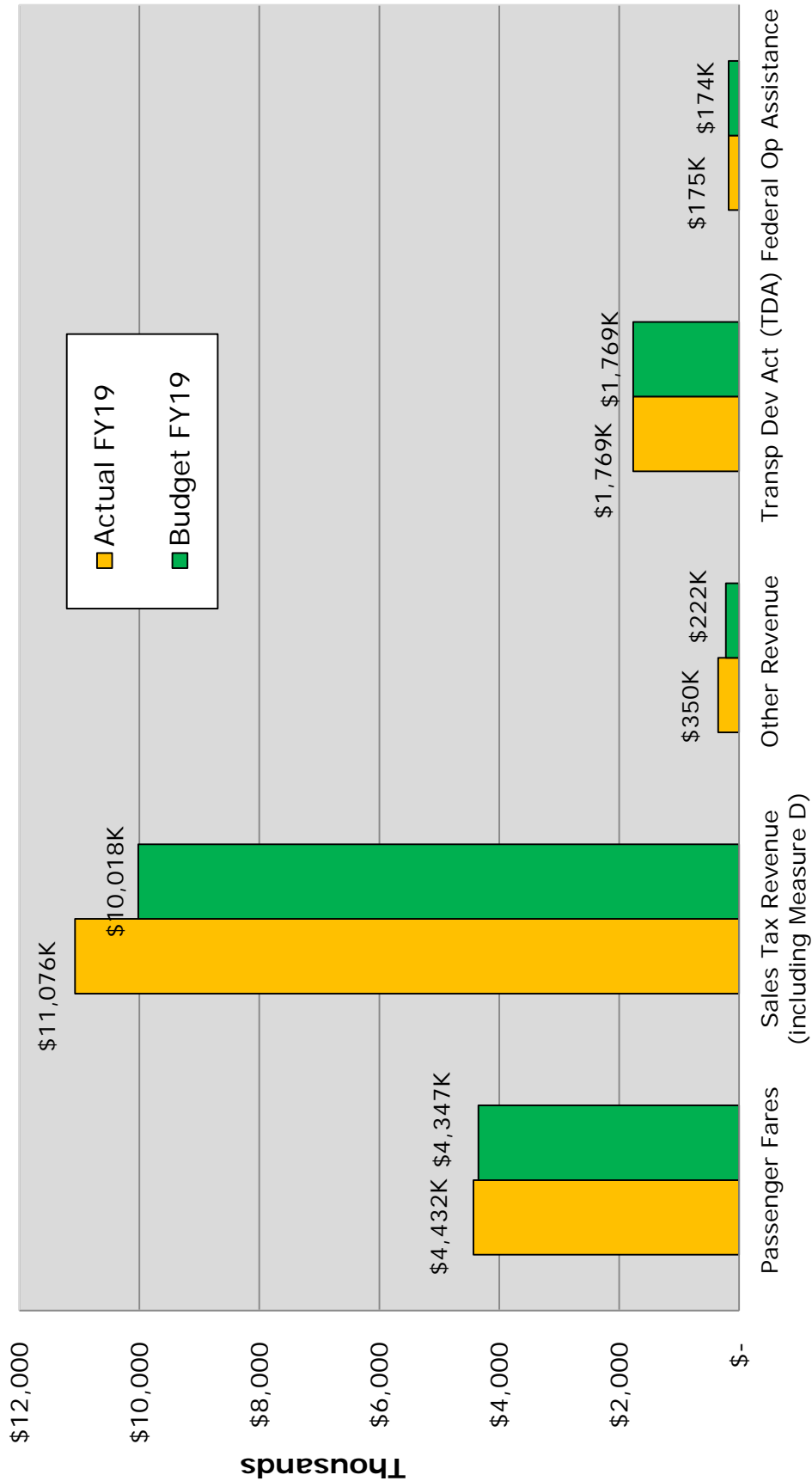
\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Operating Revenue:	\$2,869	\$3,250	(\$381)
Operating Expenses:			
Labor - Regular	\$1,295	\$1,431	\$136
Labor - Overtime	\$303	\$142	(\$161)
Fringe Benefits	\$1,777	\$1,778	\$1
Non-Personnel Expenses	\$423	\$842	\$419
Total Operating Expenses:	\$3,799	\$4,194	\$395
Transfers:	(\$133)	(\$155)	(\$22)
Operating Balance:	(\$1,063)	(\$1,099)	\$36

FY19 Operating Revenue and Expenses Year to Date as of November 30, 2018

42% of Fiscal Year Elapsed

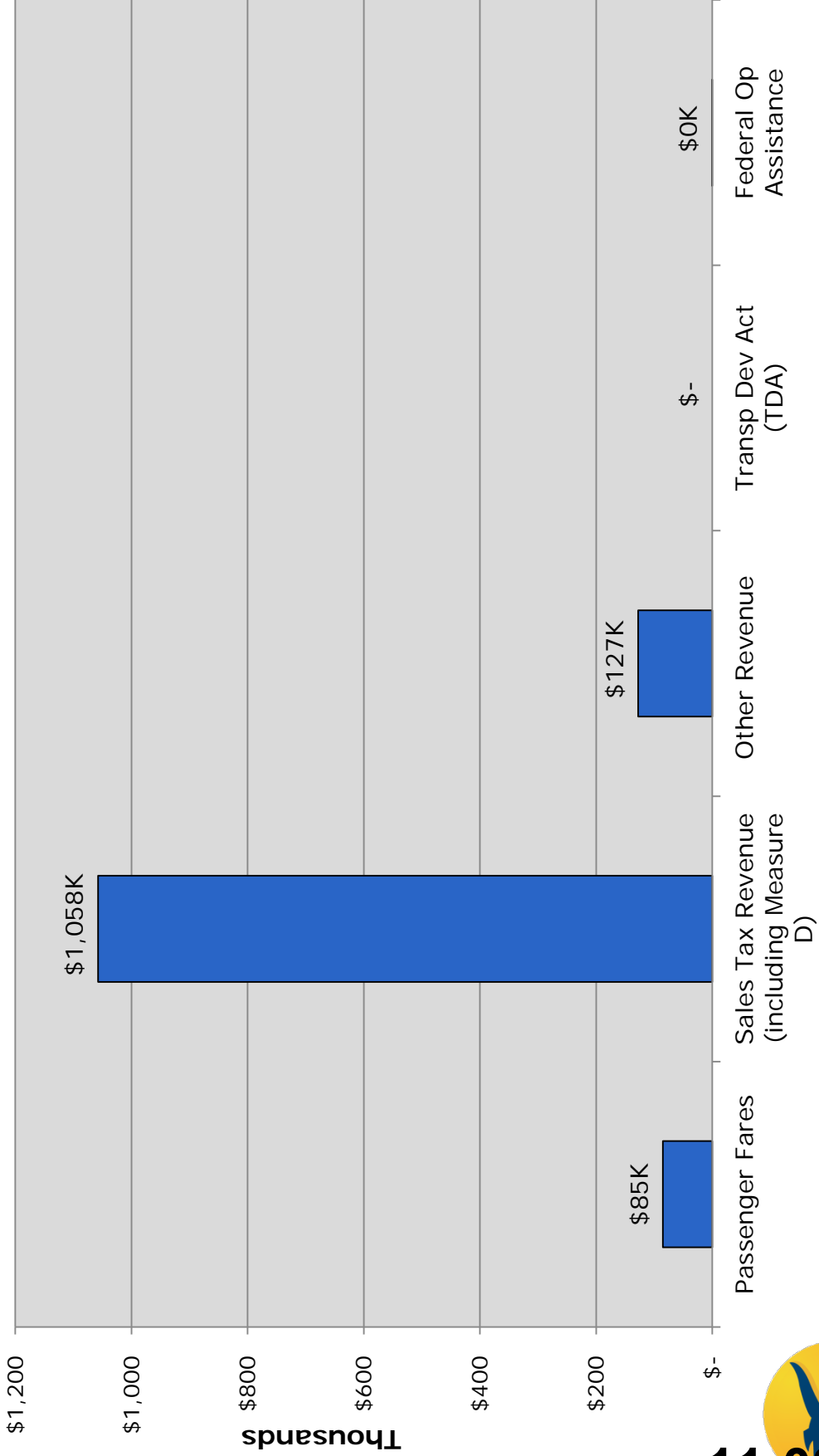
\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Operating Revenue:	\$17,801	\$16,530	\$1,270
Operating Expenses:			
Labor - Regular	\$6,459	\$7,156	\$697
Labor - Overtime	\$1,278	\$710	(\$568)
Fringe Benefits	\$8,385	\$8,892	\$507
Non-Personnel Expenses	\$3,609	\$4,033	\$424
Total Operating Expenses:	\$19,730	\$20,792	\$1,061
Transfers:	(\$909)	(\$775)	\$134
Operating Balance:	(\$2,839)	(\$5,037)	\$2,198

FY19 Operating Revenue by Major Funding Source
Year to Date as of November 30, 2018
 42% of Fiscal Year Elapsed



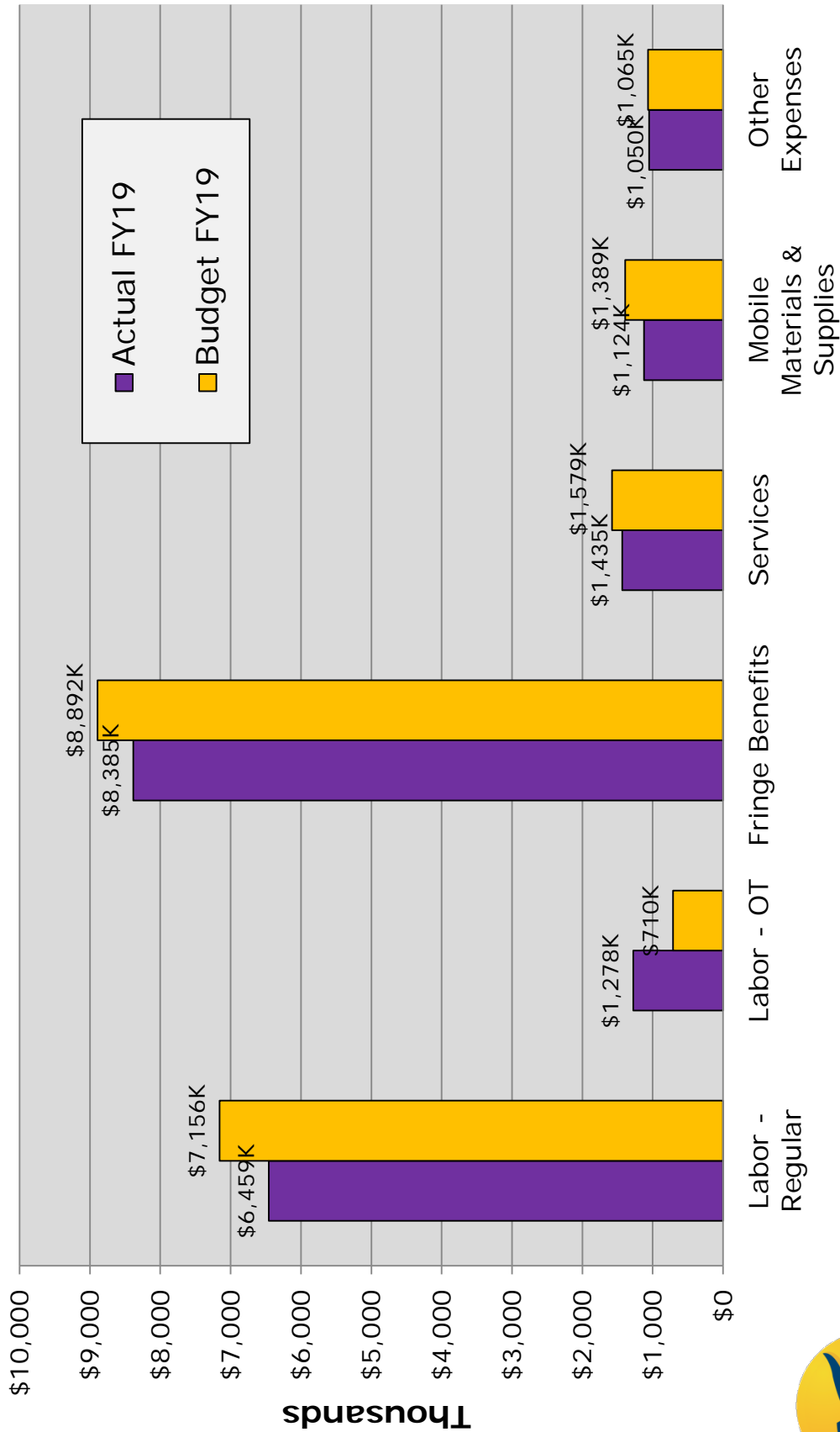
Favorable/(Unfavorable) Revenue Variance to Budget Year to Date as of November 30, 2018

42% of Fiscal Year Elapsed



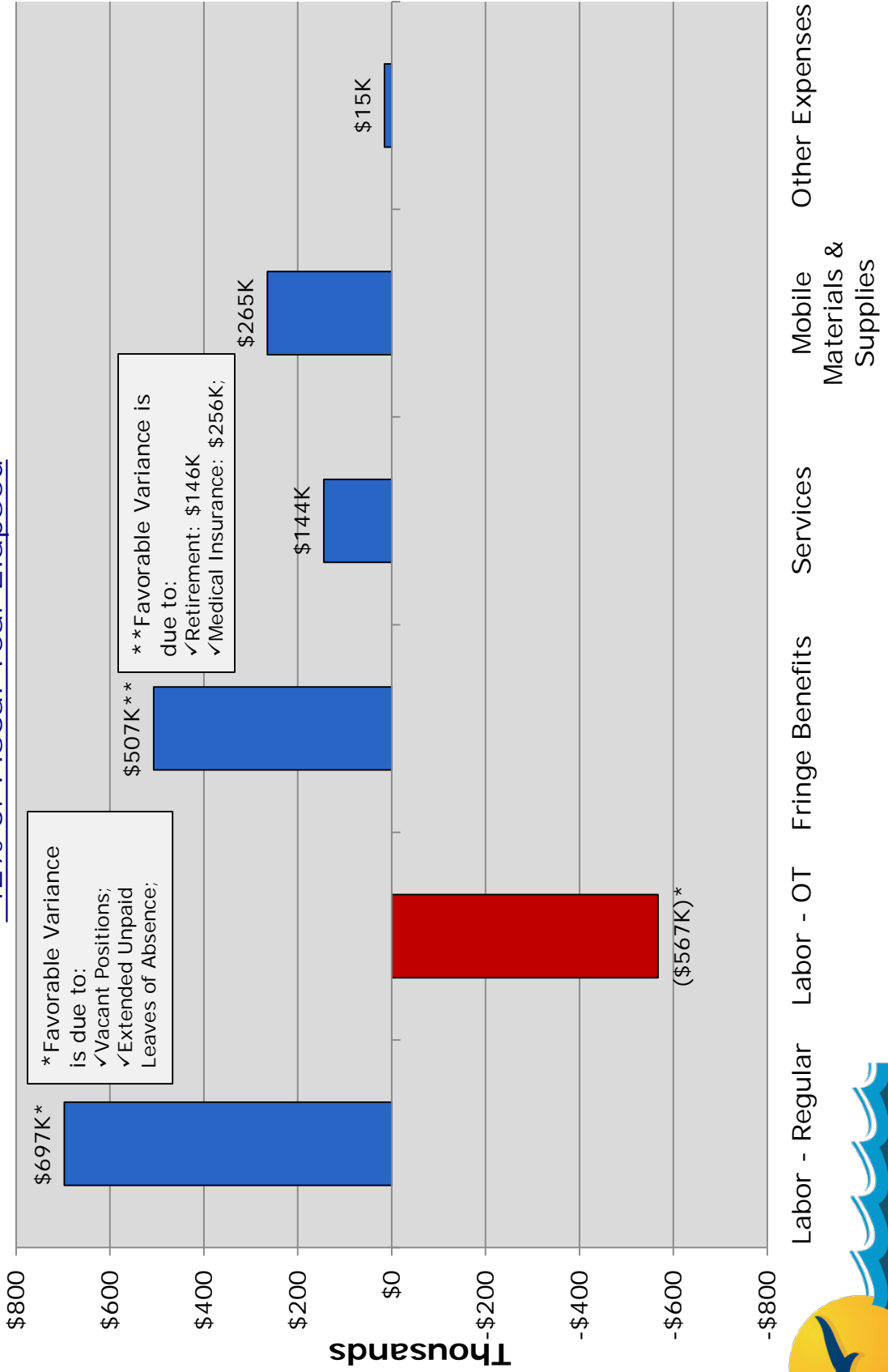
FY19 Operating Expenses by Major Expense Category
Year to Date as of November 30, 2018

42% of Fiscal Year Elapsed

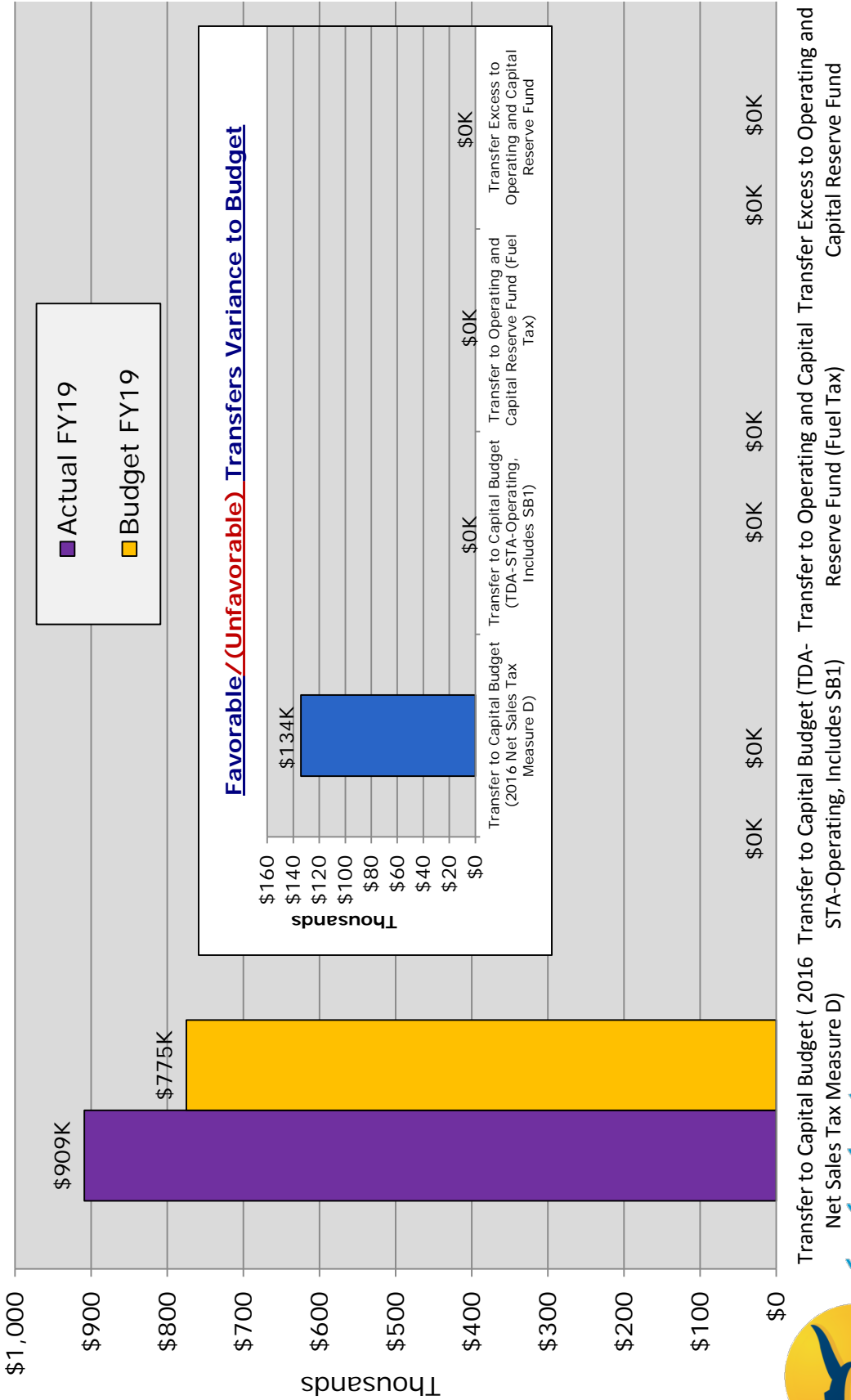


Favorable/(Unfavorable) Expense Variance to Budget Year to Date as of November 30, 2018

42% of Fiscal Year Elapsed



FY19 Transfers
Year to Date as of November 30, 2018
42% of Fiscal Year Elapsed

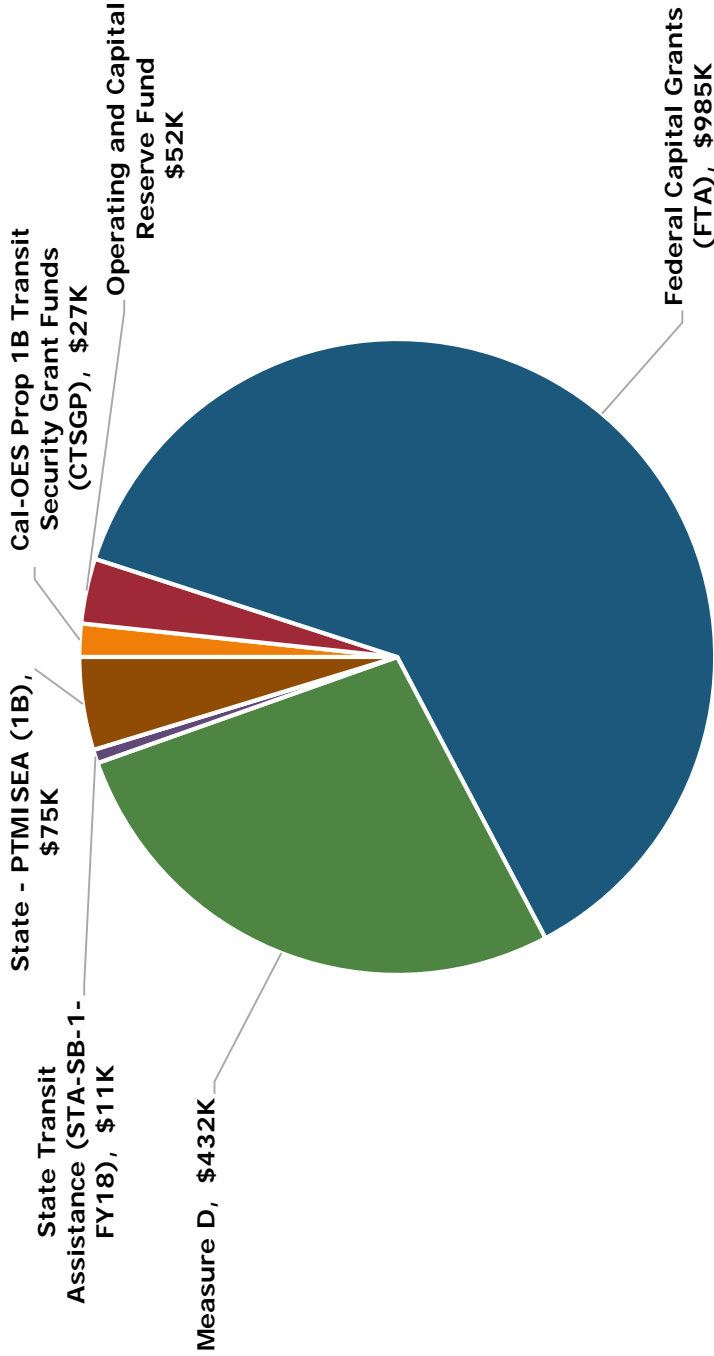


FY19 Capital Budget:

Spending Year to Date (by Funding Source) as of November 30, 2018

42% of Fiscal Year Elapsed

	Actual YTD	Total FY19 Budget	% Spent YTD
Total Capital Funding:	\$1,582,270	\$21,972,877	7%



Actual YTD



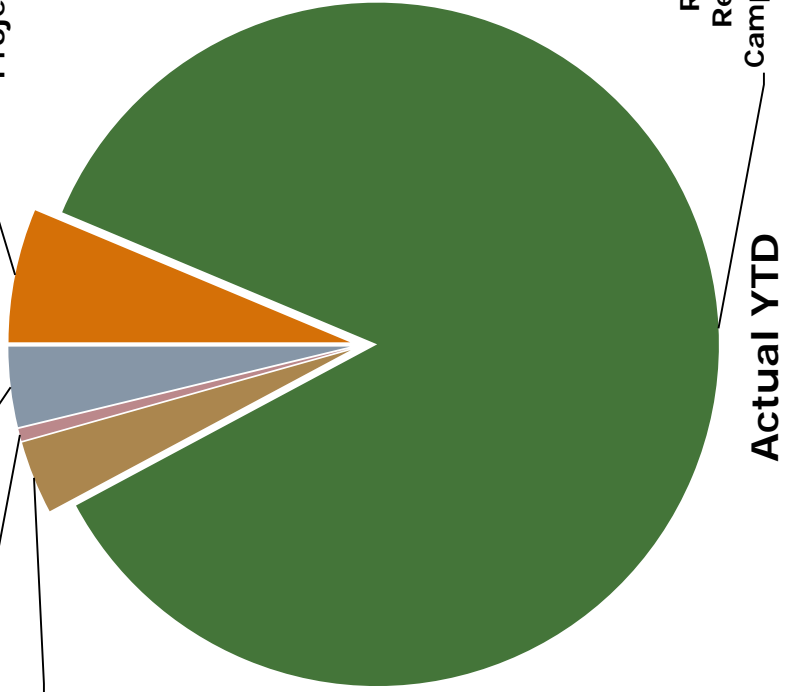
FY19 Capital Budget:

Spending Year to Date as of November 30, 2018

42% of Fiscal Year Elapsed

	Actual YTD	Total FY18 Budget	% Spent YTD
Total Capital Projects:	\$1,582,270	\$21,972,877	7%

Office Equipment \$9K
 Non-Revenue Vehicle Purchases & Replacements \$55K
 Misc, \$60K
 Construction Related Projects, \$100K



Revenue Veh Replacement & Campaigns, \$1,359K

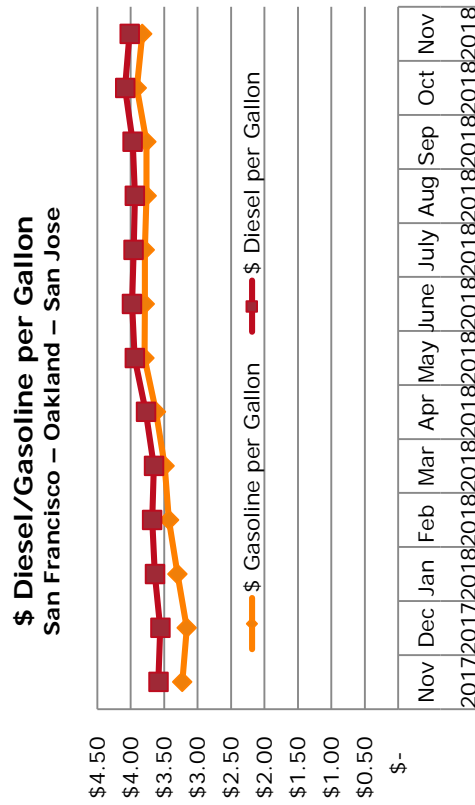
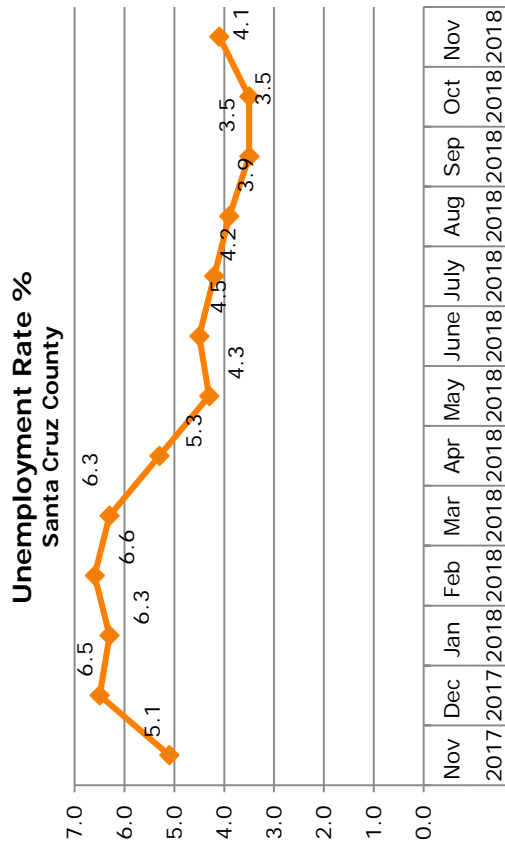
* See FY19 Capital Budget Project Status Report for additional details



Additional Information



Economic Indicators & Ridership:



FY19-18 Ridership: November YTD			
Ridership	Nov-FY19	Nov-FY18	% Change
Total	1,951,742	1,952,546	0.0%
Local	1,829,171	1,828,678	0.0%
Hwy 17	122,571	123,868	-1.0%
UCSC	910,159	903,831	0.7%
Cabrillo	143,169	126,889	12.8%
Non-Student	775,843	797,958	-2.8%



FY19 Operating Revenue, Expenses, and Transfers:
Year to Date as of January 31, 2019: PRELIMINARY:

58% of Fiscal Year Elapsed

\$ In Thousands	Actual	Budget	Budget to Actual Favorable/ (Unfavorable)
Revenue:	\$26,643	\$24,965	\$1,679
Operating Expenses:			
Personnel Expenses	\$22,850	\$23,462	\$612
Non-Personnel Expenses	\$4,348	\$5,559	\$1,251
Total Operating Expenses:	\$27,198	\$29,061	\$1,863
Transfers:			
Transfers to Capital Budget	\$1,100	\$1,085	\$15
Transfers to Operating and Capital Reserve Fund	\$0	\$0	\$0
Total Transfers:	\$1,100	\$1,085	\$15
Operating Balance:	(\$1,655)	(\$5,181)	\$3,526

Questions



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT												
FY19 REVISED CAPITAL BUDGET												
For FEBRUARY 22, 2019 Board Meeting												
Report Status - Spending as of November 30, 2018												
Updated: 1/31/2019												
	Project / Activity	PM*	Total Fiscal Year Budget	Total Spent Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
Construction Related Projects												
1	Pacific Station/Metro Center-Station Rehabilitation	EA	\$ 1,551,333	\$ 432	0%	12/5/2018				Building assessment completed by Walker Property Services. Project kick-off 1/22/2019	PTMISEA	6/30/2022
	Pacific Station/Metro Center-Roof & Window Replacement	EA	\$ 350,000	\$ -	0%	12/5/2018				See project status above for rehabilitation of Pac Station. CEO met with Santa Cruz City Manager to discuss concept plans.	PTMISEA	6/30/2022
	Pacific Station/Metro Center-Conceptual Design / MOU	BE	\$ 175,668	\$ -	85%	1/1/2013		6/30/2016	9/30/2019	Contractor working on punch list.	FTA, CAPITAL RESERVES	9/30/2019
2	Metrobase Project - Judy K.Souza - Operations Bldg.	EA	\$ 434,000	\$ 72,820	95%	9/26/2014		6/30/2018	9/28/2018	Complete. Need to issue notice of completion.	PTMISEA, CAL-OES, RES	6/30/2022
3	Mechanical Platform Upgrade - JKS Transit Security Projects.	EA	\$ 120,000	\$ 6,594	100%	8/26/2016		6/30/2018	9/28/2018	Vernon - project moving forward. Pacific Station - generator will be rolled into Pacific Station Rehabilitation project above. Completed 10/31/2018 per Isaac	CAL-OES	3/31/2019
	Emergency Generators - Equip. Cameras on Buses	EB, CA	\$ 318,300	\$ -	70%	7/10/2014		6/15/2018	3/31/2019	Close to complete, awaiting cost proposal from Ojo. And board approval	CAL-OES	3/31/2019
	Security Cameras Consultant	IH	\$ 42,275	\$ 9,958	100%	3/1/2017		6/22/2018	10/31/2018	Pac Station not funded, needs to go back on Capital Budget Unfunded list.	CAL-OES	3/31/2019
	Emergency Generators - Equip. Cameras on Buses	IH	\$ 25,000	\$ -	60%	6/1/2017		10/1/2018	12/31/2018	Awaiting cost proposal from Ojo Technologies.	CAL-OES	3/31/2019
	Security Cameras Install	EB, CA	\$ 16,000	\$ 10,153	50%	7/10/2014		7/30/2018				
	Subtotal		\$ 3,034,851	\$ 99,957								
IT Projects												
4	None		\$ -	\$ -								
	Subtotal		\$ -	\$ -								
Facilities Upgrades & Improvements												
5	Fuel Management System (FTA 5339a FY17)	EB, CA	\$ 180,000	\$ -	10%	10/1/2017		#####		Pending executed grant agreement	FTA	Award pending
6	Gate Control at JKS Bus Entry (FTA 5339a FY18)	FR, EB	\$ 100,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
7	138 Golf Club Fire Egress (FTA 5339a FY17)	EB, CA	\$ 97,523	\$ -	30%	4/1/2015		10/1/2018		Pending executed grant agreement	FTA	Award pending
8	Roof Repairs-Maint. Facility (FTA 5339a FY18)	FR, EB	\$ 92,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
9	Paint Exterior-Maint. Facility (FTA 5339a FY18)	FR, EB	\$ 60,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
10	Facilities Improvements (FTA 5339a FY18)		\$ 58,000	\$ -							FTA	Award Pending
11	Facilities Improvements (FTA 5339a FY15/16)		\$ 34,174	\$ -		8/1/2016		9/1/2018			FTA	Award 8/14/17, 5 years to obligate
11a	Landscaping WTC (FTA 5339a FY15/16)	EB, CA	\$ 30,000	\$ -	90%			#####		Pending Alex notice to proceed.(Mural wall painting) on		
12	Bus Stop & Fac Improve. (FTA 5339a FY15/16)	EB, CA	\$ 29,082	\$ -	0%	8/1/2016		9/1/2018		Pending development of sight specify priority list.	FTA	Award 8/14/17, 5 years to obligate
13	Bus Shelter Reconditioning (FTA 5339a FY18)	FR, EB	\$ 25,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
14	Awning @ Fueling Station A&E only (FTA 5339a FY18)	FR, EB	\$ 25,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
15	Admin Bldg. Engineering & Renovations	AA	\$ 20,000	\$ -		4/1/2018		6/1/2018		Angela is expecting to kick this off in January.	CAPITAL RESERVES	N/A
16	Asphalt Repair-Pac Station Layover (FTA 5339a FY18)	FR, EB	\$ 14,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
17	Admin Bldg. Engineering & Renovations (FTA 5339a FY18)	AA	\$ 10,000	\$ -	0%					Angela is expecting to kick this off in January.	FTA	Award Pending
18	Concrete Surface Repair - Bus Yard (FTA 5339a FY18)	FR, EB	\$ 10,000	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
19	Relocate Mechanics Sink-Golf Club (FTA 5339a FY14)	FR, EB	\$ 9,548	\$ -						An ask for funds to be reallocated to purchase of Pressure Washer for Facilities	FTA	Award Pending

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT												
FY19 REVISED CAPITAL BUDGET												
For FEBRUARY 22, 2019 Board Meeting												
Report Status - Spending as of November 30, 2018												
Updated: 1/31/2019												
	PM*	Project / Activity	Total Fiscal Year Budget	Total Spent Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
20	FR, EB	Fencing Behind Diesel Tank (FTA 5339a FY18)	\$ 8,910	\$ -	0%	1/9/2019				Project Kick-off meeting set for 1/9/2019	FTA	Award Pending
21	FR, EB	Upgrade Exhaust Evac.-Golf Club (FTA 5339a FY14)	\$ 8,000	\$ -						An ask for funds to be reallocated to purchase of Pressure Washer for Facilities		
		Subtotal	\$ 811,237	\$ -								
Revenue Vehicle Purchases, Replacements & Campaigns												
22	EA	Electric Bus (3) + Infra & Proj Mgmt. (FTA 5339c FY16)	\$ 4,919,542	\$ 9,887	5%	9/7/2016		6/30/2022		Bus purchase element to be put out to bid in 2019 instead of buying from BYD. Infrastructure moving ahead, all other elements on hold	FTA, PTMISEA, MEAS D	Award 8/23/17, 5 years to obligate. PTMISEA 6/30/22
23	EB	4 40' CNG Replacements (FTA 5339b FY17)	\$ 2,635,548	\$ -	0%					Order placed. Waiting for build schedule from Gillig	FTA, STA-SGR, MEAS D	
24	EB, EA	FY18 STIP - 2 ZEBs (STIP, LPP, HVIP = \$300K)	\$ 1,656,000	\$ -	0%						STIP, LPP, HVIP (\$300K)	
25	IH	FY18 STIP - AVL/ITS (STIP, Meas D)	\$ 1,581,385	\$ 128,780	0%						STIP, MEAS D	PTMISEA 6/30/22, LCTOP Award 6/2/16 3 years to obligate (6/1/19)
26	EA	Electric Bus (1) - Watsonville ZEB Circulator (FY15/16)	\$ 1,066,508	\$ -	50%	6/1/2016		6/30/2019		Received Proterra's cost proposal 9/18/2018 order pending executed contract and issuance of purchase order. Deadline extension request still pending.	PTMISEA, LCTOP	
27	EB	FY18 STIP - Refurb 3 Buses @ \$345K (STIP, Measure D)	\$ 1,016,605	\$ -	0%						STIP, MEAS D	
28	EB	VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artics	\$ 1,000,000	\$ 157,925	5%					Eddie and Freddy are working on project	MEAS D	Award 8/14/17, 5 years to obligate
29	EB, CA	Paracruz Van Replacements (11) (FTA 5339a FY15/16)	\$ 863,232	\$ 826,899	100%	4/1/2018		4/15/2018		Complete, all vehicles in service.	FTA, MEASURE D	
30	EB, EA	Electric Bus (1) - Watsonville Circulator DAC (FY17/18 LCTOP)	\$ 863,102	\$ -							LCTOP	
31	EB, EA,	CNG Bus (1) - (STBG FY17-via SCCRTC)	\$ 658,887	\$ -	5%	9/1/2016		5/1/2019		Ordered placed 9/11/2018	FTA, PTMISEA	6/1/19, 6/30/22
32	EB, EA,	CNG Bus (1) - (FTA 5339 Rural FY16)	\$ 658,889	\$ -	1%		5/1/2018			FTA has not executed the contract as they are waiting for their Procurement Branch to complete their review of the LAVTA contract	FTA, MEASURE D	Award pending
33	EB, CA	Year 2 - Capitalized Lease - (3 New Flyer Buses)	\$ 283,529	\$ 100,731	13%	12/1/2017		6/30/2018	11/30/2023	Making monthly payments against the lease (14 of 72 payments as of 1/2/19)	MEASURE D	N/A
34	EB, CA	Mid-Life Bus Engine Overhaul (7) (FTA 5339a FY14)	\$ 165,239	\$ -	100%			6/13/2018		Completed	FTA, MEASURE D	
35	EB, CA	Mid-Life Bus Engine Overhaul (4) (FTA 5339a FY17)	\$ 160,000	\$ -	0%	9/1/2017		6/30/2018	4/30/2019	Grant being submitted by Tom	FTA	Award pending
36	EB, CA	Bus Repaint Campaign (36) (FTA 5339a FY14)	\$ 102,809	\$ 43,537	53%	2/15/2018		6/30/2019		Classic Graphic body and Paint -22 completed and 14 remain. Project on going.	FTA, MEASURE D	Award 8/14/17, 5 years to obligate
37	EB, CA	Paratransit Vehicle - (1) (FTA 5310 FY13/14)	\$ 68,367	\$ 65,131	100%	4/1/2017		6/30/2018	7/18/2018	Completed	FTA, MEASURE D	Award 3/1/16, 10 years to obligate
38	EB, CA	Capitalized Lease - 3 New Flyer Buses-External Announcement System Programming Patch (Clever Devices)	\$ 28,500	\$ 25,665	85%			#####		Internal /External Announcements Paul Revere Buses- Internal announcement completed - External announcement solution on going by Clever Device.	FTA, MEASURE D	N/A
39	EB, CA	Bus Repaints (3) was-Repair Roof at Pacific Station (FTA 5339a FY13)	\$ 13,802	\$ -	100%			6/30/2018		Project Close-Out complete 10/31/2018	FTA, MEASURE D	None per Tom
		Subtotal	\$ 17,741,944	\$ 1,358,555								
Non-Revenue Vehicle Purchases & Replacements												
40	EB, CA	Propane Fueled Tow Motor (FTA 5339a FY14)	\$ 60,000	\$ 54,687	100%	4/1/2017		6/30/2018	8/31/2018	Tow Motor final invoice paid, acceptance signed 8/29/18	FTA, STA, RES	Award 8/14/17, 5 years to obligate
41	EB, CA	Replace Custodial Support Vehicle (FTA5339a FY18)	\$ 30,000	\$ -	0%	1/10/2019				Project Kick-Off meeting for 1/10/19	FTA	Award pending
		Subtotal	\$ 90,000	\$ 54,687								
Fleet & Maint Equipment												

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT													
FY19 REVISED CAPITAL BUDGET													
For FEBRUARY 22, 2019 Board Meeting													
Report Status - Spending as of November 30, 2018													
Updated: 1/31/2019													
		Project / Activity	PM*	Total Fiscal Year Budget	Total Spent Fiscal Year to Date	% Project Complete (1)	Start Date	New - Estimated Start Date	Estimated End Date of:	New - Estimated End Date	Project Status (2)	Source of Funds	Grant Expiration Date
42		Bus Yard Scrubber/Sweeper (FTA 5339a FY18)	FR, EB	\$ 75,000	\$ -	0%	1/10/2019				Project Kick-Off meeting for 1/10/19	FTA	Award pending
43		Floor Scrubbers for Maint. Shop (FTA 5339a FY18)	FR, EB	\$ 45,000	\$ -	0%	1/10/2019				Project Kick-Off meeting for 1/10/19	FTA	Award pending
		Subtotal		\$ 120,000	\$ -								
Office Equipment													
44		Business Copy Machine-Admin (FTA 5339a FY18)		\$ 20,000	\$ -						Business Copy Machine purchase is not allowed with FTA 5339a funds.	CAPITAL RESERVES	N/A
45		4 Vertical FireKing File Cabinets-Admin		\$ 9,200	\$ 9,108	0%							
		Subtotal		\$ 29,200	\$ 9,108								
Misc.													
46		TVM Pin Pad Bezel 8 Upgrade (6)		\$ 70,000	\$ 43,313								
47		C/S Call Center Furnishings (FTA 5339a FY18)	AA	\$ 19,000	\$ 16,650	95%					Furniture delivered and installed, payment in progress. Awaiting authorization from Safeway, and funds set aside to be used when needed	FTA	
48		Ticket Vending Machine-SLV-Installation Costs + Misc.	CA, AA	\$ 32,045	\$ -	0%		9/1/2018			Testing concluded on noise abatement, acoustic panels to be installed by 11/1/18. left over funds to be absorbed into Capital Reserves	STA	N/A
49		Misc. Emergency Capital Items \$1K to \$5K	EB, CA	\$ 10,000	\$ -	50%					Project being postponed, funds from Capital Reserve to be used instead of FTA 5339a	FTA	
50		Paracruz MDC Replacements (FTA 5339a FY18)	EB, CA	\$ 8,000	\$ -		1/2/2018				Elections have taken place, waiting Alex's guidance on how to proceed.	ARTS COUNCIL/CAP RES	N/A
51		Watsonville Transit Mural-(\$2,700 from Arts Council SC)	TH	\$ 6,600	\$ -	5%	12/20/2017		11/1/2018				
		Subtotal		\$ 145,645	\$ 59,963								
TOTAL CAPITAL PROJECTS				\$ 21,972,877	\$ 1,582,270								

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Angela Aitken, CFO
SUBJECT: CONSIDERATION OF RESOLUTION APPROVING THE FY19 REVISED CAPITAL BUDGET

I. RECOMMENDED ACTION

That the Board of Directors adopt a resolution approving the FY19 Revised Capital Budget, as presented in Attachment B

II. SUMMARY

- The Board of Directors (Board) adopted the FY19 Capital Budget on June 22, 2018.
- Periodic capital budget revisions may be required due to new grant awards, new projects, changes to the scope of existing projects, spending and removal of projects that are no longer needed.
- Revisions to an adopted capital budget require Board approval and the adoption of a resolution.

III. DISCUSSION/BACKGROUND

The Board must adopt an Operating and Capital Budget by June 30th each year. The Board adopted the FY19 & FY20 Operating and FY19 Capital Budget on June 22, 2018.

This will be the second revision to the FY19 Capital Budget since it was adopted.

Staff requests that the Board adopt a resolution (Attachment A) to approve the FY19 Revised Capital Budget (Attachment B)

A Reconciliation by Project as of February 22, 2019 (Attachment C) is provided; this reconciles the (current) FY19 Revised Capital Budget against the (original) Final FY19 Capital Budget adopted on June 22, 2018.

This revision impacts multiple projects.

IV. FINANCIAL CONSIDERATIONS/IMPACT

The original FY19 Capital Budget adopted June 22, 2018 totals \$17,690,059.

- Revision 1 – November 16, 2018 – This revision added five (5) capital projects, added additional funding to four (4) existing projects and removed one (1) project. The Bus Replacement Fund section was moved and updated as well. This revision resulted in a net increase of \$4,282,818, for an FY19 Revised Capital Budget balance of \$21,972,877.
- Revision 2 – February 22, 2019 – This revision added five (5) capital projects, changed three (3) existing projects, removed one (1) project and removed the local match from one (1) project. This revision resulted in a net increase of \$826,774, for an FY19 Revised Capital Budget balance of \$22,799,651.

The Reconciliation by Project as of February 22, 2019 (Attachment C) lists the detail of all changes by project since adoption on June 22, 2018, and includes an explanation for the action. The year to date change is a net increase of \$5,109,592.

The estimated balance of the Operating and Capital Reserve Fund after this revision is approximately \$2.5M. Please note, the estimate provided here includes deductions for approved capital projects *and* commitments (the required local match) against grants that have *not* yet been awarded; those un-awarded projects are *not* included in the attached revised budget. If/when awarded, the capital budget will be revised accordingly.

V. ALTERNATIVES CONSIDERED

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

VI. ATTACHMENTS

- Attachment A:** FY19 Capital Budget Resolution
Attachment B: FY19 Revised Capital Budget as of February 22, 2019
Attachment C: FY19 Revised Capital Budget – Reconciliation by Project as of February 22, 2019

Prepared by: Debbie Kinslow, Finance Deputy Director

VII. APPROVALS:

Approved as to fiscal impact:
Angela Aitken, CFO



Alex Clifford, CEO/General Manager



- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment A

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

Resolution No. _____

On the Motion of Director _____

Duly Seconded by Director _____

The following Resolution is adopted:

A RESOLUTION OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT AUTHORIZING A REVISION TO THE FY19 CAPITAL BUDGET

WHEREAS, the Board of Directors approved the FY19 Capital Budget on June 22, 2018 with a total budget of \$17,690,059; and

WHEREAS, it is necessary to revise the adopted FY19 Capital Budget by \$5,109,592 to add funds for various capital projects;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Santa Cruz Metropolitan Transit District hereby amends the FY19 Capital Budget per Attachment B to this resolution for a total FY19 Revised Capital Budget of \$22,799,651.

PASSED AND ADOPTED this 22nd day of February 2019, by the following vote:

AYES: Directors -

NOES: Directors -

ABSENT: Directors -

ABSTAIN: Directors -

Approved _____

BRUCE MCPHERSON
Board Chair

ATTEST _____

ALEX CLIFFORD,
CEO, General Manager

APPROVED AS TO FORM:

JULIE A. SHERMAN
General Counsel

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 FY19 (REVISED) CAPITAL BUDGET
 AS OF FEBRUARY 22, 2019

PROJECT/ACTIVITY	RESTRICTED	FEDERAL FUNDS	PTMISEA (1B) + INT-PAC STATION/JKS/B US & BUS FAC.	CAL-OES PROP'IB-TRANSIT SECURITY	RESTRICTED	STIP	LCTOP	LPP	BUS REPLACEMENT FUND		UNRESTRICTED	TOTAL
									S3M PER YEAR (MEASURE D + SB1 STA&SGR)			
									UNRESTRICTED	RESTRICTED		
Construction Related Projects												
1 Pacific Station/Metro Center Station Rehabilitation			\$ 1,551,333									\$ 1,551,333
Pacific Station/Metro Center-Roof & Window Replacement			\$ 350,000									\$ 350,000
Pacific Station/Metro Center-Conceptual Design / MOU												
2 Metrobase Project - Judy K Souza - Operations Bldg. Mechanical Platform Upgrade - JKS	\$ 140,535		\$ 345,000	\$ 120,000						\$ 35,134	\$ 89,000	\$ 434,000
3 Transit Security Projects:												
Emergency Generators - Equip.				\$ 152,859								\$ 152,859
Cameras on Buses				\$ 42,275								\$ 42,275
Security Cameras Consultant				\$ 25,000								\$ 25,000
Emergency Generators - Consultant				\$ 16,000								\$ 16,000
Security Cameras Install				\$ 167,716								\$ 167,716
Subtotal	\$ 140,535		\$ 2,246,333	\$ 523,850						\$ 35,134	\$ 31,970	\$ 3,066,821
IT Projects												
4 Large Monitor Presentation System												
Subtotal												
Facilities Upgrades & Improvements												
5 Fuel Management System (FTA 5339a FY17)	\$ 180,000											\$ 180,000
6 Bus Stop Improvements (FTA 5339a FY18)	\$ 124,725											\$ 124,725
7 Gate Control at JKS Bus Entry (FTA 5339a FY18)	\$ 100,000											\$ 100,000
8 138 Golf Club Fire Egress (FTA 5339a FY17)	\$ 97,523											\$ 97,523
9 Paint Exterior Maint. Facility (FTA 5339a FY18)	\$ 60,000											\$ 60,000
10 Facilities Improvements (FTA 5339a FY18)	\$ 86,275											\$ 86,275
11 Facilities Improvements (FTA 5339a FY15/16)	\$ 34,174											\$ 34,174
11a Landscaping WTC (FTA 5339a FY15/16)	\$ 30,000											\$ 30,000
12 Avring @ Fueling Station A&E only (FTA 5339a FY18)	\$ 25,000											\$ 25,000
13 Admin Bldg. Engineering & Renovations												
14 Asphalt Repair-Pac Station Layover (FTA 5339a FY18)	\$ 16,000											\$ 16,000
15 Concrete Surface Repair - Bus Yard (FTA 5339a FY18)	\$ 10,000											\$ 10,000
16 Relocate Mechanics Sink-Golf Club (FTA 5339a FY14)	\$ 7,638											\$ 7,638
17 Fencing Behind Diesel Tank (FTA 5339a FY18)	\$ 7,000											\$ 7,000
18 Upgrade Exhaust Evac-Golf Club (FTA 5339a FY14)	\$ 6,400											\$ 6,400
Subtotal	\$ 784,735									\$ 1,600	\$ 20,000	\$ 808,245
Revenue Vehicle Purchases, Replacements & Campaigns												
19 Electric Bus (3) + Infra & Prod Mgmt. (FTA 5339c FY16)	\$ 3,732,074		\$ 561,332									\$ 4,293,406
20 4.0' CHG Replacement (FTA 5339c FY17)	\$ 1,206,518											\$ 1,206,518
21 FY18 STIP - 2 ZEBs (STIP, LPP, HVIP = \$300K)						\$ 870,000						\$ 870,000
22 FY18 STIP - AVLUTS (STIP, Meas D)						\$ 1,400,000		\$ 786,000				\$ 2,186,000
23 Electric Bus (1) - Watsonville Circulator DAC (FY15/16 LCTOP)			\$ 357,216				\$ 709,292					\$ 1,066,508
24 FY18 STIP - Return 4 Buses @ - \$254K (STIP, Measure D)						\$ 900,000						\$ 900,000
25 VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artic												
26 Paracruz Van Replacements (11) (FTA 5339a FY15/16)	\$ 816,000											\$ 816,000
27 Electric Bus (1) - Watsonville Circulator DAC (FY17/18 LCTOP)							\$ 863,102					\$ 863,102
28 CNG Bus (1) - (STBG FY17 via SCRTC)	\$ 500,000		\$ 70,000									\$ 570,000
29 CNG Bus (1) - (Caltrans FY13-FY17 5339 Statewide Discretionary)												
30 Year 2 - Capitalized Lease - (3 New Flyer Buses) (Measure D)	\$ 456,957											\$ 456,957
31 Mid-Lie Bus Engine Overhaul (7) (FTA 5339a FY14)	\$ 32,191											\$ 32,191
32 Mid-Lie Bus Engine Overhaul (4) (FTA 5339a FY17)	\$ 160,000											\$ 160,000
33 Bus Repair Campaign (36) (FTA 5339a FY14)	\$ 82,247											\$ 82,247
34 Paratransit Vehicle - (1) (FTA 5310 FY13/14)	\$ 63,000											\$ 63,000

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY19 (REVISED) CAPITAL BUDGET
AS OF FEBRUARY 22, 2019**

PROJECT/ACTIVITY	RESTRICTED FEDERAL FUNDS	RESTRICTED PTMISEA (1B) + INT-PAC STATION/JKS/B US & BUS FAC.	RESTRICTED CAL-OES PROP 1B - TRANSIT SECURITY	RESTRICTED STIP	RESTRICTED LCTOP	RESTRICTED LPP	BUS REPLACEMENT FUND		UNRESTRICTED	OPERATING & CAPITAL RESERVE FUND	TOTAL
							\$3M PER YEAR (MEASURE D + SB1 STA&SGR)				
							UNRESTRICTED	RESTRICTED			
Capitalized Lease - 3 New Flyer Buses-External Announcement System Programming Patch (Clever Devices) (Measure D)											
35 Bus Repairs (3) was-Repair Roof at Pacific Station (FTA 5339a FY13)	\$ 11,042										
36 Subtotal	\$ 7,160,029	\$ 988,548	\$ 1,572,394	\$ 3,170,000	\$ 1,572,394	\$ 786,000	\$ 671,079	\$ 28,500	\$ 2,760	\$ 18,536,115	
Non-Revenue Vehicle Purchases & Replacements											
37 Propane Fueled Tow Motor (FTA 5339a FY14)	\$ 46,602										
38 Replace Custodial Support Vehicles (2) (FTA5339a FY18)	\$ 30,000										
Subtotal	\$ 76,602	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Fleet & Maint Equipment											
39 Bus Yard Scrubber/Sweeper (FTA 5339a FY18)	\$ 75,000										
40 METRO Logo Signs for JKS Ops Bldg.	\$ 45,000										
41 Floor Scrubbers for Maint. Shop (FTA 5339a FY18)	\$ 120,000										
Subtotal	\$ 240,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Office Equipment											
42 Business Copy Machine-Admin (Reserves)	\$ -										
43 4 Vertical Filing Cabinets Admin	\$ -										
Subtotal	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Misc.											
44 TVM Pin Pad Bezel 8 Upgrade (6)	\$ 19,000										
45 CIS Call Center Furnishings (FTA 5339a FY18)	\$ -										
46 Ticket Vending Machine-SLV Installation Costs + Misc	\$ -										
47 Misc. Emergency Capital Items \$1K to \$5K	\$ -										
48 Watsonville Transit Mural-(82,700 from Arts Council SC)	\$ 19,000										
Subtotal	\$ 19,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL CAPITAL PROJECTS	\$ 8,300,901	\$ 3,234,881	\$ 523,850	\$ 3,170,000	\$ 1,572,394	\$ 786,000	\$ 671,079	\$ 4,188,064	\$ 285,142	\$ 22,799,651	
CAPITAL PROGRAM FUNDING											
Federal Sources of Funds:											
Federal Grants (FTA)	\$ 7,737,901									\$ 7,737,901	
Surface Transportation Block Grant (STBG)	\$ 563,000									\$ 563,000	
State Sources of Funds:											
PTMISEA (1B)		\$ 3,234,881								\$ 3,234,881	
Cal-OES Prop 1B Transit Security Grant Funds (CTSGP)			\$ 523,850							\$ 523,850	
State Transportation Improvement Program (STIP)				\$ 3,170,000						\$ 3,170,000	
Low Carbon Transit Operations Program (LCTOP)					\$ 1,572,394					\$ 1,572,394	
Local Partnership Program (LPP)						\$ 786,000				\$ 786,000	
Transfers from Operating Budget (STA-SB1)							\$ 67,340			\$ 67,340	
Transfers from Operating Budget (STA-SGR (SB1))							\$ 671,079			\$ 671,079	
Transfers from Operating Budget (Measure D)								\$ 4,188,064		\$ 4,188,064	

- THIS PAGE INTENTIONALLY LEFT BLANK -

**FY19 CAPITAL BUDGET
RECONCILIATION BY PROJECT
AS OF FEBRUARY 22, 2019-2ND REVISION**

Attachment C

FY19 FINAL CAPITAL BUDGET ADOPTED JUNE 22, 2018: **\$ 17,690,059**

CAPITAL PROJECT	SOURCE	AMOUNT	TOTAL
Add Funding: Electric Bus (3) + Infrastructure & Proj Mgmt	MEASURE D	\$ 75,000	
Reason: Add funds for BUILD application			
Add: 4 40' CNG Replacements	FTA 5339(b) FY17	\$ 1,206,518	
	STA-SGR	\$ 671,079	
	MEASURE D	\$ 757,951	
Reason: Add project - grant awarded			
Add: 2 Zero-Emission Buses (ZEBs)	STIP (FY18)	\$ 870,000	
	LPP	\$ 786,000	
Reason: Add project - grant awarded			
Add: AVL/ITS	STIP (FY18)	\$ 1,400,000	
	MEASURE D	\$ 181,385	
Reason: Add project - grant awarded			
Add: Refurbish 3 Buses @ \$345K @	STIP (FY18)	\$ 900,000	
	MEASURE D	\$ 116,605	
Reason: Add project - grant awarded			
Add Funds: CNG Bus (1) - (STBG FY17)	MEASURE D	\$ 88,887	
Reason: Funding needed to backfill the difference between the cost of the bus and the amount of the grant award			
Add Funds: CNG Bus (1) - Caltrans FY13-FY17 5339 Statewide	MEASURE D	\$ 121,293	
Reason: Rename project from: CNG Bus (1) - (FTA 5339 Rural FY16) and add funding needed to backfill the difference between the cost of the bus and the amount of the grant award			

**FY19 CAPITAL BUDGET
RECONCILIATION BY PROJECT
AS OF FEBRUARY 22, 2019-2ND REVISION**

Attachment C

CAPITAL PROJECT	SOURCE	AMOUNT	TOTAL
Add: 4 Vertical Fire King File Cabinets-Admin	RESERVES	\$ 9,200	
Reason: Add funds to purchase file cabinets needed for Admin confidential files			
Remove Project: Business Copy Machine - Operations	RESERVES	\$ (9,000)	
Reason: Project completed at the end of FY18			
Add: Electric Bus (1) Watsonville Circulator DAC (FY17/18 LCTOP)	LCTOP	\$ 863,102	
Reason: Add project - grant awarded			
Add: VTA Bus Transfer - Decommission & Retrofit 10 Electric Hybrids, and 4 Diesel Artics	MEASURE D (BRF)	\$ 1,000,000	
Reason: Add project per BOD SR 10/26/18			
Move: Bus Replacement Fund (detail)	STA-SB1	\$ (993,797)	
	STA-SGR	\$ (1,342,158)	
	MEASURE D	\$ (2,419,247)	
Reason: Move Bus Replacement Fund detail to a separate section on the report and update the amount carried forward to FY19			
Add: Large Monitor Presentation System	RESERVES	\$ 4,200	
Reason: Large monitor presentation system for 110 Vernon - Santa Cruz Conference Room			
Remove Project: Bus Stop & Fac Improve. (FTA 5339a FY15/16)	FTA	\$ (29,082)	
Reason: Duplicate project carried forward from prior fiscal year in error			
Remove Local Match: Fencing Behind Diesel Tank (FTA 5339a FY18)	STA-SB1	\$ (1,910)	
Reason: Local match not required			
Add: FY18 STIP - 2 ZEBs (STIP, LPP, HVIP = \$300K) local match	MEASURE D	\$ 533,891	
Reason: Add additional local match per BOD action at 10/26/18 meeting			

**FY19 CAPITAL BUDGET
RECONCILIATION BY PROJECT
AS OF FEBRUARY 22, 2019-2ND REVISION**

Attachment C

CAPITAL PROJECT	SOURCE	AMOUNT	TOTAL
Add: Electric Bus (1) - Watsonville Circulator DAC (FY15/16 LCTOP) local match	MEASURE D	\$ 28,437	
Reason: Add additional local match per BOD action at 10/26/18 meeting			
Add: Electric Bus (1) - Watsonville Circulator DAC (FY17/18 LCTOP) local match	MEASURE D	\$ 231,843	
Reason: Add additional local match per BOD action at 10/26/18 meeting			
Add: METRO Logo Signs for JKS Ops Bldg.	RESERVES	\$ 4,480	
Reason: Add funds for signage at JKS Ops Bldg.			
Change: Business Copy Machine-Admin (FTA 5339a FY18)	RESERVES	\$ 20,000	
	RESERVES	\$ 2,945	
Reason: Change funding source - project not eligible for FTA 5339(a) program, and add additional funding - see item below for the removal of the project from the 5339a listing			
Change: FY18 STIP - Refurb 4 Buses @ ~ \$254K (STIP, Measure D)		\$ -	
Reason: Change project description only - from 3 buses to 4 - no \$			
Change: Redistribute funds within FTA 5339a FY18 grant; some projects needed additional funding, some projects will be funded with other sources, some no longer needed - Net change = \$0			
Roof Repairs-Maint. Facility (FTA 5339a FY18)	FTA	\$ (92,000)	
Bus Shelter Reconditioning (FTA 5339a FY18)	FTA	\$ (25,000)	
Admin Bldg. Engineering & Renovations (FTA 5339a FY18)	FTA	\$ (10,000)	
Business Copy Machine-Admin (FTA 5339a FY18)	FTA	\$ (20,000)	
Paracruz MDC Replacements (FTA 5339a FY18)	FTA	\$ (8,000)	
Bus Stop Improvements (FTA 5339a FY18)	FTA	\$ 124,725	
Facilities Improvements (FTA 5339a FY18)	FTA	\$ 28,275	
Asphalt Repair-Pac Station Layover (FTA 5339a FY18)	FTA	\$ 2,000	\$ -

**FY19 CAPITAL BUDGET
RECONCILIATION BY PROJECT
AS OF FEBRUARY 22, 2019-2ND REVISION**

Attachment C

CAPITAL PROJECT	SOURCE	AMOUNT	TOTAL
Adjust: Emergency Generators (Cal-OES) and Security Camera Install			
Reason: Adjust project balance because only one generator will be replaced and not 2; add funding to Security Camera Install at JKS / Fueling Station - approved by BOD 1/25/19			
Deduct-Emergency Generators (Cal-OES)	Cal-OES	\$ (165,441)	
Add-Security Camera Install	Cal-OES	\$ 165,441	
Add-Security Camera Install	Reserves	\$ 31,970	
<hr/>			
FUNDING SUMMARY:			
	Cal-OES	\$ -	
	CASH RESERVES	\$ 63,795	
	FTA	\$ 1,177,436	
	LCTOP	\$ 863,102	
	LPP	\$ 786,000	
	MEASURE D	\$ 716,045	
	PTMISEA	\$ -	
	STA	\$ (995,707)	
	STA-SGR	\$ (671,079)	
	STBG	\$ -	
	STIP	\$ 3,170,000	
TOTAL CAPITAL BUDGET REVISIONS THROUGH 2/22/19:			\$ 5,109,592
<hr/>			
FY19 REVISED CAPITAL BUDGET AS OF FEBRUARY 22, 2019:			\$ 22,799,651



DATE: February 22, 2019
TO: Board of Directors
FROM: Angela Aitken, Chief Financial Officer
**SUBJECT: CONSIDERATION OF DECLARING VEHICLES AND/OR EQUIPMENT
AS EXCESS FOR PURPOSES OF DISPOSAL OR AUCTION**

I. RECOMMENDED ACTION

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

II. SUMMARY

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

III. DISCUSSION/BACKGROUND

The following vehicles/equipment identified in the Excess Vehicle & Equipment Listing (Exhibit A) have become obsolete and surpassed their useful life expectancy:

- One (1) lot of Chevy Venture parts. METRO no longer maintains a Chevy Venture fleet therefore no longer has a need for these parts.
- The one (1) 1998 New Flyer D40LF is almost 21 years old and is in poor condition. The cost to repair this vehicle outweighs its value; therefore, this vehicle is recommended for disposal.
- The Chevy Venture parts are no longer needed; they were purchased with operating funds therefore there is no financial obligation to a granting agency with regard to the recommended disposal.

- The vehicle recommended for disposal is fully depreciated, so there is no financial obligation to a granting agency with regard to the recommended disposal.

Disposal of these assets has been coordinated with management and staff in processing them for disposal and auction if appropriate.

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

IV. FINANCIAL CONSIDERATIONS/IMPACT

The estimated gross market value of these parts is approximately \$2,000, while the vehicle is estimated at \$1,500; they have all reached the end of their useful lives and are obsolete. There is no financial impact as a result of this disposal.

Any revenue generated from the sale of these parts / vehicle will be recorded as income in the current fiscal year's operating budget to 'Gain / Loss Disposal on Assets' budget account 407090-100.

V. ALTERNATIVES CONSIDERED

- Keep the parts in inventory and store the vehicle - This alternative is not recommended because the parts are no longer needed and the vehicle has exceeded its useful life, and is cost prohibitive to repair.

VI. ATTACHMENTS

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

Exhibit A: Excess Vehicle & Equipment Listing—as of February 22, 2019

Prepared by: Debbie Kinslow, Finance Deputy Director

VII. APPROVALS:

Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer

dkelow for AA

Alex Clifford, CEO/General Manager

[Handwritten Signature]

- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment A



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

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

RESOLUTION TO APPROVE THE DISPOSAL OR AUCTION OF EXCESS ASSETS

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

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

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

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

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

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

1. The following assets are declared excess property on the Excess Vehicle & Equipment Listing as of 2/22/19, "Exhibit A" and may be disposed of or auctioned as such:
 - a. "One (1) lot Chevy Venture parts";
 - b. "One (1) 1998 New Flyer Bus no. 9829";

Attachment A

Resolution No. _____
Page 2 of 3

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on February 22, 2019, by the following vote:

AYES: DIRECTORS –

NOES: DIRECTORS –

ABSENT: DIRECTORS –

ABSTAIN: DIRECTORS –

Board Chair

ATTEST:

ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:

JULIE SHERMAN
General Counsel

Attachment A

Resolution No. _____
Page 3 of 3

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

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
EXCESS VEHICLE & EQUIPMENT LISTING AS OF 2/22/19

(Attached)

Exhibit A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT										
EXCESS VEHICLE & EQUIPMENT LISTING AS OF 2/22/2019										
Vehicle or Asset Tag #	Description	Acquisition Date	Cost	Accumulated Depreciation	Net Book Value	Est. Gross Market Value	Reason for Disposal	Condition	VIN / SN	License #
LOT 9829	CHEVY VENTURE VAN PARTS 1998 NEW FLYER	n/a 7/13/1998	\$ 5,765 \$ 271,123	\$ - \$ 271,123	\$ 5,765 \$ -	\$ 2,000.00 \$ 1,500.00	NO FLEET END USEFUL LIFE	FAIR POOR	N/A 5FYD2LL01WU018372	N/A E-1019720



DATE: February 22, 2019
TO: Board of Directors
FROM: Anna Marie Gouveia, Operations Manager, Fixed Route Division
SUBJECT: CONSIDERATION OF THE BOARD OF DIRECTORS TO FUND THE ASSISTANT SAFETY AND TRAINING COORDINATOR POSITION

I. RECOMMENDED ACTION

That the Board of Directors authorize funding the position of Assistant Safety and Training Coordinator to give urgently needed assistance for the Training of New Bus Operators and ongoing retraining of current Bus Operators

II. SUMMARY

- The position of Assistant Safety and Training Coordinator is an authorized position within Operations which needs to be funded and filled to deliver ongoing training and certifications of all Transit Bus Operators and Commercial Licensed Drivers, totaling 220 employees.
- Currently the Safety and Training Coordinator has been handling all aspects of training without assistance. Meeting the training demands is extremely challenging for one person and at times impossible, creating additional duties for Supervisorial Staff.
- The Assistant Safety and Training Coordinator will enable consistent, current and up to date maintenance of all Commercial Drivers as well as refresher training for Operators to maintain a current license and safe driving practices.

III. DISCUSSION/BACKGROUND

An additional Bus Operator Full Time Equivalent (FTE) was approved starting January 2019, in the FY19 budget year. However, as a result of an Operations Department Bus Operator staffing level review, it has been determined that it would be more effective to add an Assistant Safety & Training Coordinator rather than an additional Bus Operator FTE. Discussions were held with UTU leadership and they concur.

Operator training is continuous and ongoing. Adding an Assistant Safety and Training Coordinator to the current Safety and Training Coordinator would be beneficial to the Santa Cruz Metropolitan Transit District (METRO) and the community. A well-trained group of Bus Operators is able to safely utilize equipment, be trained to recognize and avoid hazards, have yearly reminders of

local, state and federal ADA laws and be retrained to avoid common costly mistakes through annual classroom transit training as required by the California Department of Motor Vehicles. There is an extensive and ongoing training demand for Bus Operator staff including Verification of Transit Training (VTT), training on new equipment, and new Bus Operator training which involves every aspect of Bus Operation including, but not limited to, familiarization with routes, and equipment on ten different types of buses currently in our fleet.

Additional training staff will improve the quality and timeliness of all types of training, supporting the overall goal of increased retention of quality employees/Bus Operators. This is particularly important as recent trends suggest that the newest generation of Bus Operators is not as willing as previous ones to accept overtime, which puts a further stress on Bus Operator staffing.

The duties of the proposed Assistant Safety and Training Coordinator position compliment the Safety and Training Coordinator and will ensure better quality Bus Operators as more time and attention will be given with two trainers. Additionally, the devoted time of an Assistant Safety and Training Coordinator will cut back on overtime and deficiencies in supervision when staff is stretched between working their shifts and assisting with training, as this need is constant.

The recurring training demands are not projected to lessen as METRO will be acquiring a significant number of new buses over the next few years and will always be dealing with vacancies created by retirements and staff lost for various other reasons.

METRO currently has one Safety & Training Coordinator. An Operations Department of over 150 Bus Operators needs to have more than one Safety and Training Coordinator. Some similar size peer agencies have a ratio of one trainer to every 50 Bus Operators.

Prior to 1989, METRO Operations had two bus yards, each with their own Safety and Training Coordinator, while having approximately the same number of Operators as today. Additionally, transit supervisor staff, which is instrumental in operator training, was also essentially double what it is today.

Staff recommends authorizing funding of the Assistant Safety and Training Coordinator to provide urgently needed assistance for the new and ongoing training of Bus Operators and unfunding one Fixed Route Bus Operator in FY19 and FY20.

IV. FINANCIAL CONSIDERATIONS/IMPACT

Funding in the estimated amount of \$47,000 was budgeted in FY19 (0.5 Bus Operator FTE). The Assistant Safety & Training Coordinator position will be budgeted in FY20 and FY21 for approximately \$140K.

V. ALTERNATIVES CONSIDERED

To not fund or fill the position of Assistant Safety and Training Coordinator and continue with the Safety and Training Coordinator conducting all aspects of Training and maintaining accurate records and licensing requirements for 220 employees.

- METRO Operations will continue to struggle to keep training up to date and current, as well as incur overtime costs when deadlines need to be met.
- Deficiencies and delays in training can result in an increase of liable accidents, customer service complaints, Operator injuries and FTA/DOT violations.

VI. ATTACHMENTS

Attachment A: Assistant Safety and Training Coordinator Job Description

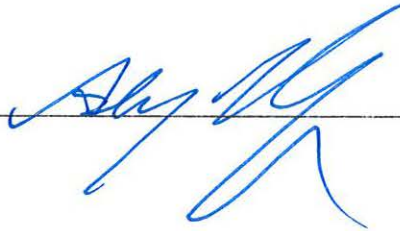
Prepared by: Anna Marie Gouveia, Operations Manager, Fixed Route Division

VII. APPROVALS

Approved as to fiscal impact:
Angela Aitken, CFO



Alex Clifford, CEO/General Manager





Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Class Code: Class Code
FLSA Status: Pending

Assistant Safety and Training Coordinator

Bargaining Unit: PSA

DEFINITION:

Under direction of the Safety and Training Coordinator, the Assistant Safety and Training Coordinator performs technical and instructional duties related to training and re-training Bus Operators and other Santa Cruz METRO staff in the proper and safe operation of transit buses and other Santa Cruz METRO vehicles in accordance with Federal, State and local laws as well Santa Cruz METRO policies, procedures and labor agreements; assists in the development of curriculum, lesson plans, and training/reference materials; performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Assistant Safety and Training Coordinator is a supervisory level class in the series. An incumbent in this class performs a limited range of delivering required training programs for bus operators and other Santa Cruz METRO staff, performs other technical administrative duties while learning to perform the full scope of the Safety and Training Coordinator level work. This class is distinguished from the Safety and Training Coordinator position because an incumbent in the latter class performs the full scope of Safety and Training Coordinator level of planning, developing, and coordinating the delivery of required training programs for bus operators and other Santa Cruz METRO staff.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Plans, coordinates and conducts training and re-training programs for Bus Operators and may assist in other department trainings;
- Maintains, updates, and compiles in accordance with Federal and State mandated bus operator programs and Santa Cruz METRO policies, procedures, and labor agreements.
- Assists with developing of and updating curriculum, lesson plans, training schedules and reference materials for Bus Operators, Transit Supervisors, and other Santa Cruz METRO employees; as needed, in conformance with state and federal guidelines and regulations, and with Santa Cruz METRO policies and procedures;
- Provides support to train and coordinate with Transit Supervisors who assist with training and retraining of Bus Operators and other Santa Cruz METRO employees.
- Performs ride checks during new Operator probation periods and in-service checks for veteran Operators;
- Provides retraining of qualified line instructors as needed; acts as the designated examiner in the testing and certification of Operators.
- Assists the Operations Manager with implementing the Department of Motor Vehicles (DMV) Employer Testing Program, including maintenance of examiner credentials;
- Assists with administering the DMV “pull program” by ensuring that all employees meet licensing requirements.
- Coordinates activities with Transit Supervisors who are certified to perform DMV exams; maintain related records; participates in CHP/DMV and other audits.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Maintains accurate training records and documentation, including records of driver training hours, Verification of Transit Training (VTT) certification, and bus operator training certification.
- Provides input to the evaluation and observes driving skills of new Operators and evaluates Trainee Operators
- Provides recommendations regarding Operator retention based on training information;
- Participates in direct observations of Operator skills as required;
- Recommends corrective action or re-training as appropriate;
- Provides input on the selection of new Bus Operators as requested.
- May performs retraining with fully qualified Bus Operators/Line Instructors as directed or needed.
- Participates in selection of new bus operators.
- Provides period counseling and evaluations.
- Acts as the designated examiner in the testing and certification of Bus Operators.
- Makes recommendations regarding new bus operator retention based on training information.
- Participates in special projects.
- Participates in seminars and workshops as required in relations to the duties and functions of the position.
- Provides information to employees and the public.
- Operates standard office equipment; utilizes computer software in performing job tasks.
- Drives and Operates Santa Cruz METRO vehicles to perform assignments.
- Performs related work as required
- Responsible for the implementation of ongoing line-instruction program, including selection, training, and evaluation of the line instructor regarding monetary, grading, reporting, and program compliance criteria.
- Conducts verification of transit training (VTT) classes as required and provides customized trainings as required by Operations Manager, Assistant Operations Manager, or Maintenance Manager.
- Participates in development, revision and update of incident and accident investigation procedures and safety procedures
- Maintains record of Santa Cruz METRO accidents; prepares summary reports of accidents; and coordinates the accident review process
- Participates in the planning, organizing, and support of internal and external training activities.
- Provides training in escalated or emergency situations, as assigned.
- Reviews pull-notices and takes appropriate action when required.
- Upon request, provides technical training assistance, pull- notice review for the paratransit department.
- Enforces Santa Cruz METRO rules, policies, and procedures; applies provisions of Labor Agreements within the scope of duties.
- May represent Santa Cruz METRO at disciplinary hearing, legal proceedings, and other meetings, as required
- Under the direction of the Safety and Training Coordinator, incorporates information into training curriculum on new equipment, and changes in existing equipment.
- Communicates with orally with and in writing with Operations and other departments and agencies.
- May serve as a liaison with local emergency responders, such as police and fire, by providing information and orientation regarding Santa Cruz METRO vehicle fleet, fuels utilized, emergency access, and other public safety related information.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- May participate in committees and projects teams, may make recommendations related to safety, training, licensing requirements, accident investigations, and other position related topics as assigned;
- Serves as hazardous materials trainer for the Operations department.
- May assist with the development of departmental policies, procedures, programs, and budget on safety related issues in cooperation with the Safety, Security, and Risk Department.
- May assist in conducting surveys of other organizations to compile, and analyze data, prepare report and perform calculations, as needed.

EMPLOYMENT STANDARDS:

Knowledge of:

- Federal, State, and local laws and regulations regarding transit buses, including DMV and Federal Highway Administration laws pertaining to bus operator training and retraining.
- Current teaching theory, methods, and practices, as well as effective curriculum development.
- Defensive driving techniques.
- Safety and health-related regulations applicable to transit operations.
- Modern office practices, procedures, and equipment.
- Business correspondence, formatting and report writing.
- Manual and automated record-keeping and filing systems.
- Methods of maintaining information in digital or hard copy files.
- Professional methods of researching, gathering, organizing and reporting data.
- Methods of prioritizing, planning and organizing work.
- Advanced time management techniques.
- Customer service techniques.
- Intermediate mathematics including ratios, percentages, and intermediate statistics.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- The effective use of modern office equipment, personal computers, and applicable standard business software; including audio/visual equipment.
- Basic mechanical features of transit buses.
- Safety and health related regulations.
- Motivate, train and evaluate staff
- Develop and write plans, procedures, reports, forms and test.
- Conduct field investigations to identify patterns and problems in areas and make recommendations.
- Principles of supervision, training, and employee development.
- Procedures of operator's evaluation, counseling and discipline.

Ability to:

- Provide transit bus operator training in accordance with Federal, State, and local laws as well as Santa Cruz METRO policies, procedures, and labor agreements.
- Read, review and apply laws, regulations and labor contract provisions.
- Instruct others in the safe operation of Santa Cruz METRO vehicles and adapt training procedures to the needs of the individual.
- Develop and write plans, procedures, reports, forms, and tests.
- Adhere to established work schedules and timelines.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Work independently using good judgment, tact, and discretion.
- Balance multiple assignments simultaneously and effectively.
- Utilize standard office equipment and computer software and learn to use specialized Santa Cruz METRO software if assigned.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Communicate clearly and effectively in both oral and written form.
- Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.
- Assist in the development of course curriculum and lesson plans.
- Assist in the development and presentation of customized training.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education, Training and Experience:

Two (2) years course work from an accredited college.

Additional directly related experience beyond the minimum requirements may be substituted for the required education based on the ration of one and a half (1.5) years of experience for each one (1) year of experience for each one (1) year of education.

AND

One (1) year of experience developing and presenting driver safety and training programs, preferably with a public bus transportation system.

OR

Three (3) years of experience as a transit supervisor for a medium to a large agency providing bus transportation, including responsibility for driver training and VTT training.

LICENSES AND CERTIFICATES:

A valid California Class “B” Commercial Driver’s License with a “P” passenger endorsement will be required at the time of appointment and throughout employment.

AND

Verification of Transit Training (VTT), and an acceptable safe driving record/history is required at the time of appointment.

AND

Possession of a California State Bus Driver Training Instructor Certificate from the Department of Education at time of appointment.



Attachment A

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Upon hire, an employee will be required to successfully complete the Department of Transportation (DOT) transit instruction course.

OR

Possession of a Department of Transportation Instructor Credential to teach VTT classes at the time of appointment.

SPECIAL REQUIREMENTS:

- Driving record will be reviewed as part of the application process and throughout employment.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk, climb, bend, kneel, and stand; talk and hear; use hands to manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck and occasionally reach overhead. Work may require lifting up to 50 pounds unaided. Specific visual abilities required for this job include close vision, distance vision, the ability to see colors and shades, and the ability to perceive depth.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; solves problems; uses math and mathematical reasoning; performs detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee typically works in an office environment where the noise level is quiet. The employee frequently works in a field environment with potential exposure to varied weather conditions, dust, fumes, and hazardous materials and where the noise level is loud.

OTHER CONDITIONS OF EMPLOYMENT:

- Must pass requisite background check.
- This position is considered a safety sensitive position and requires participation in Santa Cruz METRO’s drug and alcohol testing program.
- May occasionally work extended hours or hours outside of regular schedule.

*Adopted:	12-11-18
*BOD Approved:	00-00-00
*Revised:	00-00-00
*Job Family:	Administrative Technical
*Job Series:	Safety and Training
*Job Series Level:	Supervisor
*Confidential:	No

- THIS PAGE INTENTIONALLY LEFT BLANK -



THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

CERTIFICATE OF APPRECIATION

To

JULIO CURREA
FM MECHANIC III

FOR THE COMPLETION OF 15 YEARS OF SERVICE
BETWEEN 2004 AND 2019

GIVEN THIS 22ND DAY OF FEBRUARY 2019

CHAIR, BOARD OF DIRECTORS

CEO/GENERAL MANAGER



THE BOARD OF DIRECTORS PROUDLY PRESENTS THIS

CERTIFICATE OF APPRECIATION

To

BONNIE MORR
BUS OPERATOR

FOR THE COMPLETION OF 30 YEARS OF SERVICE
BETWEEN 1989 AND 2019

GIVEN THIS 22ND DAY OF FEBRUARY 2019

CHAIR, BOARD OF DIRECTORS

CEO, GENERAL MANAGER

VERBAL PRESENTATION ONLY

CEO UPDATE

Alex Clifford

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019

TO: Board of Directors

FROM: Angela Aitken, CFO

**SUBJECT: CONSIDERATION AND APPROVAL OF THE FINAL CPS HR CONSULTING
MANAGEMENT TOTAL COMPENSATION STUDY RESULTS**

I. RECOMMENDED ACTION

That the Board approve the final CPS HR Consulting Management Total Compensation Study and its recommendations

II. SUMMARY

- In March 2017, CPS HR Consulting (CPS) was awarded a base contract to conduct a Management Classification and Compensation Study.
- The study was broken down into two stages: a Job Analysis and a Total Compensation analysis.
- On January 16, 2018, the Santa Cruz Metropolitan Transit District (METRO) Personnel/HR Standing Committee (Committee) met and reviewed the Final CPS Management Classification Study results, which covered the revised management Job Descriptions and the initial ground rules for the Total Compensation methodology.
- At the January 16, 2018 meeting, Andi Bernard, Principal Consultant for CPS, provided a presentation on the next steps process, which included a Total Compensation approach and the development of a comparables analysis at market median, 5% below market median, and 5% above market median.
- Initially, the Committee approved proceeding with ten labor market comparables.
 - On January 26, 2018, the Board approved the Committee's recommendation on the Classification Study results (Job Descriptions) and the Total Compensation methodology recommended by the Committee, which included the ten labor market comparables.
 - On May 1, 2018, CPS presented the Management Total Compensation Study to the Committee, which reflected the comparable agency salaries and benefits. Upon further review of the compensation details, the Committee, at the CEO's recommendation, approved revisions to the labor market comparables, eliminating the four large (non-peer) transit agencies.
 - Further, the Committee agreed with the CEO's recommendation to proceed with analyzing the Managers' Total Compensation at market median. However, the Committee also requested data for 5% below and 5% above labor market median. The Committee also requested that CPS try again to obtain labor market comparable data from two missing peer transit agencies.

- Staff and CPS had originally intended to return to the Committee in August 2018 with the final Total Compensation recommendations. However, following the Committee meeting, CPS, and staff discovered a number of errors in the information and data provided by CPS, which required CPS to return to the comparable agencies and obtain the information one more time. This process took several months.
- On October 12, 2018 Jennifer Ramos, Project Manager for CPS, presented an updated Management Total Compensation Study to the Committee.
 - After review and discussion, the Committee recommended forwarding the full report to the Board for review and approval.
 - Since CPS still needed to meet with the Managers to review the outcomes, the Committee authorized the CEO to make minor adjustments to the final recommendations based on the final review of the labor market comparables with the Managers.
 - The Committee recommended that the Board approve the final CPS Total Compensation recommendations at labor market median and authorized the CEO to implement the recommendations, retroactive to the pay period that encompasses July 1, 2018.
 - Further, that the Board approve two revised Job Descriptions and their recommended Total Compensation results:
 - Facilities Maintenance Manager (Attachment D)
 - Assistant Operations Manager (Attachments E & F)

These revisions resulted from various changes in job duties and a reorganization that occurred after the start of the CPS study.
- The Committee also recommended that the full Board delegate to the CEO the determination of a six-step range that may or may not incorporate an as-yet-to-be-defined Pay for Performance Program.
- Staff and CPS had intended to take the above recommendations to the Board in November 2018 with the final Total Compensation recommendations. However, following the October 2018 Committee meeting, CPS, and staff discovered that a Differential and Internal Equity analysis was not completed by CPS, which required CPS to obtain more information and work with staff to create a differential policy for the new Management Staff Salary Schedules. This process took several more months.
- At the February 4, 2019 Committee meeting, there was not a quorum, but the Committee received information on the enclosed seven-agency market median total compensation methodology with the now incorporated Differential and Internal Equity analysis for the accompanying Management Salary Schedules, which is now being forwarded to the full Board for approval.

III. DISCUSSION/BACKGROUND

On March 24, 2017, CPS HR Consulting (CPS) was awarded a base contract to conduct a Management Classification and Total Compensation Study. The study was to be based on a total compensation approach and broken down into two stages: a Job Analysis phase and a Total Compensation analysis phase.

On January 16, 2018, the Santa Cruz Metropolitan Transit District (METRO) Personnel/HR Standing Committee (Committee) met and reviewed the Final CPS Management Classification Study results, which covered the revised Job Descriptions and the initial ground rules for the Total Compensation methodology. The Committee agreed to a recommendation from staff, whereby the Board of Directors would approve the CPS Final Management Classification Study, which contained the final recommended Job Descriptions, and a strategy to move forward with the Management Total Compensation Study. The Committee also reserved its recommendation to set the compensation philosophy until after they had a chance to review the financial data at market median, 5% below market median, and 5% above market median.

On January 26, 2018, the Board approved the Committee's recommendation on the Classification Study results (Job Descriptions) and the total compensation methodology recommended by the Committee, which at that time included ten labor market comparables.

On January 16, 2018, the Committee established the following labor market agencies for comparison:

- Alameda-Contra Costa Transit District (AC Transit) - non-peer
- Central Contra Costa County Transit Authority
- City of Santa Cruz
- County of Santa Cruz
- Golden Gate Transit District - non-peer
- Monterey-Salinas Transit District
- Riverside Transit Agency
- San Joaquin Regional Transit District
- Santa Barbara Metropolitan Transit District
- Santa Clara Valley Transportation Authority (VTA) - non-peer

The market analysis included collecting salary and benefits data on comparable positions from the labor market comparable agencies.

On May 1, 2018, CPS presented a Total Compensation Study to the Committee, which reflected the comparison agency salaries and benefits. Upon further review of the

compensation details, the Committee, at the CEO's recommendation, approved revisions to the labor market comparables, eliminating the three large (non-peer) transit agencies. Further, the Committee agreed with the CEO's recommendation to proceed with analyzing the Managers' total compensation at market median since we are eliminating the three large Agency comparables of Alameda-Contra Costa Transit District (AC Transit), Golden Gate Transit District, and Santa Clara Valley Transportation Authority (VTA). However, the Committee also requested data for 5% below and 5% above labor market median. The Committee also requested that CPS try again to obtain labor market comparable data from two missing transit agencies.

The Committee established the following new seven labor market comparable agencies:

- Central Contra Costa County Transit Authority
- City of Santa Cruz
- County of Santa Cruz
- Monterey-Salinas Transit District
- Riverside Transit Agency
- San Joaquin Regional Transit District
- Santa Barbara Metropolitan Transit District

Staff had originally intended to return to the Committee and the Board in August 2018 with the final total compensation study recommendations. However, CPS and staff discovered a number of errors in the information provided, which required CPS to return to the comparable agencies and obtain the information one more time. This process took several months.

- On October 12, 2018 Jennifer Ramos, Project Manager for CPS, provided an updated Management Total Compensation Study to the Committee. The following approach was used to calculate the new recommended METRO Step 6 Base Salary:
- New Total Compensation Median minus the Current METRO Total Compensation
- The above variance was then added to the Current METRO Step 6 Base Salary to create the new recommended METRO Step 6 Base Salary.
- Planning and Development Director Example:
 - $\$17,231 - \$15,852 = \$1,379 + \$11,558 = \$12,937$

The Committee reviewed the information and recommended forwarding the full report to the Board for review and approval. Since CPS still needed to meet with the Managers to review the outcomes, the Committee recommended authorizing the CEO to make minor adjustments to the final recommendations based on the final review of the labor market comparables with the Managers.

The Committee recommended that the Board approve the final CPS Total Compensation recommendations at labor market median with the above approach and calculation, and authorize the CEO to implement the recommendations, retroactive to the pay period that encompasses July 1, 2018.

Further, that the Board approve two revised Job Descriptions and their recommended Total Compensation results:

- Facilities Maintenance Manager (Attachment D)
- Assistant Operations Manager (Attachments E & F)

These revisions resulted from various changes in job duties and a reorganization that occurred after the start of the CPS study.

The Committee also recommended that the full Board delegate to the CEO the determination of a six step range that may or may not incorporate an as yet to be defined Pay for Performance Program.

Staff and CPS had intended to take the above recommendations to the Board in November 2018 with the final Total Compensation recommendations. However, following the October 2018 Committee meeting, CPS, and staff discovered that a Differential and Internal Equity analysis was not completed by CPS, which required CPS to obtain more information and work with staff to create a differential policy for the new Management Staff Salary Schedules. This process took several more months, and is reflected in Attachment B, Management Differential and Internal Equity analysis – February 2019.

The Committee is forwarding the enclosed seven-agency market median total compensation methodology with the now incorporated Differential and Internal Equity analysis for the accompanying Management Salary Schedules for full Board approval.

IV. RECOMMENDED ACTION

The Committee forwards the following to the Board for approval:

- The final CPS Management Total Compensation Study recommendations at labor market median, with the above approach used to calculate the labor market-based salary and the now incorporated Differential and Internal Equity analysis reflected in the accompanying Management Salary Schedules; and
- Authorizing the CEO to implement the recommendations, retroactive to the pay period that encompasses July 1, 2018; and
- The two revised Job Descriptions for the Facilities Maintenance Manager and Assistant Operations Manager, and their recommended Total Compensation results; and
- Delegation to the CEO the determination of a six step range that may or may not incorporate an as-yet-to-be-defined Pay for Performance Program.

V. FINANCIAL CONSIDERATIONS/IMPACT

The financial impact of the CPS Management Total Compensation Study at the seven agency labor market median total compensation methodology, with the above approach used to calculate the labor market-based salary and the now incorporated Differential and Internal Equity analysis when implemented and taking into account METRO's current staffing levels in FY19, will cost less than \$430K, which was budgeted in FY19 and \$444K, which was budgeted in FY20.

VI. ALTERNATIVES CONSIDERED

- The Board could decline to accept the results of the CPS Management Total Compensation Study.
 - Staff does not recommend this, as neither a salary survey nor a Total Compensation Survey has ever been performed for the Management group and bringing such compensation up to date is key to attracting and retaining management personnel.
- The Board could discuss alternative approaches to the CPS Management Total Compensation Study and delegate the matter back to the Committee for further review, analysis and the development of an alternative recommendation for the full Board.

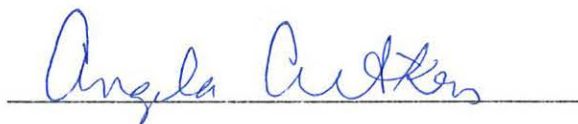
VII. ATTACHMENTS

- Attachment A:** CPS Revised Final Management Total Compensation Report – February 11, 2019
- Attachment B:** Management Differential and Internal Equity Analysis – February 2019
- Attachment C:** Management Salary Schedules as of February 12, 2019 (effective June 14, 2018; encompassing July 1, 2018)
- Attachment D:** Updated Facilities Maintenance Manager Position Description
- Attachment E:** Revised Assistant Operations Manager Position Description (w/markups)
- Attachment F:** Revised Assistant Operations Manager Position Description (w/o markups)

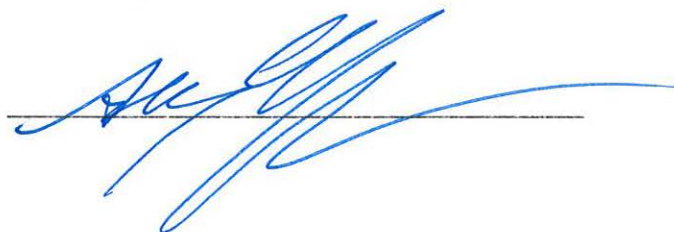
Prepared by: Angela Aitken, CFO

VIII. APPROVALS:

Angela Aitken, CFO



Alex Clifford, CEO/General Manager



- THIS PAGE INTENTIONALLY LEFT BLANK -

February 11, 2019

Private and Confidential

Santa Cruz Metropolitan Transit District

Revised Final Management Total Compensation Report

SUBMITTED BY:

Jennifer Ramos

*Manager, Classification and
Compensation Unit*

2450 Del Paso Road, Suite 220

Sacramento, CA 95834

t: 916-471-3125

www.cpshr.us

Project Consultants:

Jan Bentley

Edie Sabia

Support Staff:

Sarah Williams



Attachment A

Santa Cruz Metropolitan Transit District
Revised Management Total Compensation Report

Table of Contents

I. Introduction	3
II. Project Scope and Work Plan.....	5
III. Compensation Study Parameters	7
Labor Market Position	7
Labor Market Agencies	7
Survey Classifications.....	11
Survey Data Collection Scope	11
Comparable Classifications – Classification Matching.....	11
Comparable Classifications – Required Number of Comparable Classifications.....	12
Internal Equity Considerations – Insufficient Number of Comparable Classifications.....	12
Labor Market Benefits Collected	12
IV. Survey Results.....	15
Compensation Results	15
Labor Market Agency Participation	15
Benchmark Classifications with Insufficient Comparable Classifications.....	15
Labor Market Position by Classification.....	16
Labor Market Position Agency Wide	19
V. Benefits Summary Tables	20
VI. Re-examination of Management Classes	21
VII. Internal Equity Analysis and Recommendations	25
Special Considerations	25
Defining Internal Equity Analysis	26
Banding Tolerance and Appropriate Differentials.....	27
Results and Recommendations	28
VIII. Next Steps.....	30
Appendix A-1: Datasheets, Select Agencies	31
Appendix A-2: Datasheets, All Agencies	51
Appendix B: Benefits Summary Tables	71

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Appendix C: Salary Survey..... 94
Appendix D: Operations Manager – Paratransit Division Updated Job Description 117

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

I. Introduction

CPS HR Consulting (CPS HR) was retained by the Santa Cruz Metropolitan Transit District (SC METRO) to conduct a classification and total compensation study for eighteen (18) management classifications¹. This report contains the results of the total compensation study only. The results of the management classification study were submitted on December 15, 2017. Preliminary drafts of this compensation report were submitted to SC METRO in early months of 2018. In August 2018, SC METRO contacted CPS HR and asked for further validation of the data contained in draft versions of the management compensation study. Those results were presented in the Final Management Total Compensation Report dated November 12, 2018.

During discussions between CPS HR and SC METRO after the final report was delivered, METRO asked CPS HR to conduct an internal equity analysis on the compensation data. Consequently, CPS HR has prepared this Revised Final Management Total Compensation Report which includes the results of that analysis.

The objective of the study was to determine the competitiveness of SC METRO's base salary and total compensation in the labor market. To achieve this, CPS HR utilized SC METRO's predetermined labor market of 10 comparable agencies (eight transit districts/authorities, one county, and one city) and collected and analyzed base salary and total compensation data.

At the request of the Personnel Committee at their scheduled meeting on May 1, 2018, and at SC METRO's formal request on June 4, 2018, the labor market was revised to remove three of the comparable agencies based on their size and geographic location. Thus, this report reflects the revised labor market of seven agencies. Agency-wide averages and classification specific results are summarized in Section IV of this report. The summary of findings and datasheets submitted to SC METRO including data collected from this selected group of labor market agencies as of July 1, 2018, is presented in [Appendix A-1](#). The summary of findings and datasheets submitted to SC METRO including data collected from all agencies as of July 1, 2018, is presented in [Appendix A-2](#). In addition, other benefits and premium pay elements of interest to SC METRO were collected and are summarized in Section V and details presented in [Appendix B](#).

This Revised Final Management Total Compensation Report contains the project scope and work plan, describes the methodologies utilized in data collection and analysis, and provides the total compensation results for all management classifications surveyed during this study. The data for this report was initially

¹ Total number of study classifications increased to nineteen (19) on October 23, 2018 to include the classification of Facilities Manager.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

collected during the months of February through March 2018, and further vetted and validated during the months of August through November 2018. To account for the adjusted timeline, all salary and benefit data represented is as of July 1, 2018.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

II. Project Scope and Work Plan

To complete the total compensation study, CPS HR Project Team completed the following tasks:

- Project Manager, Jennifer Ramos, met with and clarified the scope of work with SC METRO's Chief Financial Officer and acting Human Resources Director, Angela Aiken, in August 2018. Ms. Aiken advised Ms. Ramos of the need to revisit the preliminary compensation study results from June 6, 2018.
- Reviewed SC METRO background materials including classification specifications, salary schedules, position control documents, organization charts, and internal alignment documentation.
- Reviewed the survey instrument (presented in [Appendix C](#)) developed and confirmed by SC METRO on February 23, 2018. In August 2018, SC METRO prompted re-examination of any results reflected in the original surveys and report produced in June 2018.
- Received confirmation from SC METRO regarding the 10 labor market agencies, classifications to be surveyed, and the survey instrument.
- CPS HR determined that the most expeditious way of obtaining data was to gather as much information as possible from online sources and then follow-up with the surveyed agency to validate data and complete missing information. Please see below for agencies who did not respond.
- Researched salary and benefits data from the respective labor market agencies, including salary schedules, classification specifications, benefits summaries, MOU's and position control documents where available. The Project Team followed through with agencies to request further information or clarification on job matching and/or benefits levels. Limited information was available for some agencies, and despite repeated contact, CPS HR was unable to obtain or confirm some data but will continue efforts to obtain the data.
- Prepared a draft report for client review and comment on October 1, 2018.
- Received client feedback, resolved questions, and finalized the draft compensation report.
- On October 5, 2018, CPS HR submitted the revised Management Total Compensation Report reflecting a total of six labor market agencies, the corresponding datasheets, and the benefits tables in [Appendix B](#). The report included data from only six of seven comparator agencies due to a lack of response and participation from one agency.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

- On October 11, 2018, CPS HR received a response to salary survey questions from the one pending comparator agency close to the end of the business day and revised the reports corresponding datasheets to reflect data from all seven labor market agencies.
- On October 12, 2018, CPS HR submitted revised datasheets for the Management Total Compensation Report reflecting a total of seven labor market agencies, and the benefits tables in [Appendix B](#).
- On October 12, 2018, Project Manager, Jennifer Ramos, presented results of the compensation study at the Personnel Commission meeting along with Alex Clifford, Chief Executive Officer, and Angela Aiken, Chief Financial Officer.
- CPS HR met with SC METRO management staff in a series of in-person meetings and telephone calls from October to November 2018, primarily with managers who requested further clarification on job matches in the datasheets submitted on October 12, 2018.
- Presented a Final Management Total Compensation Report on November 12, 2018, for client review and comment including Base Salary and Total Compensation datasheets for each classification ([Appendix A](#)) and Benefits Summary Tables ([Appendix B](#)) to arrive at total compensation market trends.
- In order to be responsive to additional questions from SC METRO management staff, CPS HR conducted additional on-site meetings on December 4, 2018 to ensure that all staff were provided an opportunity to give their feedback to the study results. Discussions were also held with the SC METRO Chief Executive Officer about the next steps in presenting the study results to the Personnel Commission and Board of Directors. During that conversation, the Chief Executive Officer asked CPS HR to conduct an internal equity analysis of the market data and provide final salary recommendations. Due to the upcoming holidays, it was agreed that such analysis would be initiated on January 7, 2019.
- CPS HR project staff discussed the results of the internal equity analysis with the SC METRO Chief Executive Officer during a conference call on January 31, 2019. Final recommendations were shared on February 4, 2019, with the understanding that this Revised Final Management Total Compensation Report would follow within one week.
- CPS HR is pleased to provide SC METRO with this Revised Final Management Total Compensation Report which includes a description of the methodology, results and recommendations from the internal equity analysis.

III. Compensation Study Parameters

The first step in conducting a total compensation survey is to determine the basic parameters for the survey. These parameters included:

- Confirmation of SC METRO's labor market position
- Labor market agencies (comparable agencies)
- Survey classifications (benchmark classifications)
- Survey scope

Labor Market Position

CPS HR provides a labor market data analysis based on the median of the market. The labor market median, which is described as the “middle” of the market, is the data point at which half of the complete range of data (excluding SC METRO's data) is higher, and half of the complete range of data (excluding SC METRO's data) is lower. The median is a common market position, particularly in smaller data sets, because the data is less likely to be skewed by high and low paying agencies in the market.

Labor Market Agencies

The agencies surveyed comprise SC METRO's seven (7)² labor market agencies for all nineteen (19) classifications surveyed; the final labor market agencies are listed below. The labor market agencies were selected by SC METRO. Factors of a balanced labor market involves the selection criteria outlined below.

Agency size – In general, agencies that employ relatively similar numbers of employees may have similar economic demographics. Since it is rare to find agencies that are exactly the same, the goal is to provide a balanced mix of larger and smaller agencies, thereby minimizing the “skewing” effect when either of these are used exclusively.

Geographic proximity – When considering a labor market, it is important to consider the geographic proximity of potential agencies, since they may be competitors in the recruitment market. If there are not enough agencies within the local market with which to conduct a study, then the geographic area may be expanded to include agencies in other closer counties.

Industry – In general, agencies that provide the same types of services are more likely to have similar types of job classes, and are more likely to be recruiting from the same applicant pool.

² See discussion on reduction of labor market agencies in Introduction and following section.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Competing agencies – Information regarding the agencies that the SC METRO frequently competes with for talent (i.e. has lost employees to or recruited employees from) is also useful in selecting the labor market agencies.

SC METRO provided the predetermined labor market to CPS HR. The original labor market agencies included:

1. Alameda-Contra Costa Transit District
2. Central Contra Costa County Transit Authority
3. City of Santa Cruz
4. County of Santa Cruz
5. Golden Gate Transit District
6. Monterey-Salinas Transit District
7. Riverside Transit Agency
8. San Joaquin Regional Transit District
9. Santa Barbara Metropolitan Transit District
10. Santa Clara Valley Transportation Authority

CPS HR agreed to reducing the labor market and adjusting results at the request of SC METRO. The final labor market agencies are included below. CPS HR had collected data from the three agencies removed.

1. Central Contra Costa County Transit Authority
2. City of Santa Cruz
3. County of Santa Cruz
4. Monterey-Salinas Transit District
5. Riverside Transit Agency
6. San Joaquin Regional Transit District
7. Santa Barbara Metropolitan Transit District

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Table 1 presents the cost of living in the City of Santa Cruz in comparison to the cities of the other labor market agencies, as well as a summary of the United States average cost of living as a point of reference. Cost of living measures the amount of money needed to sustain a certain level of living, including basic expenses such as the cost of housing, food, and taxes in an area. Cost of living is often used to compare how expensive it is to live in one city versus another locale. CPS HR obtains this information from the Economic Research Institute (ERI)³.

The cost of living for the labor market cities is presented below with noticeable variances when comparing SC METRO to other labor market agency locations. As an example, the comparator agencies have a range from -34.0% to +1.5% cost of living in relation to Santa Cruz, California. However, it is important to note that CPS HR relies on cost of wages data for salary considerations over cost of living. Cost of wages data *reflects the cost to employer* for work performed in an organization by location despite where the employees live. SC METRO is located in Santa Cruz, California, however, some employees may not live in the same location.

Table 1: Labor Market Agencies – Cost of Living

Comparison Agency	ERI City	Base City Income Levels					
		\$20,000	\$40,000	\$60,000	\$80,000	\$100,000	Average
SC METRO	Santa Cruz	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
City of Santa Cruz	Santa Cruz	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
County of Santa Cruz	Santa Cruz	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Central Contra Costa County Transit Authority	Walnut Creek	100.5%	101.3%	101.6%	101.9%	102.1%	101.5%
Monterey-Salinas Transit District	Monterey	88.2%	90.7%	91.5%	91.9%	92.4%	90.9%
Riverside Transit Agency	Riverside	63.3%	71.1%	73.5%	75.1%	76.7%	71.9%
San Joaquin Regional Transit District	Stockton	54.7%	64.8%	68.0%	70.1%	72.2%	66.0%
Santa Barbara Metropolitan Transit District	Santa Barbara	91.0%	92.5%	92.9%	93.2%	93.5%	92.6%
United States Average	Nation-wide	42.2%	54.7%	58.5%	60.4%	62.0%	55.6%

³ The Economic Research Institute (ERI) database compiles salary, cost-of-living, and compensation survey data available with current market data for more than 1,000 industry sectors. Additional information for the database is available upon request.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Table 2 presents the cost of wages paid in the City of Santa Cruz in comparison to the cities of the other labor market agencies, as well as a summary of the United States average cost of wages as a point of reference. Cost of wages measures the cost of labor or the sum of all wages paid to employees, as well as the cost of employee benefits and payroll taxes, paid by an employer. Cost of wages often factors in direct and indirect (overhead) costs associated with wages paid by the employer.

The cost of wages for the labor market cities selected are presented below. CPS HR methodology focuses on cost of wages data, since it reflects the cost to employer for work performed in an organization. Therefore, cost of wages data is more reliable for salary considerations over cost of living. As an example, the comparator agencies range in cost of wages from -3.1% to +7.2% higher when compared to Santa Cruz, California. There is more consistency across comparator agencies for cost of wages in comparison to cost of living variances. Therefore, CPS HR did not reflect this element in the total compensation datasheets representing labor market trends.

Table 2: Labor Market Agencies – Cost of Wages

Comparison Agency	ERI City	Base City Income Levels						
		\$24,000	\$36,000	\$48,000	\$72,000	\$108,000	\$144,000	Average
SC METRO	Santa Cruz	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
City of Santa Cruz	Santa Cruz	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
County of Santa Cruz	Santa Cruz	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Central Contra Costa County Transit Authority	Walnut Creek	102.0%	107.1%	108.1%	109.2%	109.0%	108.0%	107.2%
Monterey-Salinas Transit District	Monterey	99.6%	100.1%	101.0%	102.3%	103.0%	103.2%	101.5%
Riverside Transit Agency	Riverside	98.2%	95.2%	95.7%	96.6%	97.5%	98.0%	96.9%
San Joaquin Regional Transit District	Stockton	98.6%	96.2%	96.4%	96.6%	96.6%	97.0%	96.9%
Santa Barbara Metropolitan Transit District	Santa Barbara	99.4%	98.5%	98.9%	99.7%	100.5%	100.6%	99.6%
United States Average	Nation-wide	74.5%	90.10%	89.80%	89.70%	89.70%	90.40%	87.37%

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Survey Classifications

The survey benchmark classifications for the study are presented below. Summary descriptions for all survey benchmark classifications are included in the survey instrument displayed in [Appendix C](#).

1. Assistant Maintenance Manager
2. Assistant Operations Manager (Paratransit Department)
3. Chief Financial Officer (CFO)
4. Chief Operating Officer (COO)
5. Database Administrator
6. Executive Assistant
7. Facilities Manager⁴
8. Finance Deputy Director
9. Human Resources Deputy Director
10. Human Resources Director
11. Information Technology and Intelligent Trans Systems Director
12. Maintenance Manager
13. Marketing, Communications and Customer Service Director
14. Operations Manager - Paratransit Division
15. Operations Manager - Fixed Route Division
16. Planning and Development Director
17. Purchasing and Special Projects Director
18. Safety, Security and Risk Management Director
19. Senior Database Administrator

Survey Data Collection Scope

Comparable Classifications – Classification Matching

When conducting a salary survey, the intent is to provide general market trends by comparing the span of control, duties and responsibilities, and knowledge, skill and ability requirements to determine whether these are comparable enough to utilize as a match. With a balanced labor market and the use of whole job analysis, it is reasonable to assume that while some matches will have slightly higher responsibilities and some matches will have slightly lower responsibilities, the overall scope of duties and responsibilities of the combined matches will be balanced.

In the process of matching comparable classifications from other agencies, CPS HR does not only rely on classification specifications. CPS HR references position control documents, where available, to specifically identify which classification, and level of classification, perform the duties of the SC METRO's classification. This is particularly relevant to an agency's organizational hierarchy where there are multi-levels of management within a classification plan that are matched from the other agencies. This level of analysis is important because classification specifications may describe a certain level of work, for example, as the journey level, when the use of the classification series demonstrates that the majority of duties are assigned to a higher level, which may be described in the classification specification as an

⁴ Facilities Manager was added to the study in October 2018 at the request of SC METRO. The class is part of SC METRO's existing classification and compensation plan; however, was a vacant position at the time of the management classification study in 2017.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

advanced level in the classification series. In addition, block budgeting or other fiscal tools facilitating series progression through multiple levels, may provide greater flexibility in the use of the classification structure than is evident in the content of the classification specification. To the extent possible, CPS HR identifies the operational use of a classification in determining whether it is a comparable job match.

Comparable Classifications – Required Number of Comparable Classifications

CPS HR's best practice is that benchmark classifications must have a minimum of three (3) classification matches to be analyzed. In most studies, it is common to have some classes for which limited market data exists.

There are many reasons a benchmark class may not have enough comparable data including:

- Differences in the delivery of services
- Differences in span of control
- Differences in organizational structure
- Differences in operational size
- The classification is not commonly found in other agencies
- Agency does not provide that service

Internal Equity Considerations – Insufficient Number of Comparable Classifications

Because a compensation plan is developed through the analysis of external market data and internal relationships, the absence of sufficient labor market data for a particular classification does not mean that no salary recommendation can be developed, since many salary recommendations are ultimately based upon internal equity with other classes. Such an analysis was conducted in December 2018 and conducted by CPS HR in January 2019. The results and recommendations of such analysis are provided in [Section VII](#) of this report.

Labor Market Benefits Collected

CPS HR collected numerous benefits and compensation practices, in addition to base salary, to complete the total compensation evaluation of the SC METRO in the labor market. When measuring the market, the goal is to identify an agency's competitive position in the labor market to attract and retain talent, in addition to promoting internal equity. This is done by measuring those benefits that new employees would currently receive upon their date of hire. In addition, reported benefits and premium pay are those which all employees in the group would qualify for, versus premium pay provided to a limited group of employees, such as shift differentials, or assignment pay.

The benefits data collected for the study is presented in Table 3 below.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table 3: Total Compensation Benefit Data Collected

Benefit or Pay Practice	Description
Comparable Classification Title	<p>CPS HR matched SC METRO’s benchmark classifications to those in the labor market agencies.</p> <p>The methods used by CPS HR for matching classifications is discussed in the previous section.</p> <p>The term “No Comparable Classification” is used when CPS HR did not find a comparable classification within an agency to a specific benchmark classification. No compensation data will be presented for the benchmark classification for that agency. The term “Data Not Available” is used when CPS HR did find a comparable classification, but it is either unfunded or no salary could be obtained.</p>
Minimum and Maximum Base Salary	The minimum and maximum <i>monthly</i> base salary. Where salary range was not available.
Allowance Pay Practices <i>Table B-4</i>	These amounts reflect general policies on vehicle, phone, or other allowances. The amounts may not be universally applicable to all positions within a unit or may be a discretionary policy.
Cost of Living Adjustment (COLA) <i>Table B-1</i>	COLAs are reported in the future, when not available last known COLA is reported. Certain unrepresented employee groups may not have documentation of past or future COLAs and Unknown is indicated.
Deferred Compensation Contribution <i>Table B-3</i>	If applicable the amount(s) the agency contributes into a deferred compensation plan. CPS HR calculates non-matching employer contributions only, as matching funds are “elective.”
Education/Tuition Reimbursement <i>Table B-3</i>	The amounts of reimbursement for tuition, books and/or fees for courses to encourage and support educational programs which provide employees the opportunity for personal career development.
Employer Retirement Contribution <i>Table B-2</i>	Employer’s normal cost contribution rate to mandated retirement plans, CalPERS, 37 Act or other retirement plans.
Full Time Equivalent (FTE) <i>Table B-1</i>	FTEs or allocated positions are reported by agency. If comparable classifications were matched based on executive classifications of the overall agency and law enforcement department, specific classifications FTE/positions for both were reported.
Health Plan Benefits & Contributions <i>Tables B-5 & B-6</i>	Medical Insurance plan – For standards purposes, the family rate for the <i>most expensive</i> plan is measured in the market. In some agencies, a flat employer contribution rate is utilized, regardless of the plan selected by employees.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Benefit or Pay Practice	Description
	<p>Dental Insurance plan – For standards purposes, the family rate for the <i>most expensive</i> plan is measured in the market. If no amount is entered in the datasheets, the cost may be included in the medical plan costs or the agency does not offer or contribute towards a dental benefit (the benefits summary tables will provide more detail on this).</p> <p>Vision Insurance plan – For standards purposes, the family rate for the <i>most expensive</i> plan is measured in the market. If no amount is entered in the datasheets, the cost may be included in the medical plan costs or the agency does not offer or contribute to a vision benefit (the benefits summary tables will provide more detail on this).</p> <p>Life Insurance – Whether the employer provides a Life Insurance policy, and if so, whether it is paid for by the employer or employee.</p> <p>Long-Term Disability – Whether the employer provides a Long-Term Disability policy, and if so, whether it is paid for by the employer or employee.</p> <p>Optional Benefits – Benefits that employees voluntarily elect to enroll in.</p>
<p>Leave Practices Tables B-8- B-10</p>	<p>For standards purposes, vacation/annual leave practices reflect leave accrual rates and maximums at one, five, 10, 15 and 20 years; sick leave accrual rates and maximums; administrative/management and bereavement leaves; holiday; and other leaves.</p>
<p>Longevity Pay Practice Table B-3</p>	<p>The amount(s) the agency pays for years of service with the agency. For this analysis, CPS HR has used the 10-year level for eligible employees, as this is a more common achievement. Longevity pay at the 10-year mark was calculated into total compensation only if it was an increase to base pay, not a one-time payout.</p>
<p>Retiree Health Insurance Practices Table B-7</p>	<p>Practices related to retiree health insurance provided to eligible retirees.</p>
<p>Social Security (Medicare and FICA) Contributions Table B-2</p>	<p>These amounts reflect the cost of the employer’s contributions to Medicare (1.45%) and FICA (6.20% to maximum of \$128,700 for FY 2018), if the agency participates. These contributions are utilized in the total compensation calculations.</p>

IV. Survey Results

SC METRO should be aware that all data represented is as of July 1, 2018, and this report does not account for any adjustments since that time.

Compensation Results

SC METRO's overall position within the labor market, and the averages for each classification, are presented in this section. Appendix A and B provide detailed results as described below.

- [Appendix A-1](#) and [Appendix A-2](#) present all study classifications with total compensation results. Classifications are presented in alphabetical order.
Note: The designation of "No Comparable Classifications" is used if an agency reported no comparable classification, or if a review of the duties and responsibilities assigned to the classification indicated that it was not comparable, or if the duties were significantly split among more than a single classification. The designation of "Data Not Available" indicates a match was identified but salary could not be obtained.
- [Appendix B](#) presents the collected benefit information for all employee groups.
Note: The designation of "Not Applicable" (N/A) is used if an agency does not provide a benefit; the designation of "Data Not Available" (DNA) is used if an agency did not provide the needed information.

Labor Market Agency Participation

The majority of the labor market agencies did not have data readily available on their official agency webpage. CPS HR consultants worked directly with agency contacts to collect and/or confirm data represented in this report.

Benchmark Classifications with Insufficient Comparable Classifications

One of the eighteen (18) classifications, the Assistant Operations Manager (Paratransit Department), returned only two comparable classifications. As noted previously in report, one classification was added later in October 2018 to reach a total of nineteen (19) classifications in this study.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Labor Market Position by Classification

This section provides a summary of the SC METRO's position within the labor market by classification. All classifications met the minimum criteria of three (3) comparable classifications.

Table 4 provides the following information for base salary and Table 5 provides information for total compensation for each classification. The tables identify the SC METRO's survey classification and number of comparable classifications identified within the analysis. The following data and calculations are presented for both base salary and total compensation.

- Classification Title: SC METRO's classification title
- Number of Matches: The number of comparable matches found
- Agency Maximum: SC METRO's maximum monthly salary for the survey classification
- Market Median: The labor market median monthly maximum salary which is calculated using the maximum monthly salary for each of the comparable classes; that range of data is then computed to provide the median or mean amount.
- Percentage Agency's Above/Below Market: The percentage SC METRO's maximum monthly salary is above or below the median of the labor market; this number indicates what percentage of SC METRO's salary is required to move it up or down to the market median.
- Percentile of Agency in Labor Market: SC METRO requested that 5% below and 5% above the median be presented; therefore, the 45th and 55th percentiles have been reported for SC METRO's compensation considerations. The 45th and 55th percentiles represent 5% below and 5% above SC METRO's established labor market median.

Attachment A

**Table 4: SC METRO Percent (%) Above/Below Agency Labor Market Median by Classification
Monthly Base Salary, Select Agencies**

Classification	# Matches	SC METRO Maximum (Monthly)	Market Median (Monthly)	% SC METRO Above/Below Market	Percentile of SC METRO in Labor Market			
					45 th \$	45 th %	55 th \$	55 th %
Assistant Maintenance Manager	4	\$8,694	\$10,269	-18.11%	\$10,212	-17.46%	\$10,325	-18.76%
Chief Financial Officer (CFO)	7	\$11,558	\$16,031	-38.70%	\$15,490	-34.02%	\$16,198	-40.14%
Chief Operating Officer (COO)	5	\$12,716	\$16,587	-30.44%	\$16,115	-26.73%	\$16,594	-30.50%
Database Administrator	3	\$8,039	\$9,598	-19.39%	\$9,395	-16.86%	\$9,679	-20.40%
Executive Assistant	6	\$6,810	\$7,354	-7.98%	\$7,190	-5.58%	\$7,517	-10.39%
Facilities Manager ⁵	4		\$9,957		\$9,806		\$10,107	
Finance Deputy Director	5	\$10,055	\$12,017	-19.51%	\$12,008	-19.42%	\$12,119	-20.53%
Human Resources Deputy Director	5	\$8,694	\$10,850	-24.80%	\$10,571	-21.59%	\$11,548	-32.83%
Human Resources Director	7	\$11,558	\$15,153	-31.10%	\$14,554	-25.92%	\$15,348	-32.79%
Information Technology and Intelligent Transportation Systems Director	7	\$10,409	\$15,153	-45.58%	\$14,996	-44.07%	\$15,357	-47.54%
Maintenance Manager	6	\$11,558	\$12,305	-6.46%	\$11,099	3.97%	\$13,510	-16.89%
Marketing, Communications and Customer Service Director	4	\$10,409	\$10,737	-3.15%	\$10,352	0.54%	\$11,121	-6.84%
Operations Manager- Paratransit Division	4	\$8,694	\$10,153	-16.78%	\$9,944	-14.38%	\$10,362	-19.19%
Operations Manager-Fixed Route Division	5	\$8,694	\$10,850	-24.80%	\$10,571	-21.59%	\$11,313	-30.12%
Planning and Development Director	7	\$11,558	\$13,156	-13.83%	\$12,876	-11.41%	\$13,950	-20.70%
Purchasing and Special Projects Director	6	\$10,409	\$10,786	-3.62%	\$10,171	2.29%	\$11,402	-9.54%
Safety Security and Risk Management Director	7	\$8,039	\$11,116	-38.28%	\$10,618	-32.08%	\$11,386	-41.64%
Senior Database Administrator	5	\$10,234	\$10,672	-4.28%	\$10,204	0.29%	\$10,932	-6.82%
				Averages	-20.40%		-16.71%	-23.86%

⁵ Facilities Manager does not have a current salary to reference.

Attachment A

**Table 5: SC METRO Percent (%) Above/Below Agency Labor Market Median by Classification
Monthly Total Compensation, Select Agencies**

Classification	# Matches	SC METRO Maximum (Monthly)	Market Median (Monthly)	% SC METRO Above/Below Market	Percentile of SC METRO in Labor Market			
					45 th \$	45 th %	55 th \$	55 th %
Assistant Maintenance Manager	4	\$12,540	\$13,204	-5.30%	\$12,941	-3.20%	\$13,467	-7.40%
Chief Financial Officer (CFO)	7	\$15,852	\$19,471	-22.83%	\$19,156	-20.84%	\$19,656	-23.99%
Chief Operating Officer (COO)	5	\$17,191	\$19,471	-13.26%	\$19,261	-12.04%	\$19,594	-13.98%
Database Administrator	3	\$11,782	\$13,609	-15.51%	\$13,334	-13.17%	\$13,651	-15.87%
Executive Assistant	6	\$10,361	\$10,352	0.08%	\$10,258	0.98%	\$10,446	-0.83%
Facilities Manager ⁶	4		\$13,581		\$13,431		\$13,731	
Finance Deputy Director	5	\$14,114	\$15,012	-6.36%	\$14,993	-6.23%	\$15,272	-8.21%
Human Resources Deputy Director	5	\$12,540	\$13,172	-5.04%	\$13,154	-4.90%	\$14,205	-13.28%
Human Resources Director	7	\$15,852	\$18,351	-15.77%	\$18,015	-13.64%	\$18,429	-16.26%
Information Technology and Intelligent Transportation Systems Director	7	\$14,523	\$18,351	-26.36%	\$18,042	-24.23%	\$18,910	-30.21%
Maintenance Manager	6	\$15,852	\$16,156	-1.92%	\$15,058	5.01%	\$17,253	-8.84%
Marketing, Communications and Customer Service Director	4	\$14,523	\$13,998	3.61%	\$13,723	5.51%	\$14,273	1.72%
Operations Manager- Paratransit Division	4	\$12,540	\$13,126	-4.68%	\$13,113	-4.57%	\$13,140	-4.79%
Operations Manager-Fixed Route Division	5	\$12,540	\$13,172	-5.04%	\$13,154	-4.90%	\$13,821	-10.22%
Planning and Development Director	7	\$15,852	\$17,231	-8.70%	\$16,676	-5.20%	\$17,645	-11.31%
Purchasing and Special Projects Director	6	\$14,523	\$14,237	1.97%	\$13,897	4.31%	\$14,576	-0.36%
Safety Security and Risk Management Director	7	\$11,782	\$14,915	-26.59%	\$14,365	-21.92%	\$15,044	-27.68%
Senior Database Administrator	5	\$14,321	\$14,841	-3.64%	\$14,225	0.67%	\$14,856	-3.74%
				Averages				
					-9.14%		-6.96%	-11.48%

⁶ Facilities Manager does not have a current salary to reference.

Attachment A

Labor Market Position Agency Wide

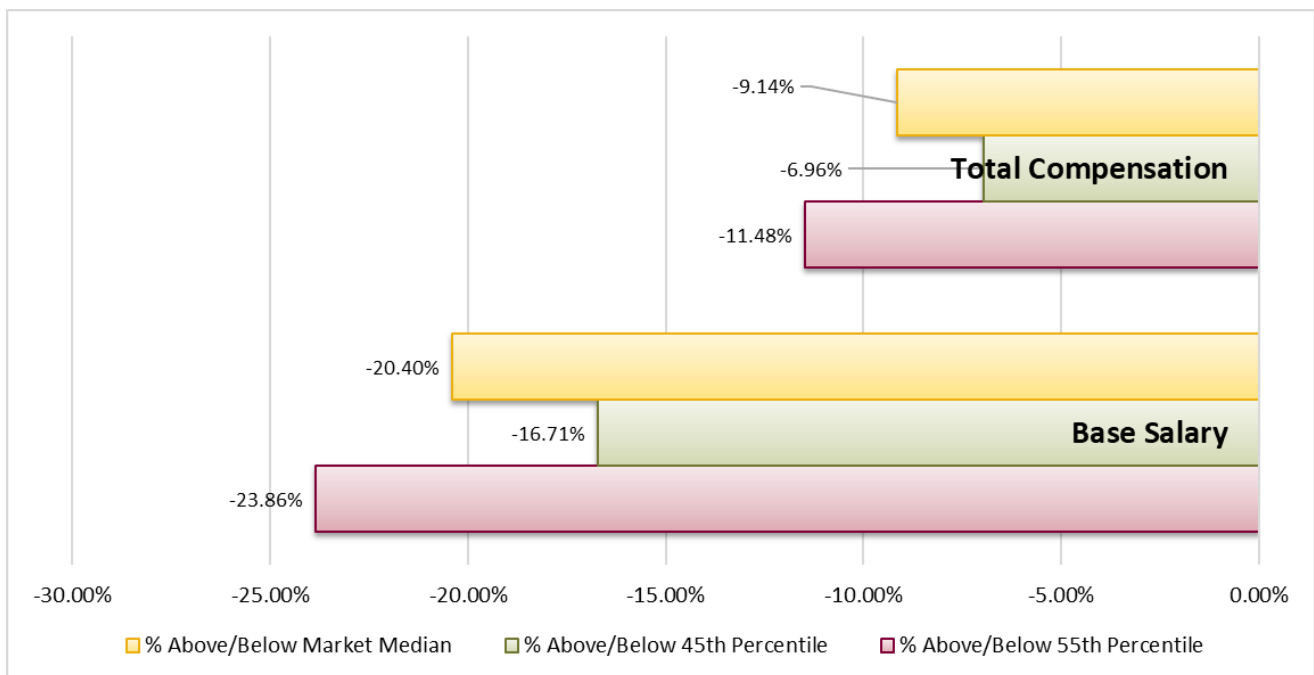
The data included in this report reflects that SC METRO is below the labor market median average when comparing base salary and total compensation medians. When looking at the median, SC METRO is lagging behind the market by -20.40% for base salary and -9.14% for total compensation. The market median tends to be a more stable representation of trends in the market, since it eliminates high and low payers which can skew data and outcomes. For this reason, CPS HR's methodology is to use the market median for compensation considerations.

Table 6 and Figure 1 present SC METRO's position within the labor market.

Table 6: SC METRO Position in the Labor Market, Select Agencies

	Market Median	Market 45th Percentile	Market 55th Percentile
Base Salary	-20.40%	-16.71%	-23.86%
Total Compensation	-9.14%	-6.96%	-11.48%

Figure 1: SC METRO Percent Position in the Labor Market



Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

V. Benefits Summary Tables

In addition to the base salary and total compensation data presented in the datasheets provided within [Appendix A-1](#) and [Appendix A-2](#), CPS HR presents additional benefit information for all surveyed classifications displayed in table format in [Appendix B](#).

VI. Re-examination of Management Classes

At the request of SC METRO, CPS HR reviewed several management classifications that may have acquired additional duties since the management classification study in 2017, to assure that any compensation study results and decisions made from the data reflected in this report are accurate and current.

1. Review of Operations Manager-Paratransit Division

At the request of Santa Cruz Metro, CPS HR re-evaluated the class of Operations Manager-Paratransit Division (Operations Manager) to determine whether recent changes in the incumbent's duties has significantly impacted/alterd the class description and/or the compensation survey data. Specifically, the incumbent, Daniel Zaragoza, is performing duties as the Operations Manager and is also performing duties previously performed by the Assistant Operations Manager – Paratransit Division (Assistant Operations Manager). Consequently, METRO plans to eliminate the latter positions. Mr. Zaragoza questioned whether these additional duties needed to be incorporated into the class specification prepared by CPH HR for Operations Manager – Paratransit Division and whether they required a re-evaluation of the compensation data provided by CPS HR as well. In order to ensure that CPS HR has current information regarding the full scope of work currently being performed, Mr. Zaragoza submitted a new Position Description Questionnaire (PDQ) in October 2018.

Based on the current class definition, the Assistant Operations Manager assists the Operations Manager with all division activities specifically focusing on the day-to-day operational activities allowing the Operations Manager to focus on strategic planning and policy matters and to interact more with external agencies. The Assistant Operations Manager spends a large percentage of time directly supervising subordinate employees and dealing with personnel-related issues. The new PDQ form submitted by Mr. Zaragoza confirms that he is performing such duties as well as the duties of the Operations Manager.

The Operations Manager class specification proposed by CPS HR includes supervisory duty statements. However, since supervision is not the preponderant role of the position, such duties were minimally described. Given that Mr. Zaragoza does spend a larger amount of time on such duties, it is reasonable to expand the supervisory duty statements accordingly. Thus, CPS HR has made slight revisions to the class specification so that the duties of the Assistant Operations Manager are visibly incorporated.

However, the proposed changes have no impact on the compensation data that CPS HR has already provided for the Operations Manager class. Positions are classified based on the highest-

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

level preponderant duties being performed and Mr. Zaragoza's PDQ states that he is still serving as the Operations Manager which is a higher-level function than Assistant Operations Manager. Therefore, the compensation data for this position, which is based on the market matches for Operations Manager, is still appropriate. Furthermore, it is important to note that, by absorbing the duties of the Assistant Operations Manager, the overall complexity of the work, span of supervisory control, level of responsibility, decision making, authority, and related factors applicable to the position have not changed. If the volume of work being performed by Mr. Zaragoza is excessive (because he is performing two jobs instead of one), that is not a classification issue but instead is an issue which management needs to address through staffing changes.

Furthermore, when a higher-level position absorbs the duties of a lower-level position, and if the lower-level duties are so substantial that they become preponderant (thus limiting the incumbent's performance of the higher-level work), the most appropriate recommendation is to reclassify the position downward to the lower level class. CPS HR is not recommending that here as there is insufficient evidence suggesting that Mr. Zaragoza is preponderantly performing Assistant Operations Manager duties.

In summary, CPS HR made minor changes to the originally proposed class specification for Operations Manager – Paratransit Division. However, there is no basis for changing the compensation data previously provided for that class. The amended classification specification is provided in [Appendix D](#).

2. Review of Purchasing and Materials Director

At the request of Santa Cruz Metro, CPS HR re-evaluated the class of Purchasing and Materials Director to determine whether additional information submitted by the incumbent (Erron Alvey) significantly impacts/alters the class description and/or the compensation survey data. Specifically, Ms. Alvey was concerned that her duties related to project management had not been sufficiently incorporated into the class specification and therefore not given sufficient consideration during the compensation survey.

The CPS HR consultant noted that the PDQ submitted by Ms. Alvey in June of 2017 indicated that approximately 73% of her time was devoted to purchasing-related activities, suggesting that purchasing management was the preponderant role of the position. The PDQ further stated that approximately 10% of her time was spent on "special projects", and the PDQ did not provide details about what that entailed.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

In October of 2018, Ms. Alvey provided additional information to CPS HR describing her project-related duties in greater detail. She provided two examples of current projects she is managing: 1) transition of METRO's fleet to electric, and 2) construction of a new operations facility. For both of these projects, Ms. Alvey identified several project elements for which she has been responsible, and she indicated that she has "complete project oversight" of the new operations facility project. However, the tasks and responsibilities listed appear to focus on the purchasing aspects of such projects, which would be appropriate for the individual overseeing agency-wide procurement. Furthermore, there is still no indication that such project work occupies more than 10% of Ms. Alvey's time.

The class specification for Purchasing and Special Projects Director, which has been prepared by CPS HR, contains two duty statements as follows:

- Serves as project coordinator and/or manager on special projects that involve personnel from multiple departments within the Agency, as well as outside consultants and contractors.
- Creates, maintains, and executes a comprehensive Project Management Plan for each special project, relative to size and scope, including, but not limited to overall project objectives, schedule, roles and responsibilities, budget control, document control, and closeout procedures.

These duty statements appear to appropriately describe the type of project management/coordination performed by Ms. Alvey and CPS HR does not recommend making any changes to the proposed class specification. Nevertheless, in response to Ms. Alvey's concerns, the CPS HR consultant re-evaluated the data collected during the compensation survey to determine whether Ms. Alvey's project management duties were given sufficient consideration. This re-evaluation determined the following:

- Nothing in Ms. Alvey's supplemental information suggests that project management duties have become preponderant to her position;
- Some of the market matches are slightly "higher" than Ms. Alvey's position in terms of the level of duties and responsibilities, and some are slightly lower; however, together they are a balanced representation of managers responsible for agency-wide procurement;
- None of the agencies have a manager-level class responsible solely for the type of project management being performed by Ms. Alvey; however, CPS HR identified several management and non-management classes that included some project management duties, suggesting that such work is not appropriate only for a department-head position;

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

- Overall, project management is not a higher-level (or higher-compensated) responsibility than managing agency-wide procurement; thus, CPS HR found no market-based justification for altering our original compensation data for this position.

In summary, CPS HR found no basis for altering the class specification for Purchasing and Materials Director and no reason to change the compensation data previously provided.

VII. Internal Equity Analysis and Recommendations

At the request of the SC METRO Chief Executive Officer, CPS HR agreed to conduct an internal equity analysis. The purpose of the analysis was to determine whether the market data alone (without such analysis) was sufficient for establishing the agency's salary plan, or whether consideration should be given to internal equity as well.

Special Considerations

As noted above, SC METRO requested this internal equity analysis after the market survey for the management classes had been conducted and the results had been shared with management staff. CPS HR modified our approach to give special consideration to the following:

Benchmarking – When a client wants internal equity to be given consideration in determining final salary recommendations, CPS HR typically recommends surveying only those classes identified as **core benchmarks**. Core benchmark classes describe jobs which are likely to be found in the agencies being surveyed and which are not excessively dependent on the size and structure of the individual agencies. For non-management surveys, core benchmarks usually include journey-level classes. For management surveys, the most common benchmarks are middle managers and executive managers. However, other managerial layers (such as assistant department heads) or classes that reflect a client's unique managerial structure, are not individually surveyed but instead, salaries are recommended based on a relationship to a core benchmark class.

CPS HR recommended that every management class be surveyed rather than only the core benchmark classes. Although the resulting data was statistically valid, it did not clearly explain the reason for changes in SC METRO's historical internal relationships and did not provide SC METRO with a methodology for maintaining compensation relationships between individual classes in the future. CPS HR proposed an internal equity methodology that would focus primarily on analyzing the market data for the core benchmark classes, determining whether market differences between any of those core benchmark classes were so insignificant that the classes should be salaried equally, and then establishing and applying reasonable differentials to determine appropriate salary levels for the classes that are not core benchmarks.

Converting Maximum Total Compensation to Maximum Base Salary – The purpose of conducting a "total compensation" rather than just a "base salary" survey is to give appropriate consideration to the value of certain benefits provided by an agency, especially since such benefits may be a significant value when compared to what is offered by other agencies. At the same time, the salary recommendations resulting from total compensation analysis must be "converted" back into new base salary recommendations. Some of the total compensation elements (e.g., employer retirement contributions) are based on a percentage of salary and a

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

regression analysis would be required on each class to obtain an accurate conversion. Although CPS HR was prepared to conduct such analyses, the SC METRO Chief Executive Officer had used the following approach to calculate the labor market-based maximum base salary which were shared with SC METRO management staff:

1. For each surveyed class, he subtracted the current SC METRO total compensation amount from the calculated total compensation labor market median for the class; and
2. He added the above difference to the current maximum base salary for the class to obtain an adjusted “labor market maximum base salary”.

Since this calculation method had already been shared with the study incumbents, CPS HR based our analysis on the same labor market maximum base salary calculations.

Defining Internal Equity Analysis

Internal equity analysis is a method of determining pay by considering the similarities in the nature of the work being performed as well as the need to establish and/or maintain appropriate internal relationships. Although it is possible for an organization to set salaries using internal equity analysis alone, the most defensible compensation structures are based on the use of both benchmark labor market data and internal equity considerations. Furthermore, in a study like this where labor market data has already identified the market value of different types of work, the internal equity analysis can focus primarily on identifying internal relationships and developing compensation policies that are administratively beneficial and consistent with best practice.

In this project, identifying the classes in the study that are “core benchmarks” was the primary starting point for the internal equity analysis. For purposes of this analysis, the following classes were identified as core benchmarks:

- Chief Financial Officer
- Chief Operating Officer
- Information Technology and Intelligent Transportation Systems Director
- Human Resources Director
- Planning and Development Director
- Maintenance Manager
- Safety, Security and Risk Management Director
- Marketing, Communications and Customer Service Director
- Purchasing and Special Projects Director
- Database Administrator (journey-level non-management class)
- Operations Manager-Fixed Route Division

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

- Operations Manager-Paratransit Division
- Executive Assistant (journey-level non-management class)

The following were identified as non-benchmark classes:

- Finance Deputy Director (relationship to Chief Financial Officer supersedes market data)
- Senior Database Administrator (advanced-level, non-management class above Database Administrator, therefore that relationship supersedes market data)
- Human Resources Deputy Director (relationship to Human Resources Director supersedes market data)
- Facilities Manager (duties originally surveyed as part of Maintenance Manager job and therefore that relationship supersedes market data)
- Assistant Maintenance Manager (relationship to Maintenance Manager supersedes market data)
- Assistant Operations Manager (relationship to both Operations Manager classes supersedes market data)

Banding Tolerance and Appropriate Differentials

In our discussions with SC METRO, the Chief Executive Officer supported the idea of banding benchmark classes together if their labor market maximum salaries were so similar that the differences were of questionable significance. Thus, after the core benchmark classes were identified, CPS HR analyzed the core benchmark labor data to determine whether small differences between market salaries could be “tolerated” for the purpose of creating salary bands.

Although SC METRO had no pre-established “tolerance” level, CPS HR recommends a 5% tolerance. This is implemented by first listing all of the core benchmark labor market maximum salaries in descending order. Then, starting with the class at the top of the list, we recommend that any classes with a labor market maximum salary within 5% of that top class be “banded” with that top class and paid equally. In order to accommodate SC METRO’s desire not to reduce any salary previously provided to the incumbents, this approach requires that all classes within the “band” be paid equally to the highest salaried class in the group. Although SC METRO could choose to tolerate more or less than 5% for such banding purposes, CPS HR considers 5% to be the minimum best practice tolerance for this type of analysis.

After defining the bands and thus determining the recommended final maximum salaries for all of the core benchmark classes, vertical and horizontal relationships were identified to establish the salaries of the non-benchmark classes. For example, since an assistant or deputy director should clearly be paid less than the director above them, CPS HR recommends setting the assistant/deputy salary a percentage (differential) below the director. By using such differentials consistently throughout the agency, SC METRO can establish a compensation policy that is defensible and administratively manageable.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Although it is possible to calculate an “average” differential based on labor market data, such averages are not reliable when the number of comparator agencies is small and/or when several of the agencies don’t have matches for all class levels. Furthermore, since SC METRO did not want the salary recommendations to fall below those already shared with the incumbents, CPS HR has recommended differentials based primarily on our professional experience and the limitations of the labor market data. Specifically, we are recommending a 25% differential between vertically-aligned manager classes (e.g., Finance Deputy Director and Chief Financial Officer; Human Resources Deputy Director and Human Resources Director; Assistant Maintenance Manager and Maintenance Manager; and Assistant Operations Manager and Operations Manager) and a 15% differential between vertically-aligned non-manager classes (e.g., Database Administrator and Senior Database Administrator). We also recommend a 15% differential between the Facilities Manager and Maintenance Manager since that is similar to what was found in the market data and also recognizes the larger staffing and higher complexity associated with fleet as compared to facility management. These recommended differentials are also consistent with our professional experience that differentials between classes typically increase with the level of the class.

Results and Recommendations

Table 7 below summarizes the results and recommendations of the methodology described above. The different colors show where core benchmark classes have been banded. Non-colored (white) classes are non-benchmark classes.

Table 7: SC METRO Internal Equity Analysis Results and Recommendations

Class Title	Survey Matches	Current Max Base Salary	LM Median Max Base Salary	Base Used to Apply Differential Factor	Differential Factor	Recommended Maximum Base Salary	Change From Current Max Base Salary	Change From LM Median Max Base Salary	Explanation of Proposal	CPS HR Comments
Chief Financial Officer (CFO)	7	\$11,558.00	\$15,177.00	\$15,177.00	1.00	\$15,177.00	31.31%	0.00%	Set at market median	Band starts with CFO and extends 5% downward
Chief Operating Officer (COO)	5	\$12,716.00	\$14,996.00	\$15,177.00	1.00	\$15,177.00	19.35%	1.21%	Set equivalent to CFO	Band starts with CFO and extends 5% downward
Information Technology and Intelligent Transportation Systems Director	7	\$10,409.00	\$14,237.00	\$14,237.00	1.00	\$14,237.00	36.78%	0.00%	Set at market median	Band starts with IT Director and extends 5% downward
Human Resources Director	7	\$11,558.00	\$14,057.00	\$14,237.00	1.00	\$14,237.00	23.18%	1.28%	Set equivalent to IT Director	Band starts with IT Director and extends 5% downward
Planning and Development Director	7	\$11,558.00	\$12,937.00	\$12,937.00	1.00	\$12,937.00	11.93%	0.00%	Set at market median	Single class band
Maintenance Manager	6	\$11,558.00	\$11,862.00	\$11,862.00	1.00	\$11,862.00	2.63%	0.00%	Set at market median	Single class band

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Class Title	Survey Matches	Current Max Base Salary	LM Median Max Base Salary	Base Used to Apply Differential Factor	Differential Factor	Recommended Maximum Base Salary	Change From Current Max Base Salary	Change From LM Median Max Base Salary	Explanation of Proposal	CPS HR Comments
Finance Deputy Director	5	\$10,055.00	\$10,953.00	\$15,177.00	0.75	\$11,382.75	13.20%	3.92%	Set 25% below Chief Financial Officer	Consistent differential
Senior Database Administrator	5	\$10,234.00	\$10,754.00	\$9,866.00	1.15	\$11,345.90	10.86%	5.50%	Set 15% above Database Administrator	15% is appropriate differential between journey and advanced journey
Safety Security and Risk Management Director	7	\$8,039.00	\$11,172.00	\$11,172.00	1.00	\$11,172.00	38.97%	0.00%	Set at market median	Single class band
Human Resources Deputy Director	5	\$8,694.00	\$9,326.00	\$14,237.00	0.75	\$10,677.75	22.82%	14.49%	Set 25% below Human Resources Director	Consistent differential
Marketing, Communications and Customer Service Director	4	\$10,409.00	\$10,409.00	\$10,409.00	1.00	\$10,409.00	0.00%	0.00%	Set at market median	Band starts with Marketing Director and extends 5% downward
Purchasing and Special Projects Director	6	\$10,409.00	\$10,409.00	\$10,409.00	1.00	\$10,409.00	0.00%	0.00%	Set equivalent to Marketing Director	Band starts with Marketing Director and extends 5% downward
Facilities Manager (new class)	4	\$0.00	\$9,957.00	\$11,862.00	0.85	\$10,082.70	NA (new)	1.26%	Set 15% below Maintenance Manager	Not a directly vertical relationship...15% reflects difference in role
Database Administrator	3	\$8,039.00	\$9,866.00	\$9,866.00	1.00	\$9,866.00	22.73%	0.00%	Set at market median	Single class band
Operations Manager-Fixed Route Division	5	\$8,694.00	\$9,326.00	\$9,326.00	1.00	\$9,326.00	7.27%	0.00%	Set at market median	Band starts with Ops Mgr-FR and extends 5% downward
Operations Manager-Paratransit Division	4	\$8,694.00	\$9,280.00	\$9,326.00	1.00	\$9,326.00	7.27%	0.50%	Set equivalent to Ops Mgr-FR	Band starts with Ops Mgr-FR and extends 5% downward
Assistant Maintenance Manager	4	\$8,694.00	\$9,358.00	\$11,862.00	0.75	\$8,896.50	2.33%	-4.93%	Set 25% below Maintenance Manager	Position is vacant; no EE impact
Assistant Operations Manager (Paratransit and Fixed Route)	2	\$7,266.00	\$7,266.00	\$9,326.00	0.75	\$6,994.50	-3.74%	-3.74%	Set 25% below Operations Manager-Fixed Route	If not currently vacant, recommend giving originally "promised" salary now but freezing salary level until vacant or 25% differential is achieved.
Executive Assistant	6	\$6,810.00	\$6,810.00	\$6,810.00	1.00	\$6,810.00	0.00%	0.00%	Set at market median	Single class band

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

VIII. Next Steps

This Revised Final Management Compensation Report provides detailed information concerning the scope of the project, the methodology used to complete the total compensation study, as well as the results of the study with all requested additional adjustments.

CPS HR is available to assist the SC METRO Chief Executive Officer in presenting the results of this compensation study to key stakeholders, including the personnel commission and board. We also are available to discuss implementation with senior management.

Should you require any further information or have questions and comments with respect to this report, please do not hesitate to contact Jennifer Ramos at 916-471-3125 or via email at jramos@cpshr.us.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Appendix A-1: Datasheets, Select Agencies

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Assistant Maintenance Manager

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Assistant Maintenance Manager	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Central Contra Costa County Transit Authority	Facilities Superintendent	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Building Maintenance Superintendent	\$7,833	\$10,457			\$2,004				\$856	\$764	\$14,081
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Maintenance Manager	\$6,503	\$10,080		\$25		\$1,217	\$18		\$840	\$146	\$12,327
San Joaquin Regional Transit District	No Comparable Class											
Santa Barbara Metropolitan Transit District	Assistant Superintendent of Maintenance	\$8,333	\$8,333		\$833	\$2,200					\$637	\$12,004

Base Salary Median	\$10,269
Percentage Above or Below Median	-18.11%
Base Salary 45th Percentile	\$10,212
Base Salary 55th Percentile	\$10,325
Percentage Above or Below 45th Percentile	-17.46%
Percentage Above or Below 55th Percentile	-18.76%
Total Matches:	4

Total Compensation Median	\$13,204
Percentage Above or Below Median	-5.30%
Total Compensation 45th Percentile	\$12,941
Total Compensation 55th Percentile	\$13,467
Percentage Above or Below 45th Percentile	-3.20%
Percentage Above or Below 55th Percentile	-7.40%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Assistant Operations Manager (Para Transit Department)

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Assistant Operations Manager (Para Transit Department)	\$5,692	\$7,266	\$363			\$2,311	\$147	\$26	\$669	\$105	\$10,888
Central Contra Costa County Transit Authority	No Comparable Class											
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Assistant Contract Operations Manager	\$5,676	\$8,064		\$25		\$1,217	\$18		\$672	\$117	\$10,113
San Joaquin Regional Transit District	No Comparable Class											
Santa Barbara Metropolitan Transit District	Superintendent of Operations	\$7,370	\$7,370		\$737	\$2,200					\$564	\$10,871

Base Salary Median	\$7,717
Percentage Above or Below Median	-6.21%

Base Salary 45th Percentile	\$7,682
Base Salary 55th Percentile	\$7,752
Percentage Above or Below 45th Percentile	-5.73%
Percentage Above or Below 55th Percentile	-6.68%

Total Matches:	2
----------------	---

Total Compensation Median	\$10,492
Percentage Above or Below Median	3.64%

Total Compensation 45th Percentile	\$10,454
Total Compensation 55th Percentile	\$10,530
Percentage Above or Below 45th Percentile	3.98%
Percentage Above or Below 55th Percentile	3.29%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Chief Financial Officer (CFO)

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Chief Financial Officer (CFO)	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Central Contra Costa County Transit Authority	Chief Financial Officer	\$12,446	\$16,738				\$1,678	\$43	\$28	\$1,358	\$243	\$20,088
City of Santa Cruz	Director of Finance	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Auditor-Controller-Treasurer	\$19,196	\$19,196			\$2,004				\$1,572	\$891	\$23,662
Monterey Salinas Transit District	Chief Financial Officer	\$9,554	\$13,830				\$1,937			\$1,181	\$201	\$17,149
Riverside Transit Agency	Chief Financial Officer	\$10,053	\$16,587		\$25		\$1,217	\$18		\$1,383	\$241	\$19,471
San Joaquin Regional Transit District	Chief Financial Officer	\$9,677	\$14,226		\$1,423		\$1,825	\$107	\$24		\$819	\$18,423
Santa Barbara Metropolitan Transit District	Comptroller-Procurement Officer	\$10,612	\$10,612		\$1,061	\$2,200					\$766	\$14,639

Base Salary Median	\$16,031
Percentage Above or Below Median	-38.70%

Base Salary 45th Percentile	\$15,490
Base Salary 55th Percentile	\$16,198
Percentage Above or Below 45th Percentile	-34.02%
Percentage Above or Below 55th Percentile	-40.14%

Total Matches:	7
----------------	---

Total Compensation Median	\$19,471
Percentage Above or Below Median	-22.83%

Total Compensation 45th Percentile	\$19,156
Total Compensation 55th Percentile	\$19,656
Percentage Above or Below 45th Percentile	-20.84%
Percentage Above or Below 55th Percentile	-23.99%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Chief Operating Officer (COO)

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Chief Operating Officer (COO)	\$9,960	\$12,716	\$636			\$2,311	\$147	\$26	\$1,171	\$184	\$17,191
Central Contra Costa County Transit Authority	Chief Operating Officer	\$12,446	\$16,738				\$1,678	\$43	\$28	\$1,358	\$243	\$20,088
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Director of General Services	\$12,405	\$16,622			\$2,004				\$1,361	\$853	\$20,840
Monterey Salinas Transit District	Chief Operating Officer	\$9,093	\$13,164				\$1,937			\$1,124	\$191	\$16,416
Riverside Transit Agency	Chief Operating Officer	\$10,053	\$16,587		\$25		\$1,217	\$18		\$1,383	\$241	\$19,471
San Joaquin Regional Transit District	Chief Operating Officer	\$9,677	\$14,226		\$1,423		\$1,825	\$107	\$24		\$819	\$18,423
Santa Barbara Metropolitan Transit District	Data Not Available											

Base Salary Median	\$16,587
Percentage Above or Below Median	-30.44%

Base Salary 45th Percentile	\$16,115
Base Salary 55th Percentile	\$16,594
Percentage Above or Below 45th Percentile	-26.73%
Percentage Above or Below 55th Percentile	-30.50%

Total Matches:	5
----------------	---

Total Compensation Median	\$19,471
Percentage Above or Below Median	-13.26%

Total Compensation 45th Percentile	\$19,261
Total Compensation 55th Percentile	\$19,594
Percentage Above or Below 45th Percentile	-12.04%
Percentage Above or Below 55th Percentile	-13.98%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Database Administrator

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Database Administrator	\$6,297	\$8,039	\$402			\$2,311	\$147	\$26	\$740	\$117	\$11,782
Central Contra Costa County Transit Authority	No Comparable Class											
City of Santa Cruz	Systems Coordinator	\$7,092	\$9,598	\$240			\$2,010	\$127	\$19	\$881	\$734	\$13,609
County of Santa Cruz	IT System Developer/Analyst III	\$8,226	\$10,410			\$2,004				\$852	\$763	\$14,030
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	No Comparable Class											
San Joaquin Regional Transit District	Senior IT Specialist	\$5,292	\$7,565		\$757		\$1,825	\$107	\$24		\$579	\$10,856
Santa Barbara Metropolitan Transit District	No Comparable Class											

Base Salary Median	\$9,598
Percentage Above or Below Median	-19.39%

Base Salary 45th Percentile	\$9,395
Base Salary 55th Percentile	\$9,679
Percentage Above or Below 45th Percentile	-16.86%
Percentage Above or Below 55th Percentile	-20.40%

Total Matches:	3
----------------	---

Total Compensation Median	\$13,609
Percentage Above or Below Median	-15.51%

Total Compensation 45th Percentile	\$13,334
Total Compensation 55th Percentile	\$13,651
Percentage Above or Below 45th Percentile	-13.17%
Percentage Above or Below 55th Percentile	-15.87%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Executive Assistant

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Executive Assistant	\$5,333	\$6,810	\$341			\$2,311	\$147	\$26	\$627	\$99	\$10,361
Central Contra Costa County Transit Authority	Clerk to the Board/Assistant to GM	\$5,651	\$7,681				\$1,678	\$43	\$28	\$623	\$111	\$10,165
City of Santa Cruz	Deputy City Clerk-Administrator	\$5,191	\$7,026	\$176			\$2,010	\$127	\$19	\$645	\$537	\$10,540
County of Santa Cruz	Chief Deputy Clerk-Board of Supervisors	\$7,408	\$9,868			\$2,004				\$808	\$755	\$13,435
Monterey Salinas Transit District	Executive Assistant to the General Manager/Clerk of Board	\$4,669	\$6,758				\$1,937			\$577	\$98	\$9,370
Riverside Transit Agency	Executive Assistant/Clerk to the Board	\$6,010	\$9,316		\$25		\$1,217	\$18		\$777	\$135	\$11,488
San Joaquin Regional Transit District	Executive and Board Support Analyst	\$3,953	\$5,815		\$582		\$1,825	\$107	\$24		\$445	\$8,797
Santa Barbara Metropolitan Transit District	Data Not Available											

Base Salary Median	\$7,354
Percentage Above or Below Median	-7.98%

Total Compensation Median	\$10,352
Percentage Above or Below Median	0.08%

Base Salary 45th Percentile	\$7,190
Base Salary 55th Percentile	\$7,517
Percentage Above or Below 45th Percentile	-5.58%
Percentage Above or Below 55th Percentile	-10.39%

Total Compensation 45th Percentile	\$10,258
Total Compensation 55th Percentile	\$10,446
Percentage Above or Below 45th Percentile	0.98%
Percentage Above or Below 55th Percentile	-0.83%

Total Matches:	6
----------------	---

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Facilities Manager

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	No Comparable Class, New Classification											
Central Contra Costa County Transit Authority	Director of Maintenance (Facilities)	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Building Maintenance Superintendent	\$7,833	\$10,457			\$2,004				\$856	\$764	\$14,081
Monterey Salinas Transit District	Facilities/Capital Projects Manager	\$6,436	\$9,316				\$1,937			\$796	\$135	\$12,184
Riverside Transit Agency	No Comparable Class											
San Joaquin Regional Transit District	Facilities Superintendent	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	No Comparable Class											

Base Salary Median	\$9,957
Percentage Above or Below Median	
Base Salary 45th Percentile	\$9,806
Base Salary 55th Percentile	\$10,107
Percentage Above or Below 45th Percentile	
Percentage Above or Below 55th Percentile	
Total Matches:	4

Total Compensation Median	\$13,581
Percentage Above or Below Median	
Total Compensation 45th Percentile	\$13,431
Total Compensation 55th Percentile	\$13,731
Percentage Above or Below 45th Percentile	
Percentage Above or Below 55th Percentile	

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Finance Deputy Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Finance Deputy Director	\$7,876	\$10,055	\$503			\$2,311	\$147	\$26	\$926	\$146	\$14,114
Central Contra Costa County Transit Authority	Manager of Accounting	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Assistant Director of Finance	\$8,845	\$11,971	\$299			\$2,010	\$127	\$19	\$1,099	\$786	\$16,311
County of Santa Cruz	Chief Deputy Auditor-Controller	\$12,034	\$16,130			\$2,004				\$1,321	\$846	\$20,301
Monterey Salinas Transit District	General Accountant and Budget Manager	\$7,281	\$10,541				\$1,937			\$900	\$153	\$13,531
Riverside Transit Agency	Controller	\$7,829	\$12,526		\$25		\$1,217	\$18		\$1,044	\$182	\$15,012
San Joaquin Regional Transit District	No Comparable Classification											
Santa Barbara Metropolitan Transit District	No Comparable Classification											

Base Salary Median	\$12,017
Percentage Above or Below Median	-19.51%

Base Salary 45th Percentile	\$12,008
Base Salary 55th Percentile	\$12,119
Percentage Above or Below 45th Percentile	-19.42%
Percentage Above or Below 55th Percentile	-20.53%

Total Matches:	5
----------------	---

Total Compensation Median	\$15,012
Percentage Above or Below Median	-6.36%

Total Compensation 45th Percentile	\$14,993
Total Compensation 55th Percentile	\$15,272
Percentage Above or Below 45th Percentile	-6.23%
Percentage Above or Below 55th Percentile	-8.21%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Human Resources Deputy Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Human Resources Deputy Director	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Central Contra Costa County Transit Authority	Director of Recruitment & Employee Development	\$7,833	\$15,153				\$1,678	\$43	\$28	\$219	\$1,228	\$18,350
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Deputy Personnel Director	\$10,707	\$14,340			\$2,004				\$1,174	\$820	\$18,338
Monterey Salinas Transit District	Human Resources Manager	\$5,976	\$8,651				\$1,937			\$739	\$125	\$11,452
Riverside Transit Agency	Human Resources Manager	\$6,781	\$10,850		\$25		\$1,217	\$18		\$905	\$157	\$13,172
San Joaquin Regional Transit District	Human Resources Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	No Comparable Class											

Base Salary Median	\$10,850
Percentage Above or Below Median	-24.80%

Base Salary 45th Percentile	\$10,571
Base Salary 55th Percentile	\$11,548
Percentage Above or Below 45th Percentile	-21.59%
Percentage Above or Below 55th Percentile	-32.83%

Total Matches:	5
----------------	---

Total Compensation Median	\$13,172
Percentage Above or Below Median	-5.04%

Total Compensation 45th Percentile	\$13,154
Total Compensation 55th Percentile	\$14,205
Percentage Above or Below 45th Percentile	-4.90%
Percentage Above or Below 55th Percentile	-13.28%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Human Resources Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Human Resources Director	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Central Contra Costa County Transit Authority	Director of Human Resources	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	Director of Human Resources	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Personnel Director	\$12,811	\$17,165			\$2,004				\$1,405	\$861	\$21,436
Monterey Salinas Transit District	Director of Human Resources/Risk Management	\$8,444	\$12,224				\$1,937			\$1,044	\$177	\$15,382
Riverside Transit Agency	Chief Administrative Services Officer/EEO Officer	\$9,578	\$15,804		\$25		\$1,217	\$18		\$1,318	\$229	\$18,611
San Joaquin Regional Transit District	Director of Human Resources	\$9,127	\$13,156		\$1,316		\$1,825	\$107	\$24		\$803	\$17,231
Santa Barbara Metropolitan Transit District	HR and Risk Manager	\$8,670	\$8,670		\$867	\$2,200					\$663	\$12,400

Base Salary Median	\$15,153
Percentage Above or Below Median	-31.10%

Base Salary 45th Percentile	\$14,554
Base Salary 55th Percentile	\$15,348
Percentage Above or Below 45th Percentile	-25.92%
Percentage Above or Below 55th Percentile	-32.79%

Total Matches:	7
----------------	---

Total Compensation Median	\$18,351
Percentage Above or Below Median	-15.77%

Total Compensation 45th Percentile	\$18,015
Total Compensation 55th Percentile	\$18,429
Percentage Above or Below 45th Percentile	-13.64%
Percentage Above or Below 55th Percentile	-16.26%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Information Technology and Intelligent Transportation Systems Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Information Technology and Intelligent Transportation Systems Director	\$8,155	\$10,409	\$520			\$2,311	\$147	\$26	\$959	\$151	\$14,523
Central Contra Costa County Transit Authority	Director of Information Technology	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	Director of Information Technology	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Director Information Services	\$13,282	\$17,806			\$2,004				\$1,458	\$870	\$22,138
Monterey Salinas Transit District	Director of Information Technology	\$8,444	\$12,224				\$1,937			\$1,044	\$177	\$15,382
Riverside Transit Agency	Director of Information Technology	\$8,867	\$14,630		\$25		\$1,217	\$18		\$1,220	\$212	\$17,322
San Joaquin Regional Transit District	Chief Technology Officer	\$11,250	\$15,833		\$1,583		\$1,825	\$107	\$24		\$842	\$20,214
Santa Barbara Metropolitan Transit District	IT Manager	\$8,372	\$8,372		\$837	\$2,200					\$640	\$12,050

Base Salary Median	\$15,153
Percentage Above or Below Median	-45.58%

Total Compensation Median	\$18,351
Percentage Above or Below Median	-26.36%

Base Salary 45th Percentile	\$14,996
Base Salary 55th Percentile	\$15,357
Percentage Above or Below 45th Percentile	-44.07%
Percentage Above or Below 55th Percentile	-47.54%

Total Compensation 45th Percentile	\$18,042
Total Compensation 55th Percentile	\$18,910
Percentage Above or Below 45th Percentile	-24.23%
Percentage Above or Below 55th Percentile	-30.21%

Total Matches:	7
----------------	---

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Maintenance Manager

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Maintenance Manager	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Central Contra Costa County Transit Authority	Director of Maintenance (Fleet)	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	Public Works Operations Manager	\$7,310	\$9,893	\$247			\$2,010	\$127	\$19	\$908	\$756	\$13,960
County of Santa Cruz	Deputy Director of General Services	\$10,975	\$14,716			\$2,004				\$1,205	\$826	\$18,751
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Director of Maintenance	\$9,578	\$15,804		\$25		\$1,217	\$18		\$1,318	\$229	\$18,611
San Joaquin Regional Transit District	Maintenance Superintendent	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Acting Manager of Maintenance	\$8,750	\$8,750		\$875	\$2,200					\$669	\$12,494

Base Salary Median	\$12,305
Percentage Above or Below Median	-6.46%

Base Salary 45th Percentile	\$11,099
Base Salary 55th Percentile	\$13,510
Percentage Above or Below 45th Percentile	3.97%
Percentage Above or Below 55th Percentile	-16.89%

Total Matches:	6
----------------	---

Total Compensation Median	\$16,156
Percentage Above or Below Median	-1.92%

Total Compensation 45th Percentile	\$15,058
Total Compensation 55th Percentile	\$17,253
Percentage Above or Below 45th Percentile	5.01%
Percentage Above or Below 55th Percentile	-8.84%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Marketing, Communications and Customer Service Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Marketing, Communications and Customer Service Director	\$8,155	\$10,409	\$520			\$2,311	\$147	\$26	\$959	\$151	\$14,523
Central Contra Costa County Transit Authority	Manager of Planning (Marketing and Community Outreach)	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Director of Marketing	\$8,867	\$14,630		\$25		\$1,217	\$18		\$1,220	\$212	\$17,322
San Joaquin Regional Transit District	Marketing Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Marketing and Community Relations Manager	\$6,503	\$6,503		\$650	\$2,200					\$497	\$9,851

Base Salary Median	\$10,737
Percentage Above or Below Median	-3.15%
Base Salary 45th Percentile	\$10,352
Base Salary 55th Percentile	\$11,121
Percentage Above or Below 45th Percentile	0.54%
Percentage Above or Below 55th Percentile	-6.84%
Total Matches:	4

Total Compensation Median	\$13,998
Percentage Above or Below Median	3.61%
Total Compensation 45th Percentile	\$13,723
Total Compensation 55th Percentile	\$14,273
Percentage Above or Below 45th Percentile	5.51%
Percentage Above or Below 55th Percentile	1.72%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Operations Manager- Paratransit Division

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Operations Manager- Paratransit Division	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Central Contra Costa County Transit Authority	Manager of Accessible Services	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Contract Operations Manager	\$6,781	\$10,850		\$25		\$1,217	\$18		\$905	\$157	\$13,172
San Joaquin Regional Transit District	Mobility Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Operations Manager	\$9,074	\$9,074		\$907	\$2,200					\$694	\$12,876

Base Salary Median	\$10,153
Percentage Above or Below Median	-16.78%

Base Salary 45th Percentile	\$9,944
Base Salary 55th Percentile	\$10,362
Percentage Above or Below 45th Percentile	-14.38%
Percentage Above or Below 55th Percentile	-19.19%

Total Matches:	4
----------------	---

Total Compensation Median	\$13,126
Percentage Above or Below Median	-4.68%

Total Compensation 45th Percentile	\$13,113
Total Compensation 55th Percentile	\$13,140
Percentage Above or Below 45th Percentile	-4.57%
Percentage Above or Below 55th Percentile	-4.79%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Operations Manager-Fixed Route Division

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Operations Manager-Fixed Route Division	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Central Contra Costa County Transit Authority	Director of Transportation	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Monterey Salinas Transit District	Deputy Chief Operating Officer	\$8,655	\$13,164				\$1,937			\$1,124	\$191	\$16,416
Riverside Transit Agency	Operations Manager	\$6,781	\$10,850		\$25		\$1,217	\$18		\$905	\$157	\$13,172
San Joaquin Regional Transit District	Transportation Superintendent	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Operations Manager	\$9,074	\$9,074		\$907	\$2,200					\$694	\$12,876

Base Salary Median	\$10,850
Percentage Above or Below Median	-24.80%

Total Compensation Median	\$13,172
Percentage Above or Below Median	-5.04%

Base Salary 45th Percentile	\$10,571
Base Salary 55th Percentile	\$11,313
Percentage Above or Below 45th Percentile	-21.59%
Percentage Above or Below 55th Percentile	-30.12%

Total Compensation 45th Percentile	\$13,154
Total Compensation 55th Percentile	\$13,821
Percentage Above or Below 45th Percentile	-4.90%
Percentage Above or Below 55th Percentile	-10.22%

Total Matches:	5
----------------	---

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Planning and Development Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Planning and Development Director	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Central Contra Costa County Transit Authority	Manager of Planning (Planning and Scheduling)	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Director Planning and Community Development	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Planning Director	\$13,710	\$18,363			\$2,004				\$1,504	\$879	\$22,749
Monterey Salinas Transit District	Director of Planning and Development	\$8,444	\$12,224				\$1,937			\$1,044	\$177	\$15,382
Riverside Transit Agency	Director of Planning	\$9,578	\$15,804		\$25		\$1,217	\$18		\$1,318	\$229	\$18,611
San Joaquin Regional Transit District	Planning Director-Service Development	\$9,127	\$13,156		\$1,316		\$1,825	\$107	\$24		\$803	\$17,231
Santa Barbara Metropolitan Transit District	Plant Manager	\$8,126	\$8,126		\$813	\$2,200					\$622	\$11,760

Base Salary Median	\$13,156
Percentage Above or Below Median	-13.83%

Base Salary 45th Percentile	\$12,876
Base Salary 55th Percentile	\$13,950
Percentage Above or Below 45th Percentile	-11.41%
Percentage Above or Below 55th Percentile	-20.70%

Total Matches:	7
----------------	---

Total Compensation Median	\$17,231
Percentage Above or Below Median	-8.70%

Total Compensation 45th Percentile	\$16,676
Total Compensation 55th Percentile	\$17,645
Percentage Above or Below 45th Percentile	-5.20%
Percentage Above or Below 55th Percentile	-11.31%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Purchasing and Special Projects Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Purchasing and Special Projects Director	\$8,155	\$10,409	\$520			\$2,311	\$147	\$26	\$959	\$151	\$14,523
Central Contra Costa County Transit Authority	Manager of Purchasing and Grants	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Purchasing Manager	\$7,060	\$9,555	\$239			\$2,010	\$127	\$19	\$877	\$731	\$13,558
County of Santa Cruz	No Comparable Class											
Monterey Salinas Transit District	Purchasing Manager	\$6,436	\$9,316				\$1,937			\$796	\$135	\$12,184
Riverside Transit Agency	Chief Procurement and Logistics Officer	\$10,053	\$16,587		\$25		\$1,217	\$18		\$1,383	\$241	\$19,471
San Joaquin Regional Transit District	Director of Procurement	\$9,127	\$13,156		\$1,316		\$1,825	\$107	\$24		\$803	\$17,231
Santa Barbara Metropolitan Transit District	Capital Project Manager	\$7,650	\$7,650		\$765	\$2,200					\$585	\$11,200

Base Salary Median	\$10,786
Percentage Above or Below Median	-3.62%

Base Salary 45th Percentile	\$10,171
Base Salary 55th Percentile	\$11,402
Percentage Above or Below 45th Percentile	2.29%
Percentage Above or Below 55th Percentile	-9.54%

Total Matches:	6
----------------	---

Total Compensation Median	\$14,237
Percentage Above or Below Median	1.97%

Total Compensation 45th Percentile	\$13,897
Total Compensation 55th Percentile	\$14,576
Percentage Above or Below 45th Percentile	4.31%
Percentage Above or Below 55th Percentile	-0.36%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Safety Security and Risk Management Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Safety Security and Risk Management Director	\$6,297	\$8,039	\$402			\$2,311	\$147	\$26	\$740	\$117	\$11,782
Central Contra Costa County Transit Authority	Manager of Training	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Risk and Safety Manager	\$8,212	\$11,116	\$278			\$2,010	\$127	\$19	\$1,020	\$773	\$15,344
County of Santa Cruz	Risk Manager	\$8,963	\$12,022			\$2,004				\$984	\$787	\$15,797
Monterey Salinas Transit District	Risk and Security Manager	\$5,976	\$8,651				\$1,937			\$739	\$125	\$11,452
Riverside Transit Agency	Director of Risk Management	\$8,551	\$14,109		\$25		\$1,217	\$18		\$1,176	\$205	\$16,750
San Joaquin Regional Transit District	Safety and Risk Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Operations Safety and Training Officer	\$6,503	\$6,503		\$650	\$2,200					\$497	\$9,851

Base Salary Median	\$11,116
Percentage Above or Below Median	-38.28%
Base Salary 45th Percentile	\$10,618
Base Salary 55th Percentile	\$11,386
Percentage Above or Below 45th Percentile	-32.08%
Percentage Above or Below 55th Percentile	-41.64%
Total Matches:	7

Total Compensation Median	\$14,915
Percentage Above or Below Median	-26.59%
Total Compensation 45th Percentile	\$14,365
Total Compensation 55th Percentile	\$15,044
Percentage Above or Below 45th Percentile	-21.92%
Percentage Above or Below 55th Percentile	-27.68%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Senior Database Administrator

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Senior Database Administrator	\$7,290	\$10,234	\$512			\$2,311	\$147	\$26	\$943	\$148	\$14,321
Central Contra Costa County Transit Authority	Developer	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	IT Manager- Applications	\$7,885	\$10,672	\$267			\$2,010	\$127	\$19	\$980	\$767	\$14,841
County of Santa Cruz	IT System Administrator Supervisor	\$9,460	\$11,972			\$2,004				\$980	\$786	\$15,742
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Systems Administrator	\$5,376	\$8,064		\$25		\$1,217	\$18		\$672	\$117	\$10,113
San Joaquin Regional Transit District	Information Technology Administrator	\$6,250	\$8,333		\$833		\$1,825	\$107	\$24		\$637	\$11,760
Santa Barbara Metropolitan Transit District	No Comparable Class											

Base Salary Median	\$10,672
Percentage Above or Below Median	-4.28%

Base Salary 45th Percentile	\$10,204
Base Salary 55th Percentile	\$10,932
Percentage Above or Below 45th Percentile	0.29%
Percentage Above or Below 55th Percentile	-6.82%

Total Matches:	5
----------------	---

Total Compensation Median	\$14,841
Percentage Above or Below Median	-3.64%

Total Compensation 45th Percentile	\$14,225
Total Compensation 55th Percentile	\$14,856
Percentage Above or Below 45th Percentile	0.67%
Percentage Above or Below 55th Percentile	-3.74%

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Appendix A-2: Datasheets, All Agencies

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Assistant Maintenance Manager

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Assistant Maintenance Manager	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Alameda Contra Costa Transit District	Assistant Director of Maintenance	\$11,214	\$13,392		\$150		\$3,129	\$250	\$40	\$1,859	\$806	\$19,626
Central Contra Costa County Transit Authority	Facilities Superintendent	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Building Maintenance Superintendent	\$7,833	\$10,457			\$2,004				\$856	\$764	\$14,081
Golden Gate Transit District	Fleet and Facilities Superintendent	\$9,249	\$11,178			\$2,311				\$1,125	\$774	\$15,388
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Maintenance Manager	\$6,503	\$10,080		\$25		\$1,217	\$18		\$840	\$146	\$12,327
San Joaquin Regional Transit District	No Comparable Class											
Santa Barbara Metropolitan Transit District	Assistant Superintendent of Maintenance	\$8,333	\$8,333		\$833	\$2,200					\$637	\$12,004
Santa Clara Valley Transportation Authority	Maintenance Superintendent	\$9,380	\$11,402				\$2,028	\$70	\$9	\$1,064	\$778	\$15,350

Base Salary Median	\$11,178
Percentage Above or Below Median	-28.57%
Base Salary 45th Percentile	\$10,962
Base Salary 55th Percentile	\$11,245
Percentage Above or Below 45th Percentile	-26.08%
Percentage Above or Below 55th Percentile	-29.34%
Total Matches:	7

Total Compensation Median	\$14,915
Percentage Above or Below Median	-18.95%
Total Compensation 45th Percentile	\$14,665
Total Compensation 55th Percentile	\$15,046
Percentage Above or Below 45th Percentile	-16.95%
Percentage Above or Below 55th Percentile	-19.99%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Assistant Operations Manager (Para Transit Department)

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Assistant Operations Manager (Para Transit Department)	\$5,692	\$7,266	\$363			\$2,311	\$147	\$26	\$669	\$105	\$10,888
Alameda Contra Costa Transit District	No Comparable Class											
Central Contra Costa County Transit Authority	No Comparable Class											
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Golden Gate Transit District	Superintendent Transportation Operations	\$8,979	\$10,852			\$2,311				\$1,092	\$770	\$15,025
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Assistant Contract Operations Manager	\$5,676	\$8,064		\$25		\$1,217	\$18		\$672	\$117	\$10,113
San Joaquin Regional Transit District	No Comparable Class											
Santa Barbara Metropolitan Transit District	Superintendent of Operations	\$7,370	\$7,370		\$737	\$2,200					\$564	\$10,871
Santa Clara Valley Transportation Authority	No Comparable Class											

Base Salary Median	\$8,064
Percentage Above or Below Median	-10.98%
Base Salary 45th Percentile	\$7,995
Base Salary 55th Percentile	\$8,343
Percentage Above or Below 45th Percentile	-10.03%
Percentage Above or Below 55th Percentile	-14.82%
Total Matches:	3

Total Compensation Median	\$10,871
Percentage Above or Below Median	0.16%
Total Compensation 45th Percentile	\$10,795
Total Compensation 55th Percentile	\$11,286
Percentage Above or Below 45th Percentile	0.85%
Percentage Above or Below 55th Percentile	-3.66%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Chief Financial Officer (CFO)

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Chief Financial Officer (CFO)	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Alameda Contra Costa Transit District	Chief Financial Officer	\$16,471	\$21,046		\$150		\$3,129	\$250	\$40	\$2,921	\$917	\$28,454
Central Contra Costa County Transit Authority	Chief Financial Officer	\$12,446	\$16,738				\$1,678	\$43	\$28	\$1,358	\$243	\$20,088
City of Santa Cruz	Director of Finance	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Auditor-Controller-Treasurer	\$19,196	\$19,196			\$2,004				\$1,572	\$891	\$23,662
Golden Gate Transit District	CFO/Auditor-Controller	\$19,409	\$19,409			\$2,311				\$1,953	\$894	\$24,567
Monterey Salinas Transit District	Chief Financial Officer	\$9,554	\$13,830				\$1,937			\$1,181	\$201	\$17,149
Riverside Transit Agency	Chief Financial Officer	\$10,053	\$16,587		\$25		\$1,217	\$18		\$1,383	\$241	\$19,471
San Joaquin Regional Transit District	Chief Financial Officer	\$9,677	\$14,226		\$1,423		\$1,825	\$107	\$24		\$819	\$18,423
Santa Barbara Metropolitan Transit District	Comptroller-Procurement Officer	\$10,612	\$10,612		\$1,061	\$2,200					\$766	\$14,639
Santa Clara Valley Transportation Authority	Chief Financial Officer	\$20,417	\$20,417				\$2,028	\$70	\$9	\$1,905	\$908	\$25,337

Base Salary Median	\$16,663
Percentage Above or Below Median	-44.16%
Base Salary 45th Percentile	\$16,595
Base Salary 55th Percentile	\$16,730
Percentage Above or Below 45th Percentile	-43.58%
Percentage Above or Below 55th Percentile	-44.75%
Total Matches:	10

Total Compensation Median	\$20,481
Percentage Above or Below Median	-29.20%
Total Compensation 45th Percentile	\$20,127
Total Compensation 55th Percentile	\$20,835
Percentage Above or Below 45th Percentile	-26.97%
Percentage Above or Below 55th Percentile	-31.43%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Chief Operating Officer (COO)

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Chief Operating Officer (COO)	\$9,960	\$12,716	\$636			\$2,311	\$147	\$26	\$1,171	\$184	\$17,191
Alameda Contra Costa Transit District	Chief Operating Officer	\$16,471	\$21,046		\$150		\$3,129	\$250	\$40	\$2,921	\$917	\$28,454
Central Contra Costa County Transit Authority	Chief Operating Officer	\$12,446	\$16,738				\$1,678	\$43	\$28	\$1,358	\$243	\$20,088
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Director of General Services	\$12,405	\$16,622			\$2,004				\$1,361	\$853	\$20,840
Golden Gate Transit District	Deputy General Manager - Bus	\$14,839	\$17,933			\$2,311				\$1,805	\$872	\$22,921
Monterey Salinas Transit District	Chief Operating Officer	\$9,093	\$13,164				\$1,937			\$1,124	\$191	\$16,416
Riverside Transit Agency	Chief Operating Officer	\$10,053	\$16,587		\$25		\$1,217	\$18		\$1,383	\$241	\$19,471
San Joaquin Regional Transit District	Chief Operating Officer	\$9,677	\$14,226		\$1,423		\$1,825	\$107	\$24		\$819	\$18,423
Santa Barbara Metropolitan Transit District	Data Not Available											
Santa Clara Valley Transportation Authority	Chief Operating Officer	\$20,250	\$20,250				\$2,028	\$70	\$9	\$1,890	\$906	\$25,152

Base Salary Median	\$16,680
Percentage Above or Below Median	-31.17%
Base Salary 45th Percentile	\$16,639
Base Salary 55th Percentile	\$16,721
Percentage Above or Below 45th Percentile	-30.85%
Percentage Above or Below 55th Percentile	-31.49%
Total Matches:	8

Total Compensation Median	\$20,464
Percentage Above or Below Median	-19.04%
Total Compensation 45th Percentile	\$20,201
Total Compensation 55th Percentile	\$20,727
Percentage Above or Below 45th Percentile	-17.50%
Percentage Above or Below 55th Percentile	-20.57%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Database Administrator

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Database Administrator	\$6,297	\$8,039	\$402			\$2,311	\$147	\$26	\$740	\$117	\$11,782
Alameda Contra Costa Transit District	Database Administrator	\$8,260	\$9,865		\$100		\$3,129	\$250	\$40	\$1,369	\$755	\$15,508
Central Contra Costa County Transit Authority	No Comparable Class											
City of Santa Cruz	Systems Coordinator	\$7,092	\$9,598	\$240			\$2,010	\$127	\$19	\$881	\$734	\$13,609
County of Santa Cruz	IT System Developer/Analyst III	\$8,226	\$10,410			\$2,004				\$852	\$763	\$14,030
Golden Gate Transit District	Senior Systems Administrator	\$7,798	\$9,426			\$2,311				\$949	\$721	\$13,407
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	No Comparable Class											
San Joaquin Regional Transit District	Senior IT Specialist	\$5,292	\$7,565		\$757		\$1,825	\$107	\$24		\$579	\$10,856
Santa Barbara Metropolitan Transit District	No Comparable Class											
Santa Clara Valley Transportation Authority	Database Administrator II	\$7,002	\$8,476				\$2,028	\$70	\$9	\$791	\$648	\$12,022

Base Salary Median	\$9,512
Percentage Above or Below Median	-18.32%
Base Salary 45th Percentile	\$9,469
Base Salary 55th Percentile	\$9,555
Percentage Above or Below 45th Percentile	-17.79%
Percentage Above or Below 55th Percentile	-18.86%
Total Matches:	6

Total Compensation Median	\$13,508
Percentage Above or Below Median	-14.65%
Total Compensation 45th Percentile	\$13,457
Total Compensation 55th Percentile	\$13,559
Percentage Above or Below 45th Percentile	-14.22%
Percentage Above or Below 55th Percentile	-15.08%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Executive Assistant

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Executive Assistant	\$5,333	\$6,810	\$341			\$2,311	\$147	\$26	\$627	\$99	\$10,361
Alameda Contra Costa Transit District	District Secretary	\$7,412	\$8,848									\$8,848
Central Contra Costa County Transit Authority	Clerk to the Board/Assistant to GM	\$5,651	\$7,681				\$1,678	\$43	\$28	\$623	\$111	\$10,165
City of Santa Cruz	Deputy City Clerk-Administrator	\$5,191	\$7,026	\$176			\$2,010	\$127	\$19	\$645	\$537	\$10,540
County of Santa Cruz	Chief Deputy Clerk-Board of Supervisors	\$7,408	\$9,868			\$2,004				\$808	\$755	\$13,435
Golden Gate Transit District	Executive Assistant to the General Manager	\$7,798	\$9,426			\$2,311				\$949	\$721	\$13,407
Monterey Salinas Transit District	Executive Assistant to the General Manager/Clerk of Board	\$4,669	\$6,758				\$1,937			\$577	\$98	\$9,370
Riverside Transit Agency	Executive Assistant/Clerk to the Board	\$6,010	\$9,316		\$25		\$1,217	\$18		\$777	\$135	\$11,488
San Joaquin Regional Transit District	Executive and Board Support Analyst	\$3,953	\$5,815		\$582		\$1,825	\$107	\$24		\$445	\$8,797
Santa Barbara Metropolitan Transit District	Data Not Available											
Santa Clara Valley Transportation Authority	Board Secretary	\$13,250	\$13,250				\$2,028	\$70	\$9	\$1,236	\$804	\$17,398

Base Salary Median	\$8,848
Percentage Above or Below Median	-29.93%
Base Salary 45th Percentile	\$8,381
Base Salary 55th Percentile	\$9,035
Percentage Above or Below 45th Percentile	-23.07%
Percentage Above or Below 55th Percentile	-32.68%
Total Matches:	9

Total Compensation Median	\$10,540
Percentage Above or Below Median	-1.73%
Total Compensation 45th Percentile	\$10,390
Total Compensation 55th Percentile	\$10,919
Percentage Above or Below 45th Percentile	-0.28%
Percentage Above or Below 55th Percentile	-5.39%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Facilities Manager

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	No Comparable Class, New Classification											
Alameda Contra Costa Transit District	Facilities Maintenance Manager	\$10,411	\$12,429		\$150		\$3,129	\$250	\$40	\$1,725	\$792	\$18,516
Central Contra Costa County Transit Authority	Director of Maintenance (Facilities)	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Building Maintenance Superintendent	\$7,833	\$10,457			\$2,004				\$856	\$764	\$14,081
Golden Gate Transit District	No Comparable Class											
Monterey Salinas Transit District	Facilities/Capital Projects Manager	\$6,436	\$9,316				\$1,937			\$796	\$135	\$12,184
Riverside Transit Agency	No Comparable Class											
San Joaquin Regional Transit District	Facilities Superintendent	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	No Comparable Class											
Santa Clara Valley Transportation Authority	Data Not Available											

Base Salary Median	\$10,457
Percentage Above or Below Median	#DIV/0!
Base Salary 45th Percentile	\$10,257
Base Salary 55th Percentile	\$10,851
Percentage Above or Below 45th Percentile	#DIV/0!
Percentage Above or Below 55th Percentile	#DIV/0!
Total Matches:	5

Total Compensation Median	\$14,081
Percentage Above or Below Median	#VALUE!
Total Compensation 45th Percentile	\$13,881
Total Compensation 55th Percentile	\$14,935
Percentage Above or Below 45th Percentile	#VALUE!
Percentage Above or Below 55th Percentile	#VALUE!

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Finance Deputy Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Finance Deputy Director	\$7,876	\$10,055	\$503			\$2,311	\$147	\$26	\$926	\$146	\$14,114
Alameda Contra Costa Transit District	Controller	\$12,114	\$14,464		\$150		\$3,129	\$250	\$40	\$2,008	\$822	\$20,863
Central Contra Costa County Transit Authority	Manager of Accounting	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Assistant Director of Finance	\$8,845	\$11,971	\$299			\$2,010	\$127	\$19	\$1,099	\$786	\$16,311
County of Santa Cruz	Chief Deputy Auditor-Controller	\$12,034	\$16,130			\$2,004				\$1,321	\$846	\$20,301
Golden Gate Transit District	Director of Accounting	\$10,589	\$12,854			\$2,311				\$1,293	\$799	\$17,257
Monterey Salinas Transit District	General Accountant and Budget Manager	\$7,281	\$10,541				\$1,937			\$900	\$153	\$13,531
Riverside Transit Agency	Controller	\$7,829	\$12,526		\$25		\$1,217	\$18		\$1,044	\$182	\$15,012
San Joaquin Regional Transit District	No Comparable Classification											
Santa Barbara Metropolitan Transit District	No Comparable Classification											
Santa Clara Valley Transportation Authority	Deputy Director Accounting	\$16,917	\$16,917				\$2,028	\$70	\$9	\$1,579	\$858	\$21,460

Base Salary Median	\$12,690
Percentage Above or Below Median	-26.21%
Base Salary 45th Percentile	\$12,575
Base Salary 55th Percentile	\$12,805
Percentage Above or Below 45th Percentile	-25.06%
Percentage Above or Below 55th Percentile	-27.35%
Total Matches:	8

Total Compensation Median	\$16,784
Percentage Above or Below Median	-18.92%
Total Compensation 45th Percentile	\$16,453
Total Compensation 55th Percentile	\$17,115
Percentage Above or Below 45th Percentile	-16.57%
Percentage Above or Below 55th Percentile	-21.27%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Human Resources Deputy Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Human Resources Deputy Director	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Alameda Contra Costa Transit District	No Comparable Class											
Central Contra Costa County Transit Authority	Director of Recruitment & Employee Development	\$7,833	\$15,153				\$1,678	\$43	\$28	\$219	\$1,228	\$18,350
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	Deputy Personnel Director	\$10,707	\$14,340			\$2,004				\$1,174	\$820	\$18,338
Golden Gate Transit District	Human Resources Manager	\$8,164	\$9,866			\$2,311				\$993	\$755	\$13,925
Monterey Salinas Transit District	Human Resources Manager	\$5,976	\$8,651				\$1,937			\$739	\$125	\$11,452
Riverside Transit Agency	Human Resources Manager	\$6,781	\$10,850		\$25		\$1,217	\$18		\$905	\$157	\$13,172
San Joaquin Regional Transit District	Human Resources Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	No Comparable Class											
Santa Clara Valley Transportation Authority	Human Resources Manager	\$11,032	\$14,563				\$2,028	\$70	\$9	\$1,359	\$823	\$18,852

Base Salary Median	\$10,850
Percentage Above or Below Median	-24.80%
Base Salary 45th Percentile	\$10,555
Base Salary 55th Percentile	\$11,897
Percentage Above or Below 45th Percentile	-21.40%
Percentage Above or Below 55th Percentile	-36.84%
Total Matches:	7

Total Compensation Median	\$13,925
Percentage Above or Below Median	-11.05%
Total Compensation 45th Percentile	\$13,699
Total Compensation 55th Percentile	\$15,249
Percentage Above or Below 45th Percentile	-9.24%
Percentage Above or Below 55th Percentile	-21.60%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Human Resources Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Human Resources Director	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Alameda Contra Costa Transit District	Executive Director of Human Resources	\$15,556	\$19,216		\$150		\$3,129	\$250	\$40	\$2,667	\$891	\$26,343
Central Contra Costa County Transit Authority	Director of Human Resources	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	Director of Human Resources	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Personnel Director	\$12,811	\$17,165			\$2,004				\$1,405	\$861	\$21,436
Golden Gate Transit District	Human Resources Director	\$10,951	\$13,238			\$2,311				\$1,332	\$804	\$17,685
Monterey Salinas Transit District	Director of Human Resources/Risk Management	\$8,444	\$12,224				\$1,937			\$1,044	\$177	\$15,382
Riverside Transit Agency	Chief Administrative Services Officer/EEO Officer	\$9,578	\$15,804		\$25		\$1,217	\$18		\$1,318	\$229	\$18,611
San Joaquin Regional Transit District	Director of Human Resources	\$9,127	\$13,156		\$1,316		\$1,825	\$107	\$24		\$803	\$17,231
Santa Barbara Metropolitan Transit District	HR and Risk Manager	\$8,670	\$8,670		\$867	\$2,200					\$663	\$12,400
Santa Clara Valley Transportation Authority	Deputy Director of Business Services	\$16,083	\$16,083				\$2,028	\$70	\$9	\$1,501	\$845	\$20,536

Base Salary Median	\$15,479
Percentage Above or Below Median	-33.92%
Base Salary 45th Percentile	\$15,186
Base Salary 55th Percentile	\$15,771
Percentage Above or Below 45th Percentile	-31.39%
Percentage Above or Below 55th Percentile	-36.45%
Total Matches:	10

Total Compensation Median	\$18,481
Percentage Above or Below Median	-16.58%
Total Compensation 45th Percentile	\$18,364
Total Compensation 55th Percentile	\$18,598
Percentage Above or Below 45th Percentile	-15.85%
Percentage Above or Below 55th Percentile	-17.32%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Information Technology and Intelligent Transportation Systems Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Information Technology and Intelligent Transportation Systems Director	\$8,155	\$10,409	\$520			\$2,311	\$147	\$26	\$959	\$151	\$14,523
Alameda Contra Costa Transit District	Chief Information Officer	\$16,471	\$21,046		\$150		\$3,129	\$250	\$40	\$2,921	\$917	\$28,454
Central Contra Costa County Transit Authority	Director of Information Technology	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	Director of Information Technology	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Director Information Services	\$13,282	\$17,806			\$2,004				\$1,458	\$870	\$22,138
Golden Gate Transit District	Chief Technology Director	\$11,308	\$13,665			\$2,311				\$1,375	\$810	\$18,162
Monterey Salinas Transit District	Director of Information Technology	\$8,444	\$12,224				\$1,937			\$1,044	\$177	\$15,382
Riverside Transit Agency	Director of Information Technology	\$8,867	\$14,630		\$25		\$1,217	\$18		\$1,220	\$212	\$17,322
San Joaquin Regional Transit District	Chief Technology Officer	\$11,250	\$15,833		\$1,583		\$1,825	\$107	\$24		\$842	\$20,214
Santa Barbara Metropolitan Transit District	IT Manager	\$8,372	\$8,372		\$837	\$2,200					\$640	\$12,050
Santa Clara Valley Transportation Authority	Chief Information Officer	\$18,333	\$18,333				\$2,028	\$70	\$9	\$1,711	\$878	\$23,029

Base Salary Median	\$15,493
Percentage Above or Below Median	-48.84%
Base Salary 45th Percentile	\$15,187
Base Salary 55th Percentile	\$15,799
Percentage Above or Below 45th Percentile	-45.90%
Percentage Above or Below 55th Percentile	-51.78%
Total Matches:	10

Total Compensation Median	\$19,283
Percentage Above or Below Median	-32.77%
Total Compensation 45th Percentile	\$18,444
Total Compensation 55th Percentile	\$20,121
Percentage Above or Below 45th Percentile	-27.00%
Percentage Above or Below 55th Percentile	-38.54%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Maintenance Manager

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Maintenance Manager	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Alameda Contra Costa Transit District	Director of Maintenance	\$14,125	\$16,863		\$150		\$3,129	\$250	\$40	\$2,341	\$857	\$23,629
Central Contra Costa County Transit Authority	Director of Maintenance (Fleet)	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	Public Works Operations Manager	\$7,310	\$9,893	\$247			\$2,010	\$127	\$19	\$908	\$756	\$13,960
County of Santa Cruz	Deputy Director of General Services	\$10,975	\$14,716			\$2,004				\$1,205	\$826	\$18,751
Golden Gate Transit District	Fleet and Facilities Superintendent	\$9,249	\$11,178			\$2,311				\$1,125	\$774	\$15,388
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Director of Maintenance	\$9,578	\$15,804		\$25		\$1,217	\$18		\$1,318	\$229	\$18,611
San Joaquin Regional Transit District	Maintenance Superintendent	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Acting Manager of Maintenance	\$8,750	\$8,750		\$875	\$2,200					\$669	\$12,494
Santa Clara Valley Transportation Authority	Operations Manager (Maintenance)	\$11,587	\$15,294				\$2,028	\$70	\$9	\$1,427	\$834	\$19,662

Base Salary Median	\$14,716
Percentage Above or Below Median	-27.32%
Base Salary 45th Percentile	\$13,301
Base Salary 55th Percentile	\$14,891
Percentage Above or Below 45th Percentile	-15.08%
Percentage Above or Below 55th Percentile	-28.84%
Total Matches:	9

Total Compensation Median	\$18,351
Percentage Above or Below Median	-15.77%
Total Compensation 45th Percentile	\$17,166
Total Compensation 55th Percentile	\$18,455
Percentage Above or Below 45th Percentile	-8.29%
Percentage Above or Below 55th Percentile	-16.42%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Marketing, Communications and Customer Service Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Marketing, Communications and Customer Service Director	\$8,155	\$10,409	\$520			\$2,311	\$147	\$26	\$959	\$151	\$14,523
Alameda Contra Costa Transit District	Executive Director of External Affairs, Marketing and Communications	\$15,556	\$19,216		\$150		\$3,129	\$250	\$40	\$2,667	\$891	\$26,343
Central Contra Costa County Transit Authority	Manager of Planning (Marketing and Community Outreach)	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Golden Gate Transit District	Marketing and Communications Director	\$10,951	\$13,238			\$2,311				\$1,332	\$804	\$17,685
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Director of Marketing	\$8,867	\$14,630		\$25		\$1,217	\$18		\$1,220	\$212	\$17,322
San Joaquin Regional Transit District	Marketing Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Marketing and Community Relations Manager	\$6,503	\$6,503		\$650	\$2,200					\$497	\$9,851
Santa Clara Valley Transportation Authority	Director of Communications	\$16,167	\$16,167				\$2,028	\$70	\$9	\$1,509	\$847	\$20,629

Base Salary Median	\$13,238
Percentage Above or Below Median	-27.18%
Base Salary 45th Percentile	\$12,872
Base Salary 55th Percentile	\$13,656
Percentage Above or Below 45th Percentile	-23.66%
Percentage Above or Below 55th Percentile	-31.19%
Total Matches:	7

Total Compensation Median	\$17,322
Percentage Above or Below Median	-19.27%
Total Compensation 45th Percentile	\$16,600
Total Compensation 55th Percentile	\$17,431
Percentage Above or Below 45th Percentile	-14.30%
Percentage Above or Below 55th Percentile	-20.02%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Operations Manager- Paratransit Division

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Operations Manager- Paratransit Division	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Alameda Contra Costa Transit District	No Comparable Class											
Central Contra Costa County Transit Authority	Manager of Accessible Services	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Golden Gate Transit District	Superintendent Transportation Operations	\$8,979	\$10,852			\$2,311				\$1,092	\$770	\$15,025
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Contract Operations Manager	\$6,781	\$10,850		\$25		\$1,217	\$18		\$905	\$157	\$13,172
San Joaquin Regional Transit District	Mobility Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Operations Manager	\$9,074	\$9,074		\$907	\$2,200					\$694	\$12,876
Santa Clara Valley Transportation Authority	Regional Transportation Services Manager	\$10,007	\$13,209				\$2,028	\$70	\$9	\$1,233	\$804	\$17,352

Base Salary Median	\$10,851
Percentage Above or Below Median	-24.81%
Base Salary 45th Percentile	\$10,851
Base Salary 55th Percentile	\$10,852
Percentage Above or Below 45th Percentile	-24.80%
Percentage Above or Below 55th Percentile	-24.82%
Total Matches:	6

Total Compensation Median	\$14,044
Percentage Above or Below Median	-11.99%
Total Compensation 45th Percentile	\$13,608
Total Compensation 55th Percentile	\$14,479
Percentage Above or Below 45th Percentile	-8.52%
Percentage Above or Below 55th Percentile	-15.47%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Operations Manager-Fixed Route Division

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Operations Manager-Fixed Route Division	\$6,814	\$8,694	\$435			\$2,311	\$147	\$26	\$801	\$126	\$12,540
Alameda Contra Costa Transit District	Director of Transportation	\$14,125	\$16,863		\$150		\$3,129	\$250	\$40	\$2,341	\$857	\$23,629
Central Contra Costa County Transit Authority	Director of Transportation	\$7,833	\$15,153				\$1,678	\$43	\$28	\$1,230	\$220	\$18,351
City of Santa Cruz	No Comparable Class											
County of Santa Cruz	No Comparable Class											
Golden Gate Transit District	Superintendent Transportation Operations	\$8,979	\$10,852			\$2,311				\$1,092	\$770	\$15,025
Monterey Salinas Transit District	Deputy Chief Operating Officer	\$8,655	\$13,164				\$1,937			\$1,124	\$191	\$16,416
Riverside Transit Agency	Operations Manager	\$6,781	\$10,850		\$25		\$1,217	\$18		\$905	\$157	\$13,172
San Joaquin Regional Transit District	Transportation Superintendent	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Operations Manager	\$9,074	\$9,074		\$907	\$2,200					\$694	\$12,876
Santa Clara Valley Transportation Authority	Operations Manager	\$11,587	\$15,294				\$2,028	\$70	\$9	\$1,427	\$834	\$19,662

Base Salary Median	\$12,008
Percentage Above or Below Median	-38.12%
Base Salary 45th Percentile	\$11,199
Base Salary 55th Percentile	\$12,817
Percentage Above or Below 45th Percentile	-28.81%
Percentage Above or Below 55th Percentile	-47.43%
Total Matches:	8

Total Compensation Median	\$15,720
Percentage Above or Below Median	-25.37%
Total Compensation 45th Percentile	\$15,233
Total Compensation 55th Percentile	\$16,207
Percentage Above or Below 45th Percentile	-21.48%
Percentage Above or Below 55th Percentile	-29.25%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Planning and Development Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Planning and Development Director	\$9,053	\$11,558	\$578			\$2,311	\$147	\$26	\$1,065	\$168	\$15,852
Alameda Contra Costa Transit District	Executive Director of Planning and Engineering	\$15,556	\$19,216		\$150		\$3,129	\$250	\$40	\$2,667	\$891	\$26,343
Central Contra Costa County Transit Authority	Manager of Planning (Planning and Scheduling)	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Director Planning and Community Development	\$12,564	\$16,031	\$401			\$1,980	\$127	\$19	\$1,471	\$845	\$20,874
County of Santa Cruz	Planning Director	\$13,710	\$18,363			\$2,004				\$1,504	\$879	\$22,749
Golden Gate Transit District	Director of Planning	\$11,308	\$13,666			\$2,311				\$1,375	\$810	\$18,163
Monterey Salinas Transit District	Director of Planning and Development	\$8,444	\$12,224				\$1,937			\$1,044	\$177	\$15,382
Riverside Transit Agency	Director of Planning	\$9,578	\$15,804		\$25		\$1,217	\$18		\$1,318	\$229	\$18,611
San Joaquin Regional Transit District	Planning Director-Service Development	\$9,127	\$13,156		\$1,316		\$1,825	\$107	\$24		\$803	\$17,231
Santa Barbara Metropolitan Transit District	Plant Manager	\$8,126	\$8,126		\$813	\$2,200					\$622	\$11,760
Santa Clara Valley Transportation Authority	Director of Planning and Programming	\$16,083	\$16,083				\$2,028	\$70	\$9	\$1,501	\$845	\$20,536

Base Salary Median	\$14,735
Percentage Above or Below Median	-27.49%
Base Salary 45th Percentile	\$13,773
Base Salary 55th Percentile	\$15,697
Percentage Above or Below 45th Percentile	-19.16%
Percentage Above or Below 55th Percentile	-35.81%
Total Matches:	10

Total Compensation Median	\$18,387
Percentage Above or Below Median	-15.99%
Total Compensation 45th Percentile	\$18,185
Total Compensation 55th Percentile	\$18,588
Percentage Above or Below 45th Percentile	-14.72%
Percentage Above or Below 55th Percentile	-17.26%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Purchasing and Special Projects Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Purchasing and Special Projects Director	\$8,155	\$10,409	\$520			\$2,311	\$147	\$26	\$959	\$151	\$14,523
Alameda Contra Costa Transit District	Procurement and Materials Director	\$12,114	\$14,464		\$150		\$3,129	\$250	\$40	\$2,008	\$822	\$20,863
Central Contra Costa County Transit Authority	Manager of Purchasing and Grants	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Purchasing Manager	\$7,060	\$9,555	\$239			\$2,010	\$127	\$19	\$877	\$731	\$13,558
County of Santa Cruz	No Comparable Class											
Golden Gate Transit District	Procurement Director	\$10,951	\$13,238			\$2,311				\$1,332	\$804	\$17,685
Monterey Salinas Transit District	Purchasing Manager	\$6,436	\$9,316				\$1,937			\$796	\$135	\$12,184
Riverside Transit Agency	Chief Procurement and Logistics Officer	\$10,053	\$16,587		\$25		\$1,217	\$18		\$1,383	\$241	\$19,471
San Joaquin Regional Transit District	Director of Procurement	\$9,127	\$13,156		\$1,316		\$1,825	\$107	\$24		\$803	\$17,231
Santa Barbara Metropolitan Transit District	Capital Project Manager	\$7,650	\$7,650		\$765	\$2,200					\$585	\$11,200
Santa Clara Valley Transportation Authority	Manager of Procurement Contracts and Materials	\$12,165	\$16,058				\$2,028	\$70	\$9	\$1,498	\$845	\$20,508

Base Salary Median	\$13,156
Percentage Above or Below Median	-26.39%
Base Salary 45th Percentile	\$12,700
Base Salary 55th Percentile	\$13,189
Percentage Above or Below 45th Percentile	-22.01%
Percentage Above or Below 55th Percentile	-26.71%
Total Matches:	9

Total Compensation Median	\$17,231
Percentage Above or Below Median	-18.64%
Total Compensation 45th Percentile	\$16,304
Total Compensation 55th Percentile	\$17,413
Percentage Above or Below 45th Percentile	-12.27%
Percentage Above or Below 55th Percentile	-19.89%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Safety Security and Risk Management Director

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Safety Security and Risk Management Director	\$6,297	\$8,039	\$402			\$2,311	\$147	\$26	\$740	\$117	\$11,782
Alameda Contra Costa Transit District	Executive Director of Safety, Security and Training	\$15,556	\$19,216		\$150		\$3,129	\$250	\$40	\$2,667	\$891	\$26,343
Central Contra Costa County Transit Authority	Manager of Training	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	Risk and Safety Manager	\$8,212	\$11,116	\$278			\$2,010	\$127	\$19	\$1,020	\$773	\$15,344
County of Santa Cruz	Risk Manager	\$8,963	\$12,022			\$2,004				\$984	\$787	\$15,797
Golden Gate Transit District	Director Risk Management and Safety	\$9,835	\$11,886			\$2,311				\$1,196	\$785	\$16,178
Monterey Salinas Transit District	Risk and Security Manager	\$5,976	\$8,651				\$1,937			\$739	\$125	\$11,452
Riverside Transit Agency	Director of Risk Management	\$8,551	\$14,109		\$25		\$1,217	\$18		\$1,176	\$205	\$16,750
San Joaquin Regional Transit District	Safety and Risk Manager	\$6,430	\$9,456		\$946		\$1,825	\$107	\$24		\$723	\$13,081
Santa Barbara Metropolitan Transit District	Operations Safety and Training Officer	\$6,503	\$6,503		\$650	\$2,200					\$497	\$9,851
Santa Clara Valley Transportation Authority	Data Not Available											

Base Salary Median	\$11,886
Percentage Above or Below Median	-47.85%
Base Salary 45th Percentile	\$11,578
Base Salary 55th Percentile	\$11,938
Percentage Above or Below 45th Percentile	-44.02%
Percentage Above or Below 55th Percentile	-48.51%
Total Matches:	9

Total Compensation Median	\$15,344
Percentage Above or Below Median	-30.23%
Total Compensation 45th Percentile	\$15,172
Total Compensation 55th Percentile	\$15,525
Percentage Above or Below 45th Percentile	-28.78%
Percentage Above or Below 55th Percentile	-31.77%

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



Senior Database Administrator

Surveyed Agency	Classification Title	Monthly Min.	Monthly Max.	Longevity Pay	Deferred Comp	Cafeteria Plan	Health	Dental	Vision	Retirement	Social Security	Monthly Total Compensation
Santa Cruz Metro Transit District	Senior Database Administrator	\$7,290	\$10,234	\$512			\$2,311	\$147	\$26	\$943	\$148	\$14,321
Alameda Contra Costa Transit District	Enterprise Software Engineer	\$10,411	\$12,429		\$100		\$3,129	\$250	\$40	\$1,725	\$792	\$18,466
Central Contra Costa County Transit Authority	Developer	\$6,139	\$12,017				\$1,678	\$43	\$28	\$975	\$174	\$14,915
City of Santa Cruz	IT Manager- Applications	\$7,885	\$10,672	\$267			\$2,010	\$127	\$19	\$980	\$767	\$14,841
County of Santa Cruz	IT System Administrator Supervisor	\$9,460	\$11,972			\$2,004				\$980	\$786	\$15,742
Golden Gate Transit District	Information Systems Database Engineer	\$8,177	\$9,887			\$2,311				\$995	\$756	\$13,949
Monterey Salinas Transit District	No Comparable Class											
Riverside Transit Agency	Systems Administrator	\$5,376	\$8,064		\$25		\$1,217	\$18		\$672	\$117	\$10,113
San Joaquin Regional Transit District	Information Technology Administrator	\$6,250	\$8,333		\$833		\$1,825	\$107	\$24		\$637	\$11,760
Santa Barbara Metropolitan Transit District	No Comparable Class											
Santa Clara Valley Transportation Authority	Senior Database Administrator	\$8,148	\$9,876				\$2,028	\$70	\$9	\$922	\$755	\$13,660

Base Salary Median	\$10,280
Percentage Above or Below Median	-0.44%
Base Salary 45th Percentile	\$10,005
Base Salary 55th Percentile	\$10,554
Percentage Above or Below 45th Percentile	2.24%
Percentage Above or Below 55th Percentile	-3.13%
Total Matches:	8

Total Compensation Median	\$14,395
Percentage Above or Below Median	-0.52%
Total Compensation 45th Percentile	\$14,082
Total Compensation 55th Percentile	\$14,707
Percentage Above or Below 45th Percentile	1.66%
Percentage Above or Below 55th Percentile	-2.70%

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Appendix B: Benefits Summary Tables

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table B-1: Agency Budgeted and Actual FTEs, Step Plans, Cost of Living Adjustments, and other Pay Increase

Agency	Budgeted	Actual	Step Plan	Step Plan Depends on classification	Range Management	COLAs	Salary Movement
Santa Cruz Metro Transit District	313	309	6	No	N/A	None	Step increases dependent on eligibility on salary range and satisfactory performance
Alameda Contra Costa Transit District	2,243	DNA	Represented 7	Yes	Unrepresented/At-Will Salary Range	Represented - 3.25% - 7/1/2019 Unrepresented/At-Will- negotiated 3.25% - 7/1/2019	At-Will Executive: Negotiated compensation Represented & Unrepresented/At-Will: Not performance based Based on length of service only
Central Contra Costa County Transit Authority	275	DNA	N/A	N/A	Mid-Point	Unknown	The Executive Director or his or her designee shall develop an annual
City of Santa Cruz	873.78	DNA	10	Yes	N/A	Executive, 7/1/2018 – 2% Mid-Management, 8/25/18 - 2%	Meritorious job performance
County of Santa Cruz	2,437.65 ⁷	DNA	7	Yes	N/A	Executive Mgmt.: Unknown Mid-Management - 9/2018- 2.75%; 9/2019-2.75%, 9/2020 2.75% General – 9/2019- 2.75%	Step Advancement: predicated on merit and length of service.
Golden Gate Trans District	820	DNA	DNA	DNA	DNA	Unknown	DNA
Monterey Salinas Transit District	276	275	N/A	N/A	Mid-Point	Unknown	Based on performance

⁷ Based on FY 17/18 Budget document FY 18/19 not available

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Agency	Budgeted	Actual	Step Plan	Step Plan Depends on classification	Range Management	COLAs	Salary Movement
							Incentive Pay Program – 1-time lump sum payment based on performance goals
Riverside Transit Agency	DNA	485	N/A	N/A	Mid-Point	Unknown	Performance based
San Joaquin Regional Transit District	200	195	N/A	N/A	Market-Point	Non-Represented - Unknown	Performance based
San Mateo County Transit	592.24 FY 2017	DNA	N/A	N/A	Mid-Point	Unknown	DNA
Santa Barbara Metro Transit District	218	214	DNA	DNA	DNA	Staff 1/1/2019 2% Teamsters 7/1/2018 .054%	DNA
Santa Clara Valley Transportation Authority	2,391	DNA	N/A	N/A	All Others - Mid-Point Executive – Broad Range with flexibility	8/1/2018 - 3%	Performance based

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table B-2: Retirement Contribution Practices

Agency	Retirement Admin.	Retirement Benefit & Formula			Social Security
Santa Cruz Metro Transit District	CalPERS	Miscellaneous	9.211%	Classic: 2.50% @ 55, One-year FAC PEPRA: 2.00% @ 62, Three-year FAC	Medicare
Alameda Contra Costa Transit District	AC Transit Employees' Retirement	Miscellaneous	13.88% ⁸	Tier 1: 2% @ 55, Five-year FAC Tier 2: 2.25% @ 60, Three-year FAC PEPRA: 2.5% @ 65, Five-year FAC	Medicare/FICA
Central Contra Costa County Transit Authority	CalPERS	Miscellaneous	8.114%	Classic: 2.00% @ 60, Three-year FAC PEPRA: 2.00% @ 62, Three-year FAC	Medicare
City of Santa Cruz <i>Mid-Management Executive</i>	CalPERS	Miscellaneous	9.179%	Tier 1: 2.00% @ 55, One-year FAC Tier 2: 2.00% @ 60, Three-year FAC Tier 3: 2.00% @ 62, Three-year FAC	Medicare
		Employee Pick-up	4.0% 5.0%	All Tiers All Tiers	
County of Santa Cruz	CalPERS	Miscellaneous	8.188%	Tier 1: 2.00% @ 55, Single Year FAC Tier 2: 2.00% @ 60, Three Year FAC Tier 3: 2.00% @ 62, Three Year FAC	Medicare/FICA
Golden Gate Trans District	CalPERS	Miscellaneous	10.271%	Tier 1: 2.50% @ 55, One-year FAC Tier 2: 2.00% @ 60, Three-year FAC Tier 3: 2.00% @ 62, Three-year FAC	Medicare/FICA
Monterey Salinas Transit District	CalPERS	Miscellaneous	8.540%	Classic: 2.00% @ 55, One-Year FAC PEPRA: 2.00% @ 62, Three-year FAC	Medicare
Riverside Transit Agency	CalPERS	Miscellaneous	8.338%	Classic: 2.00% @ 55, Three-year FAC PEPRA: 2.00% @ 62, Three-year FAC	Medicare
San Joaquin Regional Transit District	SJRTD	401a/457	10.00% ⁹	N/A	Medicare/FICA
San Mateo County Transit	CalPERS	Miscellaneous	8.192%	2.0% @ 60, Three-year FAC 2.0% @ 62, Three-year FAC	Medicare/FICA

⁸ 17/18 normal cost rate; 18/19 rate not finalized per agency within 1% difference

⁹ Effective 1/2017 all active non-represented employees not vested as of 1/2017 and employees hired 1/2012 and after, moved to new 401a defined benefit plan with 10% employer contribution; active employees vested prior to 01/2017 receive contribution to 457. CPS HR calculated the 10% contribution to 401a which is in-line with use of PEPRA rates for CalPERS agencies.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Santa Barbara Metro Transit District	Defined Benefit Plan	401a/457	10.00% ¹⁰	N/A	Medicare/FICA
Santa Clara Valley Transportation Authority <i>All Employee Groups</i>	CalPERS	Miscellaneous	9.331%	Classic: 2.00% @ 55, One-Year FAC PEPRA: 2.00% @ 62, Three-year FAC	Medicare/FICA
		Employee Pick-up	1.0%	Classic	

¹⁰ Effective 1/2017 all active non-represented employees not vested as of 1/2017 and employees hired 1/2012 and after, moved to new 401a defined benefit plan with 10% employer contribution; active employees vested prior to 01/2017 receive contribution to 457. CPS HR calculated the 10% contribution to 401a which is in-line with use of PEPRA rates for CalPERS agencies.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table B-3: Deferred Compensation, Longevity Practices, and Education/Certification Reimbursement Practices

Agency	Deferred Compensation (monthly or % of base pay)	Longevity	Education/Certification Reimbursement
Santa Cruz Metro Transit District	457, No agency contribution	Based on years of service: 10+ years: 5.00% 15+ Years: 10.00%	Reimbursement for costs of academic or professional credentials, certifications, or degrees. No maximum.
Alameda Contra Costa Transit District	457, Agency contribution: Represented: \$100/month Unrepresented/At-Will & Executive: \$150/month Roth IRA, No agency Contribution	No policy	\$2,500 annually
Central Contra Costa County Transit Authority	457, No agency contribution	No policy	50% of tuition reimbursement if funds are available
City of Santa Cruz	457, No agency contribution	Based on years of service: Executive; Mid-Management - 10 years; 2.5% increase of base pay Mid-Management - 15 years; 2.0% increase of base pay	Tuition Reimbursement: \$500 per fiscal year
County of Santa Cruz	457, No agency contribution	Executive – 25 years; 3.0% increase to base pay Mid-Mgmt. - 20 years; 3.0% increase to base pay General – 25 years; 3.0% increase to base pay	\$175/year Elected Officials not eligible
Golden Gate Trans District	457 and 401(a), No agency contribution	No policy	DNA
Monterey Salinas Transit District	457 and 401(a), No agency contribution	One-time lump sum payment 1.00% of base salary 5 yr.; 10 yr. and 15 yr. anniversary 20+ yrs. 1% each subsequent anniversary date.	\$3,000 annually
Riverside Transit Agency	457, No agency contribution 401A, Agency contribution of \$25/month	No policy	\$5,000 annually

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Agency	Deferred Compensation (monthly or % of base pay)	Longevity	Education/Certification Reimbursement
San Joaquin Regional Transit District	401a, Agency contribution of 10% in-lieu of retirement	No policy	\$2,500 annually
San Mateo County Transit	DNA	No policy	\$4,000 annually
Santa Barbara Metro Transit District	457, No agency contribution	No policy	N/A
Santa Clara Valley Transportation Authority <i>All employees</i>	All employees: 457, No agency contribution AFSCME & Unrepresented: 401(a), No agency contribution	No Policy	\$2,000 Tuition Reimbursement \$3,500 Professional Development Reimbursement (on matching basis)

Attachment A

Table B-4 Allowance Pay Practices

Agency	Vehicle* (Other than mileage reimbursement)	Transportation	Phone	Relocation	Bilingual
Santa Cruz Metro Transit District	CEO only – vehicle allowance up to \$400/month	All - transit pass Fixed Route and Paratransit Services - Bus pass for staff and dependents	Discretionary allowance by GM - \$162.50/month	Negotiable allowance by GM up to \$15,000 for expenses and \$5,000 for temporary housing.	No policy
Alameda Contra Costa Transit District	N/A Reimburse for mileage when employee uses personal vehicle	Bus pass for employees and eligible dependents to all service areas	Not provided Provide agency phones	Not to exceed \$10,000 for new hires in the following management groups: Executives (Chiefs and Executive Directors) ▪ Department Directors ▪ Assistant Directors	No policy
Central Contra Costa County Transit Authority	No policy	No policy	No policy	Discretionary	No policy
City of Santa Cruz ¹¹	Executive: \$107/mo.	No policy	Executive: \$70/month	Discretionary	Not eligible
County of Santa Cruz	Executive: Auto allowance abolished in lieu a salary placement equal to \$14.80/day for in county travel. Reimbursed for out-of-county travel.	General – Bus pass for employees	No policy	Maximum of \$10,000 based on actual cost	<i>General:</i> \$1.00-\$1.35/hr. <i>All Others:</i> \$0.50/hr.-\$0.85/hr.

¹¹ City of Santa Cruz: Optional Management Benefit – for recognition of unscheduled and special assignments; receive \$1,300/annually with less than 10 yrs. of service; \$1,500/annually with more than 10 yrs. of service. May receive benefit in direct compensation, deposited to deferred compensation plan or purchase of additional vacation leave in lieu of compensation.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Agency	Vehicle* (Other than mileage reimbursement)	Transportation	Phone	Relocation	Bilingual
Golden Gate Trans District	DNA	No policy	DNA	DNA	Have policy no amount provided
Monterey Salinas Transit District	<i>Executive: \$400/mo.</i>	Yes	<i>Executive: \$40/mo.</i>	Discretionary-per contract	Dependent on position
Riverside Transit Agency	\$250/month for Director Level	Yes	\$100/month	No policy	No policy
San Joaquin Regional Transit District	N/A for matched classifications	Yes	<i>CFO: \$120/month</i>	No policy	No policy
San Mateo County Transit	Provides agency vehicle based on classification	Employees and dependents are eligible for Bus (SamTrans); employees who work in San Carlos, San Mateo, or San Jose offices for the train (Caltrain).	District provides cell phones as needed	Discretionary reimbursement of up to \$15,000 maximum	No policy
Santa Barbara Metro Transit District	Provides agency vehicle for key staff	No policy	No policy	No policy	DNA
Santa Clara Valley Transportation Authority	No policy	Retirees and eligible dependents are eligible for transit passes	No policy	No policy	SEIU \$170/month AFSCME \$190/month All Unrepresented \$170/month

Attachment A

Table B-5: Medical, Dental, and Vision Insurance – Employer and Employee Contributions

Rates reflect the most expensive family plan.

Agency	Medical		Dental		Vision	
	Employer	Employee	Employer	Employee	Employer	Employee
Santa Cruz Metro Transportation District	\$2,311.00	\$1,371	\$146.70	\$0.00	\$25.61	\$0.00
Alameda Contra Costa Transit District (Medical: 90% of HMO plan)	\$3,129.29	\$347.71	\$249.96	\$27.78	\$39.60	\$0.00
Central Contra Costa County Transit Authority (Medical: 95% of Kaiser plan)	\$1,678.02	\$1,888.76	189.75	\$0.00	\$0.00	\$29.52
City of Santa Cruz (Medical: 86%-87% highest cost family plan)	<i>Mid-Mgmt.: \$2,010.31 Executive: \$1,980.31</i>	<i>Mid-Mgmt.: \$301.14 Executive: \$331.14</i>	\$126.70	DNA	\$18.74	DNA
County of Santa Cruz (Medical: 95%/90%/90%* Anthem HMO Traditional)	\$2,004.00	\$410.16	**	\$48.00	**	\$17.84
Golden Gate Trans District	\$2,311.45	DNA	DNA	DNA	DNA	DNA
Monterey Salinas Transit District (Medical: 92%/87%/87% all plans)	\$1,937.20	\$289.47	**	\$117.10	**	\$17.42
Riverside Transit Agency (Medical: 100% Employee lowest HMO premium/\$432/month Dependents)	\$1,217.00	\$2,302.91	\$18.16	\$139.49	**	\$13.94
San Joaquin Regional Transit District (Medical: 90% highest cost family plan)	\$1,824.88	\$202.76	\$107.04	\$17.66	\$23.90	\$2.66
San Mateo County Transit	\$3,210.10	\$356.68	\$178.21	\$0.00	\$15.30	\$0.00
Santa Barbara Metro Transit District	\$2,200	DNA	DNA	DNA	DNA	DNA
Santa Clara Valley Transportation Authority (100% of Kaiser Bay Area Family rate)	\$2,027.64 ¹²	\$1,539.14	\$70.34	\$0	\$8.75	\$0

¹² Santa Clara Valley Transportation Authority: Agency contributes \$300 per year to Health Flexible Savings Account

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

*If a contribution formula is indicated as %/%/% represents the percentage the order of the levels of coverage are – Employee/Employee +1/Employee +2 or more

**Indicates either the medical premium for family coverage of the benchmark plan exceeds the amount of the agency's total health (medical, dental & vision) contribution or the agency does not provide a contribution for dental and/or vision coverage.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table B-6: Life Insurance, Long-Term Disability, Accidental Death & Dismember, and Employee Assistance Program Availability

Agency	Life Insurance	Long-Term Disability	AD&D	EAP
Santa Cruz Metro Transportation District	Employer Paid	Employer Paid	Employer Paid	Employer Paid
Alameda Contra Costa Transit District	Employer Paid	Employer Paid	Employer Paid	Employer Paid
Central Contra Costa County Transit Authority	Employer Paid	Employer Paid	Employer Paid	Employer Paid
City of Santa Cruz	Employer Paid	Employer Paid	N/A	Employer Paid
County of Santa Cruz	Employer Paid	Employer Paid <i>Excludes General Unit</i>	Employer Paid	Employer Paid
Golden Gate Trans District	Employer Paid	Employer Paid	Employer Paid	Employer Paid
Monterey Salinas Transit District ¹³	Employee Paid	Not offered	Yes	Employer Paid
Riverside Transit Agency	Employer Paid	Employer Paid	Employee Paid/Voluntary	Employer Paid
San Joaquin Regional Transit District	Employer Paid	Employer Paid	Employer Paid	Employer Paid
San Mateo County Transit	Employer Paid	Employer Paid	Employer Paid	Employer Paid
Santa Barbara Metro Transit District	Employer Paid	Not offered	DNA	DNA
Santa Clara Valley Transportation Authority	Employer Paid	Executive - Employer Paid	Executive – Employer Paid	Employer Paid

¹³ All benefits offered through Section 125 plan, which maximum benefit only provides partial contribution to medical coverage

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Table B-7: Retiree Health Insurance

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Agency	Retiree Health Insurance
Santa Cruz Metro Transit District	Medical: Employee and eligible dependents, after 5 years' service and age 50 for Classic; or age 62 for PEPRA Dental and Vision: Employee and eligible dependents, after 10 years' service and age 50 for Classic; or age 62 for PEPRA, and until age 65 of Retiree
Alameda Contra Costa Transit District	<i>Represented</i> - Retirees age 55-64; agency contribution - \$691/month; age 65+ agency contribution \$335/month <i>Unrepresented</i> – 55-64 Agency provides retiree dental and vision; 10+ years of service paid retiree medical for lowest medical plan; less than 10 years of service retiree coverage paid at 50% then 10% for each additional year up to 10; dependents may be insured with employee contribution of \$100/month per dependent. Dependents may enroll in vision & dental plans with no agency contribution. Age 65+ employee only \$40/month; retiree and spouse \$80/month.
Central Contra Costa County Transit Authority	Agency contributes maximum of \$607.12/month
City of Santa Cruz	City contributes \$133/month for all employees Mid-Management & Executive with 5 yrs. service additional \$89/month
County of Santa Cruz	Retiree + 1 dependent; Based on years of service; Maximum 20 years and age 55+: Executive, Mid-Management & General: \$133-\$557/month Elected & Appointed Dept. Heads & Assisted Dept. Heads: \$133-\$587/month
Golden Gate Trans District	Agency provides but not detail provided
Monterey Salinas Transit District	Agency contributes minimum amount allowable for the employer portion of cost under retiree elected health plan.
Riverside Transit Agency	Age 50 with 10 or more years of service; contribution up to lowest CalPERS HMO, maximum of \$785/month, employee only retiree medical coverage applicable to Riverside County. No contribution towards medical dependent coverage.
San Joaquin Reginal Transit District	For retirements after 8/1/2010 after age 55 and 25 years of service, the retiree and spouse receive the same medical, dental and vision benefits as current active employees. The retiree pays a fixed dollar amount of the premiums, equal to the same percentage used to calculate the retiree's pension benefit times the active contribution percentage of the premium amount at retirement. The retiree's contribution remains fixed.
San Mateo County Transit	Agency contributes a minimum of \$432.06 to \$1,1238.86 depending on eligibility for Medicare and dependent coverage. All employees must contribute \$23.08 per pay period a Retirement Health Savings plan which upon retirement used to pay for qualified medical expenses of retiree & dependents.
Santa Barbara Metro Transit District	\$285/mo. (reimbursement)

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Santa Clara Valley Transportation Authority	Agency contributes up to the Kaiser Bay area single rate for retirees in California and Kaiser out-of-state single rate for retirees living outside of California. Surviving spouses receive the same benefit.
---	--

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table B-8: Vacation Accrual and Cash-Out Policy

Agency	Year 1		Year 5		Year 10		Year 15		Max Accrual Year		Annual Cash-Out Policy (not upon termination or retirement)
	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	
Santa Cruz Metro Transit District	88	264	152	456	192	576	192	576	192 @ 10	576	Annual leave accumulated beyond two hundred (200) hours shall upon two (2) weeks advance written request of the employee, be paid to the employee based on the employee's current base hourly rate.
Alameda Contra Costa Transit District <i>Represented</i> <i>Unrepresented</i>	80	480	120	480	160	480	200	480	240 @ 25	480	No cash-out Annually may cash out up to 50% of PTO balances; remaining PTO balance after cash out 80 hrs.
<i>At-Will</i> <i>Unrepresented Executive</i>	144 ¹⁴	240	216	240	256	240	296	240	336 @25	240	
Central Contra Costa County Transit Authority	160	480	200 @ 3	600	240	720	240	720	240 @ 10	720	Annual cash-out of 1/3 accrued balance if use and balance policy met.
City of Santa Cruz ¹⁵	80	160	120	240	160 @ 11	320	160	320	160 @ 15	320	No cash out
County of Santa Cruz Vacation – <i>Executive</i> Annual Leave – <i>General Unit</i>	128 176	320 440	168 @ 6 216	420 540	208 @ 11 256	520 640	248 @ 15 296 @ 15	620 740	248 @ 15 296 @ 15	620 740	No cash-out
Golden Gate Trans District	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA	DNA

¹⁴ 1+yrs. up to 5 yrs. 175 hrs

¹⁵ City of Santa Cruz: At 11 years of service, employees accrue 8 hours each year to maximum of 160.

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Agency	Year 1		Year 5		Year 10		Year 15		Max Accrual Year		Annual Cash-Out Policy (not upon termination or retirement)
	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	Annual Accrual	Max Accrual	
Monterey Salinas Transit District ¹⁶	112	1,040	152	1,040	192	1,040	272	1,040	272@15	1,040	Can cash out 24 hrs. or more provided they have used a minimum of 5 days in the previous year.
Riverside Transit Agency	80	240	120	240	160	240	200	240	240 @ 20	240	No cash-out
San Joaquin Regional Transit District	80	160	120	240	160	320	200	400	240 @ 25	480	No cash-out
San Mateo County Transit ¹⁷	214.50	800	273	1040	273	1040	318.5	1240	344.5 @ 25	1440	Employee may elect to buy back PTO once a year.
Santa Barbara Metro Transit District	80	80	120	120	120	120	120	120	200 @ 20	200	Unused cashed out in January
Santa Clara Valley Transportation Authority ¹⁸											All Employee Groups: A minimum of 40 hours with a remaining balance of at least 80 hours after cash-out.
<i>SEIU</i>	120	360	168	504	184	552	200	600	216 @ 20	648	
<i>AFSCME</i>	136	136	184	504	200	648	216	696	232 @ 20	744	
<i>Executive Management and Non-Represented Management Staff</i>	248	744	248	744	248	744	248	744	248 @ 1	744	

¹⁶ Monterey-Salinas Transit District: provides Personal Leave which covers both vacation and sick leave.

¹⁷ San Mateo County Transit: employees accrue Paid Time Off (PTO)

¹⁸ Santa Clara Valley Transportation Authority: AFSCME, Executive & Unrepresented Management employee groups accrue Scheduled Time Off (STO) which may or may not include sick, management leave etc.

Attachment A

Table B-9: Sick Leave, Holiday, Administrative, and Personal Leave Policies

Agency	Sick Leave Annual Accrual (Hours)	Sick Leave Maximum Accrual (Hours)	Sick Leave Cash-Out	Holiday	Administrative/Personal Leave
Santa Cruz Metro Transit District	96	Unlimited	Cash-Out upon retirement Annual cash-out of 25% of accrued sick leave above 120 days (960 hours). Annual conversion of sick leave accrued beyond a balance of 96 hours may be converted to annual leave.	Holiday: 7 Floating: 11 ¹⁹	Administrative Leave: 3.5 days (28 hours), increasing to 80 hours in 2019
Alameda Contra Costa Transit District	Year 1 - 64 Year 2+ - 96	140/hrs.	Represented: Annual Cash-Out Excess of 140 hrs. paid at 100% Retirement Cash-Out: 100% of unused balance Unrepresented: Annual Cash-Out Excess of 140 hrs. paid at 50% Retirement Cash-Out: 100% of unused balance Sick Leave Rollover to 457 account: Sick Leave = Cash Out 10 days 2 days 25 days 5 days 50 days 20 days At-Will - Unrepresented & Executive: N/A	All: Holiday: 9 Floating: 3	All: Personal Leave: No policy Management Leave: 5 days/CY, FLSA exempt
<i>At-Will - Unrepresented & Executive</i>	N/A ²⁰	N/A			

¹⁹ Santa Cruz Metro Transit District: Floating Holidays – employees are compensated for any unused time at end of FY and cannot exceed total of 88 hours with Admin leave

²⁰ Alameda Contra Costa Transit District provides Paid Time Off (PTO)

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Agency	Sick Leave Annual Accrual (Hours)	Sick Leave Maximum Accrual (Hours)	Sick Leave Cash-Out	Holiday	Administrative/Personal Leave
Central Contra Costa County Transit Authority	120	Unlimited	Cash-Out upon termination Based on years of service (>2 years-0%; 2-5 years - 25% of balance; 5+ years – 50%)	Holiday: 12 Floating: 6	No policy
City of Santa Cruz <i>Mid-Mgmt. & Executive</i>	96	Unlimited	Sick Leave Incentive Program: Annually, employee may choose to have sick leave accrued hours in excess of 400 hours converted: to receive cash pay-off at the rate of 33% of base pay or convert sick leave to vacation leave at the rate of 33% or bank excess hours to be used in future if needed or cash out at separation. Leave in excess of 400 banked hours upon separation paid at 33% of base pay.	Holiday: 10 Floating: 3	Management Vacation: 80 hours/year Cash out of 20 hours/year 3 days of sick leave to be used as Personal Business Leave
County of Santa Cruz <i>General Unit excluded from Sick Leave & Administrative Leave</i>	48	1,440	Resignation, layoff, or death: Based on years of service & max. of 450 hrs.: 1-5 years-10%; 6-10 yrs.-50% ; 11+ yrs. 75% Retirement: Based on years of service & max. of 600 hrs.: less than 10 years-10%; 10+ yrs.-100%	Holiday: 13 Floating: 0	40 hours for first year and 2+ years - 80 hours
Golden Gate Trans District	DNA	DNA	DNA	Holiday: 11 Floating: 2	DNA
Monterey-Salinas Transit District	N/A ²¹	N/A	N/A	Holiday: 12 Floating: 1	FLSA Exempt employees accrue 64 hours of management leave.
Riverside Transit Agency	96	1,040	Retirement: Converted to service credit Twice Annual Cash-Out: Maximum of 1,040 hrs.	Holiday: 8 Floating: 5	No policy
San Joaquin Regional Transit District	96	2,080	Cash-Out upon termination Cash-Out upon retirement	Holiday: 9 Floating: 3	No policy

²¹ Monterey-Salinas Transit District: provides Annual Leave which covers both vacation and sick leave.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Agency	Sick Leave Annual Accrual (Hours)	Sick Leave Maximum Accrual (Hours)	Sick Leave Cash-Out	Holiday	Administrative/Personal Leave
San Mateo County Transit	N/A ²²	N/A	N/A	Holiday: 7 Floating: 5	No policy
Santa Barbara Metro Transit District	80	Unlimited	75% at retirement	Holiday: 12 Floating: 2	Personal 40 hours
Santa Clara Valley Transportation Authority	96	Unlimited	No Annual Cash-out Retirement or death: 50% first 480 hours; remaining balance paid off at rate of 12.5%. Option to convert 8 hours for one month of retiree medical single coverage. Other Separation: 10 years of service paid 480 hours at rate of 25% of equivalent cash value; balances beyond 60 days paid off at rate of 12.5%.	Holiday: 12 Floating: 0	No policy
SEIU					
AFSCME	80	Unlimited	Annual Cash-Out 10 years of service, cash-out balances in excess of 320 hours at the rate of 2% for each full year of service, not to exceed 50%. Cash out must be for a minimum of 40 hours. Retirement/Other Separation: Upon retirement, death, or resignation in good standing: With 10 years of service, paid off at the rate of 2% for each year of service (not to exceed 50%), multiplied by the monetary value of such sick leave.	Holiday: 11 Floating: 0	No policy

²² San Mateo County Transit District: provides Paid Time Off (PTO) which covers vacation, sick and other leaves.

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Agency	Sick Leave Annual Accrual (Hours)	Sick Leave Maximum Accrual (Hours)	Sick Leave Cash-Out	Holiday	Administrative/Personal Leave
<i>Executive Management and Unrepresented</i>	64	Unlimited	Executive: No policies Unrepresented: Annual Cash-Out: With 10 years of service, may cash-out balances in excess of 320 hours at the rate of 2% for each full year of service, not to exceed 50%. Cash out must be for a minimum of 40 hours. Retirement/Other Separation: With 10 years of service, paid off at the rate of 2% for each year of service (not to exceed 50%), multiplied by the monetary value of such sick leave.	Holiday: 11 Floating: 0	No policy

Attachment A

Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report

Table B-10: Total Hours of Paid Time Off Annually

All amounts are annual accruals

Agency	Max Sick Leave Accrual Hours	Max Vacation Leave Accrual Hours	Administrative Leave Hours	Personal Leave Hours*	Holiday Hours	Floating Holiday-Hours	Total Hours of Paid Time Off Annually-Hours
Santa Cruz Metro Transit District	96	192	80	0	56	88	512
Alameda Contra Costa Transit District							<i>Unrepresented</i>
<i>Unrepresented</i>	96	240					<i>Represented:</i>
<i>Represented</i>			40	0	72	24	472
<i>At-Will</i>	0	336					<i>At-Will</i>
<i>Unrepresented/Executive</i>							<i>Unrepresented/Executive:</i>
							472
City of Santa Cruz	96	160	80	0	80	24	440
County of Santa Cruz							
<i>Executive</i>	48	248	80	0	104	0	480
<i>General Unit</i>	0	296	0	0	104	0	400
Central Contra Costa County Transit Authority	120	240	0	0	96	48	504
Golden Gate Trans District	DNA	DNA	DNA	DNA	88	16	DNA
Monterey Salinas Transit District	0	272	64	0	96	8	440
Riverside Transit Agency	96	240	0	0	64	40	440
San Joaquin Regional Transit District	96	240	0	0	72	24	432
San Mateo County Transit	0	344.5	0	0	56	40	440.5
Santa Barbara Metro Transit District	80	200	0	40	60	16	396
Santa Clara Valley Transportation Authority							
<i>SEIU</i>	96	216	0	0	96	0	408

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

<i>AFSCME</i>	80	232	0	0	88	0	400
<i>Executive Management and Non-Represented Management Staff</i>	64	248	0	0	88	0	400
Labor Market Median							432
Labor Market Average							442.49
% Above/Below Median							27.03%
% Above/Below Average							25.29%

**Percentages reflect SCMTD's increase in both Personal and Administrative leave to 80 hours each in 2019. In 2018, Personal Leave was 40 hours and Administrative Leave 28 hours resulting in SCMTD leading the market median by 13.60*

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Appendix C: Salary Survey

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro Total Compensation Survey

Introduction

CPS HR Consulting, on behalf of the Santa Cruz Metro is conducting a total compensation survey for 17 job classifications. The City has identified your agency as part of their labor market and would greatly appreciate your assistance in providing base salary and benefit information on the classes surveyed.

A CPS HR Consultant researched your agency's website to conduct an initial job match. This survey tool is prepopulated with information available online, such as: job descriptions, published salary ranges, benefits information, and/or provisions outlined in MOUs. We kindly ask you to help us validate the information *OR* provide accurate information.

Survey Structure

This salary and benefits survey comprises four sections as follows:

Section 1: General Information – Your Agency

The first section asks for general information with respect to your agency's size, salary plan structure, and any scheduled pay increases or decreases.

Section 2: Compensation Survey (separate document)

This section comprises the compensation survey and asks for salary data for the survey class descriptions. A summary description for each survey classification has been provided.

The following pieces of information are needed for each classification.

- Current comparable class title.
- The monthly minimum and maximum salary for the comparable class.
- If you utilize an open range pay structure with a control point, please provide the control or market point for that class.
- What bargaining unit (if represented by a union) the comparable class is assigned to.
- Please include copies of job descriptions, salary schedules, organization charts and a benefit summary if this information is not provided on your agency's website.
- Any additional relevant information on your comparable classification.

Section 3: Benefits Survey

This section asks for premium pay, pension practices, education, health, and leave practices data.

Section 4: Confidential Classification Pay and Benefits Differentials

This section asks for salary and benefits information for confidential classifications.

Completing & Returning the Survey

If you have any questions about the survey or data being requested, please contact [CONSULTANT] by phone at [(###) - ###-####], or email at [EMAIL ADDRESS].

Please send the completed survey and background information by [DATE DESIRED BY COMPLETING CONSULTANT]. **If you are unable to complete by that date, please let us know when you anticipate it would be possible to return or what we can help with.** Please return the survey to [CONSULTANT] by email at [EMAIL ADDRESS].

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Participating Agency Information

Please complete the following information so that we can track responses and follow-up with questions on the survey if necessary.

[Keywords]		
Agency Name		
[]		[]
Contact Name	Title	
[]	[]	[]
Email	Phone	Fax
[]		
Please provide notes (date, time, method of communication with agency contact)		
[]		

General Instructions:

To participate in this study, please follow these instructions:

1. Review class matches and benefits information, especially those highlighted or areas with comments. Please make any corrections or suggestions using the salary and benefit information for your staff positions that match the classifications listed.
2. Please include copies of salary schedules, organization charts and the classification specifications for the comparable classes if this information is not provided on your agency's website.
3. Please send the completed survey and background information by [DATE DESIRED BY COMPLETING CONSULTANT], or at your earliest convenience, by email at [EMAIL ADDRESS].

Thank you in advance for your assistance.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Section 1: General Information

What is the total number of *employees* within your agency/organization? **Budgeted** **Actual**

Please provide details of your salary plan structure/administration. If your agency utilizes an open range plan, please provide the control point (e.g. mid-point, range maximum, or any other point within the range that is your agency's maximum market value for the classification).

▪ Step plan (indicate number of steps):

▪ Does your Step Plan depend on the classification YES NO

▪ Open range (indicate control point):

Note: For control point we are looking for the point on the range that you look to manage your salaries to. With an open range this is generally the mid-point or market point - the point that you use when comparing your salaries to market.

▪ What is the date/amount of the next cost of living increases or decreases for the matched positions?

Group	Unknown	Date	Increase/Decrease	Amount
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/> Increase <input type="checkbox"/> Decrease	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/> Increase <input type="checkbox"/> Decrease	<input type="text"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/> Increase <input type="checkbox"/> Decrease	<input type="text"/>

▪ Is there a pay policy that advances pay for the organization, and if so, describe below [include description, increase amount, frequency (annually/bi-annually), fixed amount or variable, does it apply to all or specific group/positions]? Longevity and pay incentives are surveyed in the benefits section of the document.

Description	Policy
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

CPS HR Consulting Staff Quality Control Checklist:

Data Collection by*:	
Data Audited by:	
CompCalc Entry by:	
CompCalc QC by:	

*CPS HR Documents Checklist

- Class Specs (for ALL positions)
- All MOUs, Amendments or Salary Resolutions (for ALL applicable units)
- Salary Schedule(s)
- Financial Budget
- Allocation Documents
- Organizational and/or Departmental Chart(s)
- Benefits Summaries
- Personnel Rules
- Other:

Summary box to allow explanation of why required documents not found

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Section 2: Compensation Survey

Salary Data Collection Sheets – Salaries effective as of 2/1/2018.

- If your agency/organization does not have a comparable, class, please enter “No Comparable Classification” or “NCC” in the “Your Organization Class Title” and list the job title that performs these duties in “If no match, what position performs these duties?”
- If your agency has a comparable class but it is unfilled and not funded in current budget, mark the position as “UNFUNDED”. If available, list which positions are currently doing the unfunded position’s responsibilities.
- For Employee Group, please indicate if Employees are represented or not. If under contract, please indicate and provide contract.
- Employment Status (At-Will/Not At-Will) is required..
- Minimum qualifications are provided for general information. Please do not exclude a class match based on minimum qualifications but do include a note if drastically different.

#	Survey Class Title	Class Description				
1)	Assistant Maintenance Manager	Under direction of the Maintenance Manager, the Assistant Maintenance Manager supervises and coordinates the activities of the bus maintenance and facilities maintenance operation. This position requires knowledge of the operation of the bus maintenance and facilities maintenance operation including the monitoring, controlling, and scheduling of maintenance and facilities staff. This position is distinguished from the Facilities Maintenance Supervisor in that the Assistant Maintenance Manager exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall divisional responsibilities under the direction of the Maintenance Manager and the Chief Operations Officer.				
		Minimum Qualifications/Required Certifications: Two (2) years college level course work from an accredited college in engineering, management, business or public administration, or a closely related field. Four (4) years of progressively responsible professional experience in public transportation vehicle maintenance or heavy vehicle maintenance, including at least two (2) years of responsible supervisory and management experience, preferably in a public agency. A valid Class B State driver license with Passenger Endorsement is required at the time of appointment and must be maintained throughout employment				
Your Organization Class Title	No Comp/ Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status	
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will	

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Required Certifications:				
If no match or unfunded, which position(s) performs these duties?				
Notes:				

#	Survey Class Title	Class Description				
2)	Assistant Operations Manager (Para Transit Department)	<p>Under general direction of the Operations Manager – Paratransit Department, the Assistant Operations Manager – Paratransit Department plans, organizes, and manages delivery of Santa Cruz METRO’s fixed route and ParaCruz service. Ensures Santa Cruz METRO Operations employees meet system performance and customer service standards and comply with related internal policies and procedures, federal and state law. May be assigned to the Fixed Route Division. Performs other duties as assigned. This position is distinguished from the Operations Manager - Paratransit Department in that the Assistant Operations Manager – Paratransit Department exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall departmental responsibilities under the direction of the Operations Manager – Paratransit Department and the Chief Operations Officer.</p> <p>Minimum Qualifications/Required Certifications:</p> <p>Two (2) years college level course work from an accredited college in management, business or public administration, transportation, or a closely related field. Four (4) years of progressively responsible professional experience in transportation administration experience, including at least two (2) years of responsible supervisory and managerial experience, preferably in a public agency. A valid Class B State driver license with passenger Endorsement is required at the time of appointment and must be maintained throughout employment. Required to be able to respond to emergency situations seven days per week, 24 hours per day.</p>				
	Your Organization Class Title	No Comp/ Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
		<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
	Required Certifications:					
	If no match or unfunded, which position(s) performs these duties?					
	Notes:					

#	Survey Class Title	Class Description
3)	Chief Financial Officer (CFO)	Under policy direction from the Chief Executive Officer/General Manager, the Chief Finance Officer plans, develops, organizes, manages, and directs the Agency’s financial activities and functions and administrative policies and procedures. This

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

<p>position oversees budgeting, accounts receivable and accounts payable, general ledger, revenue accounting, financial grant administration, insurance administration, general project management, payroll, property management of leases, asset accountability, audits, financial reporting, best practices, efficiency optimization, and complex special projects assigned by the CEO/General Manager. Performs other duties as assigned. The Chief Financial Officer (CFO) is distinguished from the Finance Deputy Director wherein the CFO serves as the department head or director of the Finance Department.</p>					
<p>Minimum Qualifications/Required Certifications:</p> <p>Master's degree from an accredited college in accounting, finance, business administration, public administration, or a closely related field. Eight (8) years professional experience in financial, accounting, budget, or finance and business administration experience, including four (4) years supervisory experience, preferably in a public agency. Desired certifications include: Certified Public Accountant (CPA), Certified Public Finance Officer (CPFO), or Certified Management Accountant (CMA). Experience in a large public organization is preferred.</p>					
Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

#	Survey Class Title	Class Description
4)	Chief Operating Officer (COO)	<p>Under policy direction, from the Chief Executive Officer/General Manager, the Chief Operating Officer organizes and directs the operation of Santa Cruz METRO's fixed route and paratransit bus system, the maintenance of both revenue and non-revenue fleet, the maintenance of all Santa Cruz METRO facilities, and contracted security services. Oversees the administration of the departments listed above, including labor relations, risk management, contract administration, safety and training, and budget oversight. Performs other duties as assigned.</p> <p>Minimum Qualifications/Required Certifications:</p> <p>Master's degree from an accredited college in business or public administration, transportation planning, engineering, or a closely related field. Eight (8) years of recent and increasingly responsible professional management experience, with at least five (5) years of experience with a public transit organization working within the operations and/or maintenance department. Experience in a large public organization is preferred.</p>

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

#	Survey Class Title	Class Description			
5)	Database Administrator (Senior Database Administrator)	<p>Under the direction of the Information Technology and Intelligent Transportation Systems Director (IT Director) the Data Base Administrator (DBA) administrates vendor enterprise software and underlying databases, website content, web server software, website CMS software/database, and provides technical support. The DBA closely coordinates with management, staff and vendors to identify emerging software needs and implement solutions. Duties can include: custom software and database design and development, software updates, responding to support tickets from staff and public, maintaining various export/import scripts, report development, systems integration, performance tuning, development of security and backup strategies, analysis and research, process improvements, technical writing, procedure documentation, and project management. Performs other duties as assigned. While the DBA and the Sr. DBA positions require the same skill set stated in Employment Standards, the DBA position receives daily direct supervision from the Sr. DBA, and formally reports to the IT Manager. Sr. DBA is the Lead in developing a data warehouse, and assists/leads in new software (ERP) scoping, procurement and integration.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college or University in computer science, computer engineering, management information systems or closely related field. For promotion to the Senior DBA position, the DBA must have four (4) years of progressively advancing database administration functions. A minimum of two (2) years of experience at Santa Cruz METRO is highly desirable.</p>			
Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

If no match or unfunded, which position(s) performs these duties?	
Notes:	

#	Survey Class Title	Class Description				
6)	Executive Assistant	<p>Under minimal direction, an Executive Assistant performs a variety of administrative support functions related to overseeing the activities and operations of Santa Cruz METRO's Administrative Department; serves as recording secretary to the Board of Directors; communicates with governmental agencies, attorneys, community groups and others to exchange information, schedule meetings and coordinate activities; acts as a liaison between the CEO/GM and the Board, other employees, and outside agencies; acts as a representative for Santa Cruz METRO at various internal and public functions; supervises, assigns, monitors and evaluates the work of the departmental clerical staff. Performs other duties as assigned. Incumbents in this class are distinguished from other administrative support by the primary responsibility of administrative support to the CEO/General Manager and Board of Directors. Work involves the highest degree of confidentiality, independent judgment and knowledge of organizational-wide, governmental policies and procedures.</p> <p>Minimum Qualifications/Required Certifications: Any combination of training and experience equivalent to five (5) years' responsible executive reporting level administrative experience. A four-year undergraduate degree preferred. Two (2) years of experience supervising administrative/clerical personnel.</p>				
	Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
		<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
	Required Certifications:					
	If no match or unfunded, which position(s) performs these duties?					
	Notes:					

#	Survey Class Title	Class Description
7)	Finance Deputy Director	Under direction of the Chief Financial Officer (CFO), the Finance Deputy Director is responsible for planning, organizing, administering, and coordinating various financial activities, including accounting, budgets, audits and financial reporting, payroll, grants, and insurance; conducting research and analysis for management

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

<p>programs and projects; supervising assigned staff. Performs duties as assigned. The Finance Deputy Director is the second in command, responsible for the daily operations within the Finance Department; exercises general direction over the accounting staff.</p>					
<p>Minimum Qualifications/Required Certifications:</p> <p>Bachelor's degree from an accredited college in accounting, finance, or a closely related field. Six (6) years professional experience in financial, accounting, budget, finance and business administration, including two (2) years supervisory experience, preferably in a public agency. Familiarity with transit agency or transportation system activities and functions is highly desirable. Desired certifications include: Certified Public Accountant (CPA), Certified Public Finance Officer (CPFO), or Certified Management Accountant (CMA).</p>					
Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

#	Survey Class Title	Class Description			
8)	Human Resources Deputy Director	<p>Under general direction, assists the Human Resources Director in planning, managing, coordinating and overseeing assigned Human Resources operations, activities, programs, and personnel for Santa Cruz METRO. This is a second in command, responsible for the daily operations for an assigned area within the Human Resources Department. Exercises general direction over professional, para-professional, and clerical staff. Performs other duties as assigned.</p>			
		<p>Minimum Qualifications/Required Certifications:</p>			
Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:		<p>Education: Equivalent to a Bachelor's degree from an accredited college or university with major study in business or public administration or a closely related field. Five (5) years professional experience in human resources, business or public</p>			

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

	administration experience, including two (2) years supervisory experience, preferably in a public agency.
If no match or unfunded, which position(s) performs these duties?	
Notes:	

#	Survey Class Title	Class Description				
9)	Human Resources Director	<p>Under general direction of the Chief Executive Officer/General Manager, the Human Resources Director plans, organizes, directs, and coordinates the human resources programs with primary responsibility for all personnel, compliance, and human resources-related initiatives that support organizational strategic goals. These programs include equal employment opportunity/affirmative action, recruitment and examination, classification and compensation, employee and labor relations, employee insurance and benefit programs, employee training, Human Resources Information Systems (HRIS), drug and alcohol compliance, and workers compensation. Performs other duties as assigned. This is the executive level classification in the Human Resources professional series.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college in human resources, business or public administration, or a closely related field. Eight (8) years professional experience in human resources, business or public administration experience, including four (4) years supervisory experience, preferably in a public agency.</p>				
	Your Organization Class Title	No Comp/ Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
		<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
	Required Certifications:					
	If no match or unfunded, which position(s) performs these duties?					
	Notes:					

#	Survey Class Title	Class Description
10)	Information Technology & Intelligent Trans Systems Director	Under direction from the CEO/GM, the Information Technology and Intelligent Transportation Systems Director plans, organizes, directs, and participates in the programs and activities of the IT Department, including upgrades, repair, and maintenance of IT systems, including servers, applications, and databases. The Chief Information Technology and Intelligent Transportation Systems Officer is responsible for leading the agency and the IT Department in the overall investment in and deployment of information technology, consistent with a broad, enterprise-wide definition of information technology. Oversees and

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

<p>directs all activities of the Information Technology and Transportation Intelligence Division, including day-to-day technical operations, short- and long-range, strategic planning, budgeting and project management.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college or University in computer science, mathematics, public, or business administration or closely related field, supplemented by coursework in information technology related studies if not computer science degree. Eight (8) years professional level experience in related computer fields and management, which should include system administration, computer programming and technical administration, including two (2) years supervision. Public Agency experience preferred.</p>					
Your Organization Class Title		Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

#	Survey Class Title	Class Description
11)	Maintenance Manager	<p>Under the direction of the Chief Operating Officer (COO), the Maintenance Manager plans, organizes, supervises, directs, and monitors the programs and activities of the fleet and facilities maintenance programs and a centralized warehouse. This would include: installation, construction, repair, and cleaning functions for all Santa Cruz METRO facilities, including bus stops, the repair, maintenance and servicing of the Santa Cruz METRO's vehicles and other operating equipment. Responsible for the management and supervision of the fleet and facility maintenance programs and a centralized warehouse, to ensure the fleet remains in a state of good repair Performs other duties as assigned.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college in engineering, business administration, or a closely related field. Eight (8) years of progressively responsible professional experience in public transportation vehicle maintenance or heavy vehicle maintenance, including at least four (4) years of responsible supervisory and management experience, preferably in a public agency. A valid Class C State driver license is required at the time of appointment and must be maintained throughout employment.</p>

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Your Organization Class Title	No Comp/ Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

#	Survey Class Title	Class Description			
12)	Marketing, Communications & Customer Service Director	<p>Under the direction of the CEO/General Manager, the Marketing, Communications and Customer Service Director plans, organizes, directs, develops and coordinates business development, marketing activities, branding and rebranding, acts as Santa Cruz METRO's primary media spokesperson, creates press releases, develops and oversees community outreach events/projects, oversees the content of the Santa Cruz METRO web site and social media, oversees the customer service interfaces of the agency including fare media and fare media distribution, manages the customer complaint process and is responsible for timely and responsive responses, develops, analyzes, and oversees all customer surveys, develops and oversees all aspects of the advertising program, both revenue generating and agency promotion, and develops annual business development and marketing plans that include ridership growth targets. Performs other duties as assigned. The Marketing, Communications, and Customer Service Director serves as the Department Head and is responsible for all department functions.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college in public relations, marketing, business, with an emphasis/minor in Marketing, or a closely related field. Five (5) years professional experience the public or private sector working in marketing or communications, including two (2) years supervisory experience, preferably in a public agency. Familiarity with transit agency or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred.</p>			
Your Organization Class Title	No Comp/ Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Notes:	
---------------	--

#	Survey Class Title	Class Description				
13)	Operations Manager- Fixed Route Division	<p>Under general direction of the Chief Operating Officer (COO), the Operations Manager – Fixed Route Division directs and coordinates the activities of the bus transportation operation base, and directs and supervises the bus driver supervisors. May be assigned to the Paratransit Division. Perform other duties as assigned. The Operations Manager – Fixed Route Division is distinguished from Operations Supervisors wherein the Operations Manager oversees the daily operations of the Fixed Route Division under the direct authority of the COO.</p> <p>Minimum Qualifications/Required Certifications:</p>				
	Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
		<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
	Required Certifications:					
	If no match or unfunded, which position(s) performs these duties?					
	Notes:					

#	Survey Class Title	Class Description				
14)	Operations Manager- Paratransit Division	<p>Under general direction of the Chief Operating Officer (COO), the Operations Manager - Paratransit Division directs and coordinates the activities of the bus transportation operation base, and directs and supervises the bus driver supervisors. May be assigned to the Fixed Route Division. Performs other duties as assigned. The Operations Manager – Paratransit Division is distinguished from Operations Supervisors wherein the Operations Manager oversees the daily operations of the Paratransit Division under the direct authority of the COO.</p> <p>Minimum Qualifications/Required Certifications:</p> <p>Bachelor’s degree from an accredited college in business or public administration, transportation, or a closely related field. Four (4) years professional experience in business or public administration, transportation administration experience, including two (2) years managerial experience, preferably in a public agency.</p>				
	Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
		<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
	Required Certifications:					

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

If no match or unfunded, which position(s) performs these duties?	
Notes:	

#	Survey Class Title	Class Description				
15)	Planning & Development Director	<p>Under the direction of the CEO/General Manager, the Planning and Development Director plans, develops, organizes, and directs three distinct Santa Cruz METRO functions: (1) planning and scheduling of route and service development; (2) overseeing grant research, review, preparation, and administration for capital and operations funding; and (3) governmental affairs (working with local, state, and federal representatives and legislative advocates to develop and support legislation beneficial to Santa Cruz METRO and the region). Performs other duties as assigned. The incumbent may serve as the governmental affairs advocate. The incumbent also functions as a member of Santa Cruz METRO's senior leadership team and participates actively in addressing issues of concern to the Department and the organization.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college in business, political science, public administration, geography, transportation planning, engineering, or a closely related field. Eight (8) years professional experience in business management, public administration, transportation planning, grants administration, route and service planning and development, organizing and facilitating public outreach, and government affairs, including two (2) years supervisory experience, preferably in a public agency. Familiarity with transit agency or transportation system activities and functions is highly desirable.</p>				
	Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
		<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
	Required Certifications:					
	If no match or unfunded, which position(s) performs these duties?					
	Notes:					

#	Survey Class Title	Class Description
16)	Purchasing & Special Projects Director	Under the direction of the CEO/General Manager, the Purchasing and Special Projects Director plans, organizes, directs, develops and coordinates the activities of the Purchasing and Parts department. Ensures compliance with applicable Federal, State, and local laws and regulations. Performs complex procurement activities; is responsible for all purchasing, contracting, and materials management at Santa Cruz METRO. Serves as the project coordinator and/or manager over special projects as assigned. Supervises staff directly and indirectly. Performs other duties as assigned.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

<p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college in business, public administration, mathematics, or a closely related field, as well as completion of the NTI/FTA Procurement Training series, or the ability to complete the series within 12 months of hire. Four (4) years professional experience in public or private sector procurement, including two (2) years supervisory experience, preferably in a public agency. Familiarity with transit agency or transportation system activities and functions is highly desirable.</p>					
Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

#	Survey Class Title	Class Description
17)	Safety, Security & Risk Management Director	<p>Under the direction of the CEO/General Manager, the Safety, Security, and Risk Director is responsible for management and oversight of the Risk Department and its functions. This position plans, organizes, implements, and administers occupational, environmental, and industrial safety programs, security and risk management programs, processes, policies and procedures; oversees security and emergency preparedness functions; enforces Santa Cruz METRO rules and regulations at Santa Cruz METRO facilities and fleet; conducts system safety, security, and risk assessments; coordinates security and emergency response protocols; and provides reports and updates to CEO and/or District Counsel regarding safety, security and risk management related issues. Performs other duties as assigned.</p> <p>Minimum Qualifications/Required Certifications: Bachelor's degree from an accredited college in Business, Public Administration, Environmental or Occupational Health and/or Safety, Criminal Justice, or a closely related field. Four (4) years professional experience in a safety role preferable within a transportation agency including two (2) years supervisory experience, preferably in a public agency.</p>

Attachment A

Santa Cruz Metropolitan Transit District
 Revised Final Management Total Compensation Report

Santa Cruz Metro
 Total Compensation Survey
 Comparator Agency: [Keywords]

Your Organization Class Title	No Comp/Unfunded?	Min Monthly Salary	Max Monthly Salary	Employee Group/Union	Employment Status
	<input type="checkbox"/> NCC <input type="checkbox"/> Unfunded <input type="checkbox"/> Contract/No Benefits				<input type="checkbox"/> At-Will <input type="checkbox"/> Not At-Will
Required Certifications:					
If no match or unfunded, which position(s) performs these duties?					
Notes:					

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Section 3: Benefits Survey

- This is a survey of your employee benefits and employer premium costs effective **2/1/2018**.
- For health and dental insurance, please enter the **most expensive selected benefit plan and/or employer premium cost for full family coverage (Employee +2)**.
- If employees do not receive a specific benefit, please enter "N/A" for Not Applicable in the appropriate columns.
- Please report all premiums as a **monthly** employer cost.
 - To convert from bi-weekly to monthly: (Bi-Weekly Rate * 26) ÷ 12

Bargaining Units Defined

- Please do not use generic titles such as 001, or titles that are not descriptive of the units represented.
- Please make sure the titles match those used in the salary portion of this survey.
- If benefits for more than one agency are identical, please record as one Bargaining Unit and include in notes which specific units are being grouped together.

Retirement Program and Practices

Social Security	[UNIT 1 TITLE]	[UNIT 2 TITLE]	[UNIT 3 TITLE]
Does your agency participate in Social Security? If so, which rate? Medicare = 1.45% FICA = 6.20% Both = 7.65%	<input type="checkbox"/> Medicare & FICA <input type="checkbox"/> Medicare Only <input type="checkbox"/> Do not participate (indicate substitute in notes)	<input type="checkbox"/> Medicare & FICA <input type="checkbox"/> Medicare Only <input type="checkbox"/> Do not participate (indicate substitute in notes)	<input type="checkbox"/> Medicare & FICA <input type="checkbox"/> Medicare Only <input type="checkbox"/> Do not participate (indicate substitute in notes)
Notes			

Retirement Plan Contribution	[UNIT 1 TITLE]	[UNIT 2 TITLE]	[UNIT 3 TITLE]
Please list the type of pension plan your agency participates in, e.g. PERS, etc.	<input type="checkbox"/> CalPers <input type="checkbox"/> 37 Act <input type="checkbox"/> Other	<input type="checkbox"/> CalPers <input type="checkbox"/> 37 Act <input type="checkbox"/> Other	<input type="checkbox"/> CalPers <input type="checkbox"/> 37 Act <input type="checkbox"/> Other
What is the actuarially determined Employer contribution (not including employee contributions paid by employer) as a percentage (%) of base salary? (Straight from PERS, not actuarial)			
Is there a reverse pickup (employee pickup)? If yes, percentage:			
Employer – Employee Amount:			
What is the retirement formula (e.g. 2% @ 55, etc. based on Highest 3 Year Average)?			
Is there a vesting period for retirement benefits? If yes, please indicate what the vesting period is.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, vesting period:			
Notes:			

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Deferred Compensation Practices	[UNIT 1 TITLE]	[UNIT 2 TITLE]	[UNIT 3 TITLE]
Does the agency provide a Deferred Compensation plan? <input type="checkbox"/> 457 <input type="checkbox"/> 401(a) <input type="checkbox"/> None <input type="checkbox"/> Other If no box is marked, it will be assumed NO . If no, move to next section. If yes, complete remainder of table.		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the employer contribute to the plan? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, move to next section. If yes, complete remainder of table.		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, is this a matching contribution?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Agency does not contribute	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Agency does not contribute	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Agency does not contribute
What is the maximum Employer contribution (enter as dollars or percentage of <u>base monthly</u> salary) and general policy?			
Notes			

Longevity Pay Practices	[UNIT 1 TITLE]	[UNIT 2 TITLE]	[UNIT 3 TITLE]
Does the employer have a longevity pay practice? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, move to next section. If yes, complete remainder of table.		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Enter the <u>amount paid per month</u> , in dollars, or as a percentage of monthly salary, for premium pay based on length of service. Enter each level of longevity pay including the year of service and corresponding premium pay amount.			
Is this a single lump sum payment?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Notes			

Incentive	[UNIT 1 TITLE]	[UNIT 2 TITLE]	[UNIT 3 TITLE]
Education/Certification Reimbursement			
Enter the maximum amount paid annually, in dollars, for cost of tuition and books . Put "N/A" if this benefit is not provided.			

Special Pay Practices

See separate document.

Please provide details on Allowance Pay and Bonus Pay or Performance Incentives Practices for solely for the positions listed. **NOTE THAT ALLOWANCE PAY WILL BE APPLIED TO ALL POSITIONS LISTED WITH THE UNIT TITLE**

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

INDICATED SALARY SURVEY SECTION. IF NOT ALL EMPLOYEES WITHIN THE UNIT RECEIVE THE BENEFIT, INDICATE WHICH DO.

- Vehicle
- Transportation (transit pass, etc.)
- Phone
- Relocation
- Professional Development (Educational Reimbursement)
- Other

Health Programs

*Specifics on Life Insurance and LTD will be collected below non-Cafeteria plan medical.

Medical Plan Practices	[Bargaining Unit 1 Title]	[Bargaining Unit 2 Title]	[Bargaining Unit 3 Title]
Cafeteria Plan Practices			
Does the agency have a cafeteria plan provision? <i>If no, move to the non-cafeteria plan table below. Skip to non-cafeteria.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cafeteria Plan Monthly Employer Flex Amount: <i>(not benefits amounts)</i>			
What benefit items is this payment intended to cover? <i>(i.e., medical, dental, etc.)</i>	<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Vision <input type="checkbox"/> Short Term Disability <input type="checkbox"/> Long Term Disability* <input type="checkbox"/> Life Insurance* <input type="checkbox"/> Other (list below)	<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Vision <input type="checkbox"/> Short Term Disability <input type="checkbox"/> Long Term Disability* <input type="checkbox"/> Life Insurance* <input type="checkbox"/> Other (list below)	<input type="checkbox"/> Medical <input type="checkbox"/> Dental <input type="checkbox"/> Vision <input type="checkbox"/> Short Term Disability <input type="checkbox"/> Long Term Disability* <input type="checkbox"/> Life Insurance* <input type="checkbox"/> Other (list below)
Non-Cafeteria			
What is the employer's maximum monthly contribution, in dollars, for full family medical coverage, for medical, dental, and vision?			
Medical			
Employer			
Employee			
Dental	<input type="checkbox"/> Yes, and employer contributes <input type="checkbox"/> Yes, but employer does not contribute <input type="checkbox"/> Yes, but covered in Medical <input type="checkbox"/> No plan provided	<input type="checkbox"/> Yes, and employer contributes <input type="checkbox"/> Yes, but employer does not contribute <input type="checkbox"/> Yes, but covered in Medical <input type="checkbox"/> No plan provided	<input type="checkbox"/> Yes, and employer contributes <input type="checkbox"/> Yes, but employer does not contribute <input type="checkbox"/> Yes, but covered in Medical <input type="checkbox"/> No plan provided
Employer			
Employee			
Vision	<input type="checkbox"/> Yes, and employer contributes <input type="checkbox"/> Yes, but employer does not contribute <input type="checkbox"/> Yes, but covered in Medical <input type="checkbox"/> No plan provided	<input type="checkbox"/> Yes, and employer contributes <input type="checkbox"/> Yes, but employer does not contribute <input type="checkbox"/> Yes, but covered in Medical <input type="checkbox"/> No plan provided	<input type="checkbox"/> Yes, and employer contributes <input type="checkbox"/> Yes, but employer does not contribute <input type="checkbox"/> Yes, but covered in Medical <input type="checkbox"/> No plan provided
Employer			
Employee			
Other benefits:			
Retiree Health Insurance	[Bargaining Unit 1 Title]	[Bargaining Unit 2 Title]	[Bargaining Unit 3 Title]
Does this agency offer health insurance for retirees?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Describe policy and amounts if available.			

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Life Insurance & Disability	[Bargaining Unit 1 Title]	[Bargaining Unit 2 Title]	[Bargaining Unit 3 Title]
Life Insurance is:	<input type="checkbox"/> Covered in Cafeteria Plan <input type="checkbox"/> Employer Paid, Non-Cafeteria Plan <input type="checkbox"/> Offered, but not Employer Paid <input type="checkbox"/> Not Offered	<input type="checkbox"/> Covered in Cafeteria Plan <input type="checkbox"/> Employer Paid, Non-Cafeteria Plan <input type="checkbox"/> Offered, but not Employer Paid <input type="checkbox"/> Not Offered	<input type="checkbox"/> Covered in Cafeteria Plan <input type="checkbox"/> Employer Paid, Non-Cafeteria Plan <input type="checkbox"/> Offered, but not Employer Paid <input type="checkbox"/> Not Offered
Long Term Disability is:	<input type="checkbox"/> Covered in Cafeteria Plan <input type="checkbox"/> Employer Paid, Non-Cafeteria Plan <input type="checkbox"/> Offered, but not Employer Paid <input type="checkbox"/> Not Offered <input type="checkbox"/> Data Not Available/Found	<input type="checkbox"/> Covered in Cafeteria Plan <input type="checkbox"/> Employer Paid, Non-Cafeteria Plan <input type="checkbox"/> Offered, but not Employer Paid <input type="checkbox"/> Not Offered <input type="checkbox"/> Data Not Available/Found	<input type="checkbox"/> Covered in Cafeteria Plan <input type="checkbox"/> Employer Paid, Non-Cafeteria Plan <input type="checkbox"/> Offered, but not Employer Paid <input type="checkbox"/> Not Offered <input type="checkbox"/> Data Not Available/Found

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report

Santa Cruz Metro
Total Compensation Survey
Comparator Agency: [Keywords]

Vacation and Sick Leave Practices

Incentive	[Bargaining Unit 1 Title]	[Bargaining Unit 2 Title]	[Bargaining Unit 3 Title]
<u>Vacation Leave</u>			
List the number of hours accrued annually as well as the maximum that can be accrued annually:	Annual Accrual	Max. Accrual	Annual Accrual
Year 1			
Year 5			
Year 10			
Year 20			
Year of service for max accrual:			
Can employees cash out vacation leave on an annual basis? (Excludes termination or retirement).	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what is the policy?			
<u>Sick Leave</u>			
	Annual Accrual	Max. Accrual	Annual Accrual
List the number of hours per year, as well as the maximum accrual allowed.			
Can employees cash out sick leave at termination or retirement, and/or apply to service upon retirement?	<input type="checkbox"/> No <input type="checkbox"/> Cash-Out upon termination <input type="checkbox"/> Cash-Out upon retirement <input type="checkbox"/> Service credit upon retirement	<input type="checkbox"/> No <input type="checkbox"/> Cash-Out upon termination <input type="checkbox"/> Cash-Out upon retirement <input type="checkbox"/> Service credit upon retirement	<input type="checkbox"/> No <input type="checkbox"/> Cash-Out upon termination <input type="checkbox"/> Cash-Out upon retirement <input type="checkbox"/> Service credit upon retirement
If yes, what is the policy?			
<u>Holidays</u>			
Number of <u>regular</u> holidays (days)			
Number of Floating holidays (days)			
<u>Personal Leave</u>			
List the number of personal days provided each year.			
<u>Admin Leave</u>			
Is Administrative or other leave provided?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Administrative Leave policies:			

Attachment A

*Santa Cruz Metropolitan Transit District
Revised Final Management Total Compensation Report*

Appendix D: Operations Manager – Paratransit Division Updated Job Description

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

Class Code: 3125-PP21

FLSA Status: Exempt

Operations Manager – Paratransit Division Bargaining Unit: Management

DEFINITION:

Under general direction of the Chief Operating Officer (COO), the Operations Manager - Paratransit Division plans, organizes, directs and manages the activities of the bus transportation operation base; directs and supervises bus driver supervisors; ensures that Paratransit operations comply with applicable laws, regulations, policies and procedures; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Operations Manager – Paratransit Division is distinguished from lower level bus driver supervisors because the Operations Manager oversees the daily operations of the Paratransit Division under the direct authority of the COO. The Operations Manager – Paratransit Division may assist with Fixed Route operations as needed.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Supervises subordinate personnel, including subordinate supervisors; selects and trains staff; evaluates employee attendance, performance and other issues; facilitates the resolution of employee concerns and grievances; interprets labor contract provisions to supervisors and/or staff.
- Reviews and approves disciplinary actions, reports and data recommended or prepared by supervisory personnel; reviews and approves accident reports.
- Ensures and maintains high staff and operational performance and conformance with Federal, State, and Local laws and regulations, as well as Santa Cruz METRO rules and regulations, including the Drug and Alcohol Testing Policy and applicable provisions of labor contracts and agreements.
- Communicates with employees in the field to provide advice and assistance on how to handle difficult, sensitive, or potentially dangerous situations as they arise.
- Serves as first level hearing officer for disciplinary hearing.
- Develops documentation to support performance of ADA complementary paratransit service in compliance with the Department of Transportation regulations implementing the Americans with Disabilities Act of 1990 (ADA).
- Develops documentation to support ADA complementary paratransit eligibility determination process in compliance with the Department of Transportation regulations implementing the ADA.
- Develops reporting standards that are comparable within the transit industry and are meaningful measures of performance.
- Prepares Request for Proposals for contractors to perform ADA complementary paratransit operations, monitoring, maintenance, and reporting.
- Participates in the evaluation of bids and awards contracts in conjunction with Senior Management for ADA complementary service provision and eligibility determination process.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Monitors performance of contractors based on contractual requirements and policy changes made from time to time.
- Manages the collection, review, and analysis of data used for program evaluation.
- Develops and monitors the Santa Cruz METRO budget for paratransit programs; reconciles funds received through the sale fare media.
- Monitors submitted contractor invoices for accuracy and to ensure listed services were actually provided.
- Develops demand projections and updates these projections as needed for planning and budgeting purposes. Prepares technical reports.
- Participates in the hiring process for, and supervision of assigned staff.
- Meets regularly with citizen advisory groups to present system performance, listen to comments, and address policy issues.
- Meets with management regularly to discuss performance issues, and develop approaches to addressing problems as they arise.
- Presents paratransit performance data, issues, policy change recommendations, and other information to the Board of Directors.
- Develops and manages the appeals process for program eligibility decisions and service policy decisions affecting the services received by customers.
- Reviews training programs and makes recommendations in the areas of sensitivity to the disabled community.
- May coordinate special bus services with outside agencies.
- Performs short and midterm planning for department including forecasting manpower.
- Attends meetings as assigned; may represent the Agency in court appearances as necessary.
- May assist in preparation of labor contract negotiations.
- Establishes outreach programs promoting the paratransit program and resources.
- Collects and analyzes data and develops comprehensive reports that comply with Federal and State reporting requirements.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- US Department of Transportation regulations implementing the public transit provisions of the Americans with Disabilities Act of 1990 (49CFR Parts 37 and 38).
- Working knowledge of the ADA in the broader context of public accommodations and employment requirements.
- Federal, state and local laws and regulations pertaining to transit operations.
- Principles and practices of transit bus operations.
- Principles and practices of bus operator scheduling.
- Knowledge of contract management practices in a transit setting.
- Office software packages (such as Microsoft Office).
- Paratransit scheduling and reporting software in use in the industry (such as Trapeze PASS).
- Budgeting practices and procedures.
- Familiarity of grievance procedures and working in a unionized environment.
- Knowledge of the principles and practices of supervision and training.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

Ability to:

- Work independently.
- Effectively motivate, train, and evaluate the performance of staff.
- Prepare and present both oral and written comprehensive and concise reports and recommendations.
- Interpret and apply laws, regulations, policies, and procedures.
- Plan and coordinate the implementation of new procedures and projects.
- Operate an office computer including word processing and applicable software.
- Establish and maintain effective working relationship with employees, union officials, and the public.
- Monitor budgets and expenses to ensure fiscal accountability.
- Analyze data and format the results into comprehensive reports.
- Read, interpret, and apply legal and technical information.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Bachelor's degree from an accredited college in business or public administration, transportation, or a closely related field.

AND

Four (4) years professional experience in business or public administration, transportation administration experience, including two (2) years managerial experience, preferably in a public agency.

Experience in the following areas is preferable:

- Experience managing an ADA complementary paratransit operation service, either publicly operated or privately operated.
- Experience managing contracts in a public transit setting.
- Experience interacting with the public, boards, and advisory committees.
- Experience developing and managing a budget for operation of a relevant service or program.
- Training in paratransit management, passenger assistance techniques, paratransit scheduling software, and management.

Familiarity with transit agency or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred.

LICENSES AND CERTIFICATES:

A valid Class B driver license with passenger Endorsement and safe driving record is required at the time of application. A valid Class B State driver license with passenger Endorsement is required at the time of appointment and must be maintained throughout employment.

SPECIAL REQUIREMENTS:

- Required to be able to respond to emergency situations seven days per week, 24 hours per day.
- Must maintain strictest confidentiality.

Attachment A

Santa Cruz Metropolitan Transit District Revised Final Management Total Compensation Report



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Must participate in professional development activities.
- Requires occasional travel.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May work out in the field when needed. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

- *Adopted: November 2017
- *BOD Approved: 00-00-00
- *Revised: 00-00-00
- *Job Family: Professional – Operations Paratransit

Attachment B

Att B - Management Differential and Internal Equity analysis – February 7 2019

Classification	Matches	Current Max	LM Median Max Base Salary	Base Used for Diff	Factor	Recommended	Change From Current Max	Change From LM Median Max Base Salary	Proposal	JB Comments
Chief Financial Officer (CFO)	7	\$11,558.00	\$15,177.00	\$15,177.00	1.00	\$15,177.00	31.31%	0.00%	Set at market median	Band starts with CFO and extends 5% downward
Chief Operating Officer (COO)	5	\$12,716.00	\$14,996.00	\$15,177.00	1.00	\$15,177.00	19.35%	1.21%	Set equivalent to CFO	Band starts with CFO and extends 5% downward
Information Technology and Intelligent Transportation Systems Director	7	\$10,409.00	\$14,237.00	\$14,237.00	1.00	\$14,237.00	36.78%	0.00%	Set at market median	Band starts with IT Director and extends 5% downward
Human Resources Director	7	\$11,558.00	\$14,057.00	\$14,237.00	1.00	\$14,237.00	23.18%	1.28%	Set equivalent to IT Director	Band starts with IT Director and extends 5% downward
Planning and Development Director	7	\$11,558.00	\$12,937.00	\$12,937.00	1.00	\$12,937.00	11.93%	0.00%	Set at market median	Single class range
Maintenance Manager	6	\$11,558.00	\$11,862.00	\$11,862.00	1.00	\$11,862.00	2.69%	0.00%	Set at market median	Single class range
Finance Deputy Director	5	\$10,055.00	\$10,953.00	\$15,177.00	0.75	\$11,382.75	13.20%	3.92%	Set 25% below Chief Financial Officer	Consistent differential
Senior Database Administrator	5	\$10,234.00	\$10,754.00	\$9,866.00	1.15	\$11,345.90	10.86%	5.50%	Set 15% above Database Administrator	15% is appropriate differential between Journey and advanced Journey
Safety Security and Risk Management Director	7	\$8,039.00	\$11,172.00	\$11,172.00	1.00	\$11,172.00	38.97%	0.00%	Set at market median	Single class range
Human Resources Deputy Director	5	\$8,694.00	\$9,326.00	\$14,237.00	0.75	\$10,677.75	22.82%	14.49%	Set 25% below Human Resources Director	Consistent differential
Marketing, Communications and Customer Service Director	4	\$10,409.00	\$10,409.00	\$10,409.00	1.00	\$10,409.00	0.00%	0.00%	Set at market median	Band starts with Marketing Director and extends 5% downward
Purchasing and Special Projects Director	6	\$10,409.00	\$10,409.00	\$10,409.00	1.00	\$10,409.00	0.00%	0.00%	Set equivalent to Marketing Director	Band starts with Marketing Director and extends 5% downward
Facilities Manager (new class)	4	\$0.00	\$9,957.00	\$11,862.00	0.85	\$10,082.70	NA (new)	1.26%	Set 15% below Maintenance Manager	Not a directly vertical relationship...15% reflects difference in role
Database Administrator	3	\$8,039.00	\$9,866.00	\$9,866.00	1.00	\$9,866.00	22.73%	0.00%	Set at market median	Single class range
Operations Manager-Fixed Route Division	5	\$8,694.00	\$9,326.00	\$9,326.00	1.00	\$9,326.00	7.27%	0.00%	Set at market median	Band starts with Ops Mgr-FR and extends 5% downward
Operations Manager- Paratransit Division	4	\$8,694.00	\$9,280.00	\$9,326.00	1.00	\$9,326.00	7.27%	0.50%	Set equivalent to Ops Mgr-FR	Band starts with Ops Mgr-FR and extends 5% downward
Assistant Maintenance Manager	4	\$8,694.00	\$9,358.00	\$11,862.00	0.75	\$8,896.50	2.33%	-4.93%	Set 25% below Maintenance Manager	Position is vacant; no EE impact
Assistant Operations Manager (Paratransit Department)	2	\$7,266.00	\$7,266.00	\$9,326.00	0.75	\$6,994.50	-3.74%	-3.74%	Set 25% below Operations Manager-Fixed Route	If not currently vacant, recommend giving originally "promised" salary now but freezing salary level until vacant or 25% differential is achieved.
Executive Assistant	6	\$6,810.00	\$6,810.00	\$6,810.00	1.00	\$6,810.00	0.00%	0.00%	Set at market median	Single class range

- THIS PAGE INTENTIONALLY LEFT BLANK -

**MANAGEMENT
HOURLY RATES SCHEDULE**

Effective 06/14/18, (FY19)
 Revised as of 01/22/2016 for District Counsel
 Revised as of 09/01/2016 for Human Resources Manager
 Revised as of 10/28/2016 for Assistant Finance Manager
 Revised as of 06/23/2017 for Maintenance Superintendent (new position)
 Revised as of 06/23/2017 for CEO/General Manager (retro)

Title	Step 1	Step 1 L	Step 1 LL	Step 2	Step 2 L	Step 2 LL	Step 3	Step 3 L	Step 3 LL	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	Step 6	Step 6 L	Step 6 LL
CEO/General Manager	104.81	110.05	115.29	110.05	115.55	121.05	115.55	121.33	127.11	121.32	127.39	133.46	127.39	133.76	140.13	133.75	140.44	147.13
District Counsel*	78.64	82.57	86.50	82.57	86.70	90.83	86.70	91.04	95.38	91.03	95.58	100.13	95.58	100.36	105.14	100.37	105.39	110.41
Chief Operations Officer	68.61	72.04	75.47	72.04	75.64	79.24	75.64	79.42	83.20	79.42	83.39	87.36	83.39	87.56	91.73	87.56	91.94	96.32
Maintenance Manager	53.62	55.30	58.98	56.30	59.12	61.94	59.11	62.07	65.03	62.07	65.17	68.27	65.17	68.43	71.69	68.43	71.85	75.27
Chief Financial Officer (CFO)	68.61	72.04	75.47	72.04	75.64	79.24	75.64	79.42	83.20	79.42	83.39	87.36	83.39	87.56	91.73	87.56	91.94	96.32
Planning and Development Director	58.49	61.41	64.33	61.41	64.48	67.55	64.48	67.70	70.92	67.70	71.09	74.48	71.09	74.64	78.19	74.64	78.37	82.10
Human Resources Director	64.35	67.57	70.79	67.57	70.95	74.33	70.95	74.50	78.05	74.50	78.23	81.96	78.23	82.14	86.05	82.14	86.25	90.36
Information Technology and Intelligent Transportation Systems Dir	64.35	67.57	70.79	67.57	70.95	74.33	70.95	74.50	78.05	74.50	78.23	81.96	78.23	82.14	86.05	82.14	86.25	90.36
Marketing, Communications and Customer Service Director	47.06	49.41	51.76	49.41	51.88	54.35	51.88	54.47	57.06	54.47	57.19	59.91	57.19	60.05	62.91	60.05	63.05	66.05
Purchasing and Special Projects Director	47.06	49.41	51.76	49.41	51.88	54.35	51.88	54.47	57.06	54.47	57.19	59.91	57.19	60.05	62.91	60.05	63.05	66.05
Senior Database Administrator	51.29	53.85	56.41	53.85	56.54	59.23	56.54	59.37	62.20	59.37	62.34	65.31	62.34	65.46	68.58	65.46	68.73	72.00
Finance Deputy Director	51.45	54.02	56.59	54.02	56.72	59.42	56.72	59.56	62.40	59.56	62.54	65.62	62.54	65.67	68.80	65.67	68.95	72.23
Human Resources Deputy Director	48.28	50.69	53.10	50.69	53.22	55.75	53.22	55.88	58.54	55.88	58.67	61.46	58.67	61.60	64.53	61.60	64.68	67.76
Operations Manager - Fixed Route Division	42.16	44.27	46.38	44.27	46.48	48.69	46.48	48.60	51.12	48.60	51.24	53.68	51.24	53.80	56.36	53.80	56.49	59.18
Operations Manager - Paratransit Division	42.16	44.27	46.38	44.27	46.48	48.69	46.48	48.60	51.12	48.60	51.24	53.68	51.24	53.80	56.36	53.80	56.49	59.18
Assistant Maintenance Manager	40.22	42.23	44.24	42.23	44.34	46.45	44.34	46.56	48.78	46.56	48.69	51.22	48.69	51.33	53.77	51.33	53.90	56.47
Facilities Maintenance Manager	45.58	47.86	50.14	47.86	50.25	52.64	50.25	52.76	55.27	52.76	55.40	58.04	55.40	58.17	60.94	58.17	61.08	63.99
Database Administrator	44.60	46.83	49.06	46.83	49.17	51.51	49.17	51.63	54.09	51.63	54.21	56.79	54.21	56.92	59.63	56.92	59.77	62.62
Safety, Security and Risk Management Director	50.50	53.03	55.56	53.03	55.68	58.33	55.68	58.46	61.24	58.46	61.38	64.30	61.38	64.45	67.52	64.45	67.67	70.89
Assistant Operations Manager (Paratransit Department)	31.62	33.20	34.78	33.20	34.86	36.52	34.86	36.60	38.34	36.60	38.43	40.26	38.43	40.35	42.27	40.35	42.37	44.39
Executive Assistant	30.77	32.31	33.85	32.31	33.93	35.55	33.93	35.63	37.33	35.62	37.40	39.18	37.41	39.28	41.15	39.29	41.25	43.21

L = 10 Years Longevity (5%); LL = 15 Years Longevity (5%+5%)

* See Contract

**MANAGEMENT
MONTHLY SALARY SCHEDULE**

Effective 06/14/18 (FY19)
 Revised as of 01/22/2016 for District Counsel
 Revised as of 09/01/2016 for Human Resources Manager
 Revised as of 10/28/2016 for Assistant Finance Manager
 Revised as of 06/23/2017 for Maintenance Superintendent (new position)
 Revised as of 06/23/2017 for CEO/General Manager (retro)

Title	Step_1	Step_1.L	Step_1.LL	Step_2	Step_2.L	Step_2.LL	Step_3	Step_3.L	Step_3.LL	Step_4	Step_4.L	Step_4.LL	Step_5	Step_5.L	Step_5.LL	Step_6	Step_6.L	Step_6.LL
CEO/General Manager	18,167	19,075	19,984	19,075	20,029	20,982	20,029	21,031	22,032	21,029	22,081	23,133	22,081	23,185	24,289	23,183	24,343	25,503
Chief Operations Officer	11,892	12,487	13,082	12,487	13,111	13,735	13,111	13,766	14,421	13,766	14,454	15,142	14,454	15,177	15,900	15,177	15,936	16,696
Maintenance Manager	9,294	9,759	10,223	9,759	10,248	10,736	10,246	10,759	11,272	10,759	11,296	11,834	11,296	11,861	12,426	11,861	12,454	13,047
Chief Financial Officer (CFO)	11,892	12,487	13,082	12,487	13,111	13,735	13,111	13,766	14,421	13,766	14,454	15,142	14,454	15,177	15,900	15,177	15,936	16,696
Planning and Development Director	10,138	10,644	11,151	10,644	11,177	11,709	11,177	11,735	12,293	11,735	12,322	12,910	12,322	12,938	13,553	12,938	13,584	14,231
Human Resources Director	11,154	11,712	12,270	11,712	12,298	12,884	12,298	12,913	13,529	12,913	13,560	14,206	13,560	14,238	14,915	14,238	14,950	15,662
Information Technology and Intelligent Transportation Systems Direc	11,154	11,712	12,270	11,712	12,298	12,884	12,298	12,913	13,529	12,913	13,560	14,206	13,560	14,238	14,915	14,238	14,950	15,662
Marketing, Communications and Customer Service Director	8,157	8,564	8,972	8,564	8,993	9,421	8,993	9,442	9,890	9,442	9,913	10,364	9,913	10,409	10,904	10,409	10,929	11,449
Purchasing and Special Projects Director	8,157	8,564	8,972	8,564	8,993	9,421	8,993	9,442	9,890	9,442	9,913	10,364	9,913	10,409	10,904	10,409	10,929	11,449
Senior Database Administrator	8,890	9,334	9,778	9,334	9,800	10,267	9,800	10,291	10,781	10,291	10,806	11,320	10,806	11,346	11,887	11,346	11,913	12,460
Finance Deputy Director	8,918	9,364	9,809	9,364	9,832	10,300	9,832	10,324	10,816	10,324	10,840	11,357	10,840	11,383	11,925	11,383	11,951	12,520
Human Resources Deputy Director	8,369	8,786	9,204	8,786	9,225	9,663	9,225	9,688	10,147	9,688	10,170	10,653	10,170	10,677	11,165	10,677	11,211	11,745
Operations Manager - Fixed Route Division	7,308	7,674	8,039	7,674	8,057	8,440	8,057	8,459	8,861	8,459	8,882	9,305	8,882	9,325	9,769	9,325	9,792	10,258
Operations Manager - Paratransit Division	7,308	7,674	8,039	7,674	8,057	8,440	8,057	8,459	8,861	8,459	8,882	9,305	8,882	9,325	9,769	9,325	9,792	10,258
Assistant Maintenance Manager	6,972	7,320	7,668	7,320	7,686	8,051	7,686	8,070	8,455	8,070	8,474	8,878	8,474	8,897	9,320	8,897	9,343	9,788
Facilities Maintenance Manager	7,901	8,296	8,691	8,296	8,710	9,124	8,710	9,145	9,580	9,145	9,603	10,060	9,603	10,083	10,563	10,083	10,587	11,092
Database Administrator	7,731	8,117	8,504	8,117	8,523	8,928	8,523	8,949	9,376	8,949	9,396	9,844	9,396	9,866	10,336	9,866	10,360	10,854
Safety, Security and Risk Management Director	8,753	9,192	9,630	9,192	9,651	10,111	9,651	10,133	10,615	10,133	10,639	11,145	10,639	11,171	11,704	11,171	11,730	12,288
Assistant Operations Manager (Paratransit Department)	5,481	5,755	6,029	5,755	6,042	6,330	6,042	6,344	6,646	6,344	6,661	6,978	6,661	6,994	7,327	6,994	7,344	7,694
Executive Assistant	5,334	5,600	5,867	5,600	5,881	6,162	5,881	6,176	6,471	6,174	6,483	6,791	6,484	6,809	7,133	6,810	7,150	7,490

* See Contract

MANAGEMENT
YEARLY SALARY SCHEDULE

Effective 06/14/18 (FY19)
Revised as of 01/22/2016 for District Counsel
Revised as of 09/01/2016 for Human Resources Manager
Revised as of 10/28/2016 for Assistant Finance Manager
Revised as of 06/23/2017 for Maintenance Superintendent (new position)
Revised as of 06/23/2017 for CEO/General Manager (retr)

Title	Step 1	Step 1 L	Step 1 LL	Step 2	Step 2 L	Step 2 LL	Step 3	Step 3 L	Step 3 LL	Step 4	Step 4 L	Step 4 LL	Step 5	Step 5 L	Step 5 LL	Step 6	Step 6 L	Step 6 LL
CEO/General Manager	218,005	228,904	239,803	228,904	240,344	251,784	240,344	252,366	264,389	252,346	264,971	277,597	264,971	278,221	291,470	278,200	292,115	306,030
District Counsel*	163,571	171,746	179,920	171,746	180,336	188,926	180,336	189,363	198,390	189,342	198,806	208,270	198,806	208,749	218,691	208,770	219,211	229,653
Chief Operations Officer	142,709	149,843	156,978	149,843	157,331	164,819	157,331	165,194	173,056	165,194	173,451	181,709	173,451	182,125	190,798	182,125	191,235	200,346
Maintenance Manager	111,530	117,104	122,678	117,104	122,970	128,835	122,949	129,106	135,262	129,106	135,554	142,002	135,554	142,334	148,115	142,334	149,448	158,562
Chief Financial Officer (CFO)	142,709	149,843	156,978	149,843	157,331	164,819	157,331	165,194	173,056	165,194	173,451	181,709	173,451	182,125	190,798	182,125	191,235	200,346
Planning and Development Director	121,659	127,733	133,806	127,733	134,118	140,504	134,118	140,816	147,514	140,816	147,867	154,918	147,867	155,251	162,535	155,251	163,010	170,768
Human Resources Director	133,848	140,546	147,243	140,546	147,576	154,606	147,576	154,960	162,344	154,960	162,718	170,477	162,718	170,851	178,984	170,851	179,400	187,949
Information Technology and Intelligent Transportation Systems Dir.	133,848	140,546	147,243	140,546	147,576	154,606	147,576	154,960	162,344	154,960	162,718	170,477	162,718	170,851	178,984	170,851	179,400	187,949
Marketing, Communications and Customer Service Director	97,885	102,773	107,661	102,773	107,910	113,048	107,910	113,298	118,685	113,298	118,955	124,613	118,955	124,904	130,853	124,904	131,144	137,384
Purchasing and Special Projects Director	97,885	102,773	107,661	102,773	107,910	113,048	107,910	113,298	118,685	113,298	118,955	124,613	118,955	124,904	130,853	124,904	131,144	137,384
Senior Database Administrator	106,683	112,008	117,333	112,008	117,503	123,198	117,503	123,490	129,376	123,490	129,667	135,845	129,667	136,157	142,646	136,157	142,958	149,760
Finance Deputy Director	107,016	112,362	117,707	112,362	117,978	123,594	117,978	123,885	129,792	123,885	130,083	136,282	130,083	136,594	143,104	136,594	143,415	150,238
Human Resources Deputy Director	100,422	105,435	110,448	105,435	110,698	116,230	110,698	116,230	121,763	116,230	122,094	127,837	122,094	128,128	134,222	128,128	134,534	140,941
Operations Manager - Fixed Route Division	87,693	92,082	96,470	92,082	96,678	101,275	96,678	101,504	106,330	101,504	106,579	111,654	106,579	111,904	117,229	111,904	117,469	123,094
Operations Manager - Paratransit Division	87,693	92,082	96,470	92,082	96,678	101,275	96,678	101,504	106,330	101,504	106,579	111,654	106,579	111,904	117,229	111,904	117,469	123,094
Assistant Maintenance Manager	83,658	87,838	92,019	87,838	92,227	96,616	92,227	96,845	101,462	96,845	101,691	106,538	101,691	106,766	111,842	106,766	112,112	117,459
Facilities Maintenance Manager	94,806	99,549	104,291	99,549	104,520	109,491	104,520	109,741	114,962	109,741	115,232	120,723	115,232	120,984	126,755	120,984	127,046	133,099
Database Administrator	92,768	97,406	102,045	97,406	102,274	107,141	102,274	107,390	112,507	107,390	112,757	118,123	112,757	118,394	124,030	118,394	124,322	130,250
Safety, Security and Risk Management Director	105,040	110,302	115,565	110,302	115,814	121,325	115,814	121,597	127,379	121,597	127,670	133,744	127,670	134,056	140,442	134,056	140,754	147,451
Assistant Operations Manager (Paratransit Department)	65,770	68,056	72,342	68,056	72,509	75,962	72,509	76,128	79,747	76,128	79,934	83,741	79,934	83,928	87,922	83,928	88,130	92,331
Executive Assistant	64,002	67,205	70,408	67,205	70,574	73,944	70,574	74,110	77,646	74,090	77,792	81,494	77,792	81,702	85,592	81,723	85,600	89,877

* See Contract

- THIS PAGE INTENTIONALLY LEFT BLANK -



Attachment D

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Class Code:
FLSA Status: Exempt

Facilities Maintenance Manager

Bargaining Unit: Management

DEFINITION:

Under the direction of the Chief Operating Officer (COO), the Facilities Maintenance Manager plans, organizes, supervises, directs, and monitors the programs and activities of the facilities maintenance programs, including a centralized warehouse, in conformance with Santa Cruz METRO's vision, mission, goals and objectives; manages staff and operations responsible for installation, construction, repair, and cleaning functions for all Santa Cruz METRO facilities, including bus stops, buildings, and related operating equipment; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Facilities Maintenance Manager reports to the Chief Operating Officer and is responsible for the management and supervision of the facility maintenance programs to ensure that Santa Cruz METRO facilities are clean and in a state of good repair.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Plans, organizes, and directs staff in the maintenance and repair of Santa Cruz METRO owned bus stops, buildings and other Santa Cruz METRO facilities and related equipment.
- Plans, organizes, and directs the work of Custodial Service Workers, Facilities Maintenance Workers, and other Santa Cruz METRO employees and supervisory staff involved in facility maintenance; selects, supervises, trains, motivates, assigns, evaluates, counsels and disciplines staff, primarily through subordinate supervisors.
- Coordinates the development and implementation of training programs for supervisors and employees; monitors and evaluates the department's performance against OSHA standards and Santa Cruz METRO's safety program.
- Reviews State and Federal laws, regulations and proposed legislation pertaining to areas of responsibility and reports on impact; ensures the application of safety rules and regulations.
- Reviews and evaluates facility inspections for quality assurance purposes; reviews overall performance of the department and recommends long-term improvements.
- Performs compliance reporting.
- Assists in the development and implementation of maintenance policies and programs.
- Develops and reviews work plans to ensure preventive maintenance and repairs; prepares and reviews maintenance schedules; ensures appropriate record keeping.
- Develops, implements, manages and monitors contracts and service agreements with vendors, contractors, and consultants.
- Plans and implements short and long-range projects dealing with facility acquisitions, rejuvenation, and maintenance; develops cost estimates of labor, time, costs, and materials associated with projects and repairs; prepares construction, renovation, and purchasing



Attachment D

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

contract specifications; inspects contracted work for conformance to standards; reviews and approves requisitions for equipment, parts, materials, and supplies.

- Oversees and participates in the development and administration of the department budget; develops, monitors, and manages the budget items related to facilities maintenance.
- Plans and directs purchasing actions to ensure timely availability of the materials, services, and equipment needed to support maintenance and facility operations and programs.
- Reviews building developments for transit improvements during the environmental review process to ensure compliance with model ordinance.
- Makes presentations to the Santa Cruz METRO Board of Directors, other boards and commissions, agencies, employee organizations, and public and private organizations; represents Santa Cruz METRO at various meetings.
- Analyzes and evaluates complex problems; recommends and implements effective solutions.
- Directs and reviews inventory control activities.
- Interprets and applies the provisions of labor agreements in accordance with Santa Cruz METRO guidelines; may serve as a hearing officer.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of public transportation maintenance organization and operations, including applicable safety procedures and requirements.
- Building construction and repair, electrical, and/or mechanical trades, and related tools and equipment.
- Janitorial services operations.
- Applicable local, State, and Federal codes and regulations governing transit-related construction and facility maintenance.
- Standard job sequences used in building construction.
- Industrial safety rules and regulations as applied to a public transit system, including methods for safely and legally handling hazardous materials and hazardous waste.
- Warehouse procedures including the analysis of receipt, storage, issuance, and inventory control methods.
- Principles and practices of budget planning, organization, and administration.
- Principles and practices of supervision.
- Administration of labor contracts.
- Principles and practices of project management including cost estimating, preparation of requests for proposals, and contract and specification preparation and administration.

Ability to:

- Effectively plan, organize, direct, and coordinate the functions and staff activities for area of responsibility.
- Select, supervise, train, motivate, assign, evaluate, counsel, and discipline staff within a union environment.
- Analyze and evaluate complex department/operational problems and recommend and implement effective solutions.



Attachment D

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Evaluate requests for maintenance, repair, installation and modifications to determine the necessity for and the most cost-effective method.
- Interpret plans, specifications, laws, ordinances, and codes applicable to maintenance and repair of transit facilities, office buildings, and related equipment.
- Ensure the delivery of training programs on new equipment and methods as well as departmental procedures and policies.
- Estimate labor and materials requirements; prepare construction, renovation, and purchasing contract specifications; and inspect contracted work for conformance to standards.
- Prepare reports and keep accurate records.
- Function as a liaison with public safety agencies.
- Perform facility inspections for quality assurance purposes.
- Interpret and apply laws, rules, regulations, and labor contract provisions.
- Assist in developing, coordinating, and evaluating the delivery of vendor technical and/or maintenance training programs.
- Evaluate bus maintenance efficiency and reliability by reviewing and analyzing daily logs, field service reports, and management information system data reports, and initiating corrective actions when required.
- Evaluate and recommend staff development and training opportunities.
- Recommend and/or review reports regarding repairs and refurbishment of facilities.
- Maintain records and prepare written reports; perform records and activity management.
- Administer and monitor contracts with vendors.
- Develop and monitor department budgets.
- Ensure the prompt recovery of hazardous spills and the removal of bio-hazardous waste following prescribed safety and hazmat practices and procedures.
- Make oral and written presentations to the Board of Directors, Santa Cruz METRO management, and other groups.
- Utilize standard office equipment and software.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Bachelor's degree from an accredited college in engineering, business administration, or a closely related field.

AND

Eight (8) years of progressively responsible professional experience in facility maintenance including at least four (4) years of responsible supervisory and management experience, preferably in a public agency.



Attachment D

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Familiarity with transit agency or transportation system activities and functions, budget, labor, FTA requirements, facility maintenance, ADA, asset management, and report generation is highly desirable. Experience in a large public organization is preferred.

LICENSES AND CERTIFICATES:

A valid Class C driver license and safe driving record is required at the time of application and appointment and must be maintained throughout employment.

SPECIAL REQUIREMENTS:

- Required to be able to respond to emergency situations seven days per week, 24 hours per day.
- Must be able to work extended hours as needed, often outside regular business hours as required by the CEO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 50 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in a shop environment where the noise level is usually noisy. May work out in the field when needed. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

- *Adopted: 00-00-00
- *BOD Approved: 00-00-00
- *Revised: 00-00-00
- *Job Family: Management-Maintenance

Attachment E



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

Class Code: 3125-OA58

3200-OA58

FLSA Status: Exempt

Assistant Operations Manager – Paratransit Department Bargaining Unit: Management

DEFINITION:

Under general direction of the Operations Manager – Fixed Route Division, the Assistant Operations ~~Manager-Manager-Paratransit Department~~; ~~plans, manages, plans~~, organizes ~~the District Agency's~~ transportation supervision and Operations or Paratransit Control functions; Provides technical direction and supervision over assigned professional, supervisory, technical and administrative support staff; directs and coordinates the activities of a major section or department in the Operations or Paratransit Division; ~~and~~ manages delivery of Santa Cruz METRO's ~~fixed route~~ Fixed Route and ~~ParaCruz-Paratransit~~ service. Ensures Santa Cruz METRO Operations or Paratransit employees meet system performance and customer service standards and comply with related internal policies and procedures, federal and state law; performs related duties as assigned. ~~—; May may be assigned to perform Paratransit duties when needed, the Fixed Route Division.~~

DISTINGUISHING CHARACTERISTICS:

This position requires knowledge of the operation and dispatch of Fixed Route and Paratransit functions including the monitoring, controlling, and scheduling of Fixed Route and Paratransit operators, supervisors and department staff. ~~—~~ This position is distinguished from the Operations Manager ~~— Fixed Route/Paratransit Department~~ in that the Assistant Operations Manager ~~— Paratransit Department~~ exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall departmental responsibilities under the direction of the Operations Manager ~~— Paratransit Department and the Chief Operations Officer. Fixed Route or and may be assigned to the Operations Manager - Paratransit Department.~~

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. ~~—~~ The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Oversees staff to ensure and maintain a high performance and staff conformance with Federal, ~~State~~ State, and Local laws and regulations; Santa Cruz METRO rules and regulations, including the Drug and Alcohol Testing Policy, as well provisions of labor contracts and agreements.
- Communicates with employees in the field to provide advice and assistance on how to handle difficult, sensitive, or potentially dangerous situations as they arise.
- Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle ~~choices~~ choices, and ages; is sensitive to the needs of clients.
- Participates in establishing operational plans and initiatives to meet department goals and objectives.
- Participates in developing and monitoring performance against the annual departmental budget.

Attachment E



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- Participates in the development, implementation, and review of rules and regulations that further Santa Cruz METRO's goal of delivering exceptional public transportation service to Santa Cruz County.
- Participates in the resolution of employee concerns and grievances; makes standard interpretations of labor contract provisions to supervisors and/or staff.
- Evaluates employee attendance, performance, and other issues; makes recommendations on discipline as required; Serves as first level hearing officer for disciplinary hearings.
- Participates in the selection and training of Operations staff.
- Perform as a hands on "working" Manager: Prepares and maintains department records and reports, including payroll, attendance, and system performance statistics; assists in determining staffing needs; Supervises, trains, and evaluates personnel.
- ~~May represent Santa Cruz METRO in court appearances as needed.~~
- Prepares and presents reports at internal and external meetings as well as oral responses to questions from the public.
- May monitor in-field operations and communicates with maintenance and other departments as needed.
- May operate Santa Cruz METRO equipment for the purpose of operator training or in emergency situations.
- Under the direction of the Safety, Security and Risk Director, conducts safety training and licensing audits for Paratransit contractors; trains employees of proper ADA transit techniques and procedures.
- ~~Performs other duties as assigned.~~
- ~~Perform as a hands on "working" Manager.~~
- ~~Supervises, trains, and evaluates personnel.~~
- Reviews and approves disciplinary actions recommended by supervisory personnel, reports and data prepared by supervisory personnel; reviews and approves Agency accident reports.
- ~~Serves as first level hearing officer for disciplinary hearing.~~
- May coordinate special bus services with outside agencies.
- Performs short and midterm planning for department including forecasting manpower;
- Attends meetings as assigned; may represent the Agency in court appearances as necessary.
- May assist in preparation of labor contract negotiations.
- Performs other duties as required

EMPLOYMENT STANDARDS:

Knowledge of:

- ~~Federal, state and local laws and regulations pertaining to transit operations.~~
- Principles and practices of ~~T~~Transit ~~B~~Bus and Paratransit operations;
- Principles and practices of Transit BBus and Paratransit operator scheduling;
- Working knowledge of standard office software (e.g., Microsoft Office) systems;
- Grievance procedures, conflict resolution procedures, and labor relations;
- Transit scheduling software (i.e. Trapeze, Hastus);

Attachment E



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

- [Principles and practices of organization, administration, supervision, budgeting, and personnel management of a public transportation agency;](#)
- [Applicable local, state, and federal laws and regulations governing public transportation systems;](#)
- [The goals, organization, and management practices of a public transportation agency;](#)
- [Typical provisions found in public transit collective bargaining agreements;](#)
- [Industrial safety and general safety rules and regulations applied to a public transportation system;](#)
- [Transportation activities and operations;](#)
- [Organizational development techniques and methods as related to curriculum development and training programs for Bus and Paratransit Operators;](#)
- [Comprehensive, specific technical knowledge of the major functions within assigned areas of responsibility.](#)

Ability to:

- Work independently.
- Effectively motivate, ~~train~~, and evaluate the performance of staff.
- Communicate effectively in oral and written form to complete paperwork, and effectively communicate with the majority of clients, employees, and the public.
- Assess and monitor budgets and departmental performance.
- Establish and maintain an effective working relationship with employees, customers and the public.
- [Plan, organize, coordinate, direct, control and manage the assigned areas of responsibility;](#)
- [Oversee subordinate supervisors and delegate and/or monitor responsibilities to ensure smooth operations;](#)
- [Supervise, train, evaluate, counsel, discipline, and motivate staff in a collective bargaining environment;](#)
- [Interpret and apply laws, rules, regulations, and labor contract provisions;](#)
- [Oversee and manage ~~h~~Transit Bus and/or Paratransit operations and training programs;](#)
- [Plan for near and long-term ~~B~~Transit Bus and/or Paratransit expansion and system modifications;](#)
- [Manage the development of ~~T~~ransit Bus service and operating plans;](#)
- [Prepare, interpret, and effectively utilize management information reports, and provide KPI reports;](#)
- [Analyze ~~problems~~situations and recommend and/or implement effective solutions to difficult and politically sensitive ~~problems~~circumstances.](#)

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Two (2) years college level course work from an accredited college in management, business or public administration, transportation, or a closely related field; [ongoing coursework in obtaining a college degree will be considered.](#)

Attachment E



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

AND

~~Four (4) years of progressively responsible professional experience in transportation administration experience, including at least two (2) years of responsible supervisory and managerial experience, preferably in a public agency.~~

Experience in the following areas is preferable:

- Experience managing ~~an~~ ADA ~~complementary paratransit mandated requirements in operation~~ transit operation service, either publicly operated or privately operated.
- Experience managing contracts in a public transit setting.
- Experience interacting with the public, ~~boards~~ Board of Directors, and Transit advisory committees.
- Experience developing and managing a budget for operation of a relevant service or program.
- Training in Fixed Route or ~~p~~Paratransit supervision/management, passenger assistance techniques, ~~paratransit~~ scheduling software, and management principles.

~~Familiarity with transit agency or transportation system activities and functions is highly desirable. Experience in a large public organization is preferred.~~

LICENSES AND CERTIFICATES:

~~Ability to obtain a~~ valid Class B driver license with Passenger Endorsement and safe driving record is required at the time of application ~~and must be maintained throughout employment. Within a one (1) year period of appointment~~ appointment, achieve certification in Standardized Emergency Management System (SEMS) and Incident Command Structure (ICS). ~~A valid Class B State driver license with passenger Endorsement is required at the time of appointment and must be maintained throughout employment.~~

SPECIAL REQUIREMENTS:

- Required to be able to respond to ~~Operational situations or~~ emergency situations seven ~~(7 days)~~ days per week, ~~twenty-four (24)~~ hours per day.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- ~~Requires occasional travel.~~
- ~~May be required to implement SEMS/ICS processes and procedures during declared emergencies.~~

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. ~~The~~ The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking,

Attachment E



HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

overhead ~~reaching~~reaching, and lifting up to 50 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May work out in the field when needed ~~or in areas where loud engine noise may be prevalent.~~ ~~May~~ ~~When directed to do so, may need to be available to work a flexible schedule.~~ ~~require availability to work a flexible schedule.~~

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

*Adopted: November 2017

*BOD Approved: 01-26-18

*Revised: ~~00-00-00~~11-16-18

*Job Family: Professional – Operations Paratransit

~~Professional – Operations Fixed Route~~

- THIS PAGE INTENTIONALLY LEFT BLANK -



Attachment F

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

Class Code: 3125-OA58
3200-OA58

FLSA Status: Exempt

Assistant Operations Manager

Bargaining Unit: Management

DEFINITION:

Under general direction of the Operations Manager – Fixed Route Division, the Assistant Operations Manager; manages, plans, organizes the Agency's transportation supervision and Operations or Paratransit Control functions. Provides technical direction and supervision over assigned professional, supervisory, technical and administrative support staff; directs and coordinates the activities of a major section or department in the Operations or Paratransit Division; manages delivery of Santa Cruz METRO's Fixed Route and Paratransit service. Ensures Santa Cruz METRO Operations or Paratransit employees meet system performance and customer service standards and comply with related internal policies and procedures, federal and state law; performs related duties as assigned;

DISTINGUISHING CHARACTERISTICS:

This position requires knowledge of the operation and dispatch of Fixed Route and Paratransit functions including the monitoring, controlling, and scheduling of Fixed Route and Paratransit operators, supervisors and department staff. This position is distinguished from the Operations Manager – Fixed Route/Paratransit Departments in that the Assistant Operations Manager exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall departmental responsibilities under the direction of the Operations Manager – Fixed Route or the Operations Manager - Paratransit Department.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Oversees staff to ensure and maintain a high performance and staff conformance with Federal, State, and Local laws and regulations; Santa Cruz METRO rules and regulations, including the Drug and Alcohol Testing Policy, as well provisions of labor contracts and agreements.
- Communicates with employees in the field to provide advice and assistance on how to handle difficult, sensitive, or potentially dangerous situations as they arise.
- Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle choices, and ages; is sensitive to the needs of clients.
- Participates in establishing operational plans and initiatives to meet department goals and objectives.
- Participates in developing and monitoring performance against the annual departmental budget.
- Participates in the development, implementation, and review of rules and regulations that further Santa Cruz METRO's goal of delivering exceptional public transportation service to Santa Cruz County.
- Participates in the resolution of employee concerns and grievances; makes standard interpretations of labor contract provisions to supervisors and/or staff.



Attachment F

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Evaluates employee attendance, performance, and other issues; makes recommendations on discipline as required; Serves as first level hearing officer for disciplinary hearings.
- Participates in the selection and training of Operations staff.
- Perform as a hands on “working” Manager; Prepares and maintains department records and reports, including payroll, attendance, and system performance statistics; assists in determining staffing needs; Supervises, trains, and evaluates personnel.
- Prepares and presents reports at internal and external meetings as well as oral responses to questions from the public.
- May monitor in-field operations and communicates with maintenance and other departments as needed.
- May operate Santa Cruz METRO equipment for the purpose of operator training or in emergency situations.
- Under the direction of the Safety, Security and Risk Director, conducts safety training and licensing audits for Paratransit contractors; trains employees of proper ADA transit techniques and procedures.
- .
- Reviews and approves disciplinary actions recommended by supervisory personnel, reports and data prepared by supervisory personnel; reviews and approves Agency accident reports.
-
- May coordinate services with outside agencies.
- Performs short and midterm planning for department including forecasting manpower;
- Attends meetings as assigned; may represent the Agency in court appearances as necessary.
- May assist in preparation of labor contract negotiations.
- Performs other duties as required

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of Transit Bus and Paratransit operations;
- Principles and practices of Transit Bus and Paratransit operator scheduling;
- Working knowledge of standard office software (e.g., Microsoft Office) systems;
- Grievance procedures, conflict resolution procedures, and labor relations;
- Transit scheduling software (i.e. Trapeze, Hastus);
- Principles and practices of organization, administration, supervision, budgeting, and personnel management of a public transportation agency;
- Applicable local, state, and federal laws and regulations governing public transportation systems;
- The goals, organization, and management practices of a public transportation agency;
- Typical provisions found in public transit collective bargaining agreements;
- Industrial safety and general safety rules and regulations applied to a public transportation system;
- Transportation activities and operations;



Attachment F

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

- Organizational development techniques and methods as related to curriculum development and training programs for Bus and Paratransit Operators;
- Comprehensive, specific technical knowledge of the major functions within assigned areas of responsibility.

Ability to:

- Work independently.
- Effectively motivate, train, and evaluate the performance of staff.
- Communicate effectively in oral and written form to complete paperwork, and effectively communicate with the majority of clients, employees, and the public.
- Assess and monitor budgets and departmental performance.
- Establish and maintain an effective working relationship with employees, customers and the public.
- Plan, organize, coordinate, direct, control and manage the assigned areas of responsibility;
- Oversee subordinate supervisors and delegate and/or monitor responsibilities to ensure smooth operations;
- Supervise, train, evaluate, counsel, discipline, and motivate staff in a collective bargaining environment;
- Interpret and apply laws, rules, regulations, and labor contract provisions;
- Oversee and manage Transit Bus and/or Paratransit operations and training programs;
- Plan for near and long-term Transit Bus and/or Paratransit expansion and system modifications;
- Manage the development of Transit Bus service and operating plans;
- Prepare, interpret, and effectively utilize management information reports, and provide KPI reports;
- Analyze situations and recommend and/or implement effective solutions to difficult and politically sensitive circumstances.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Two (2) years college level course work from an accredited college in management, business or public administration, transportation, or a closely related field; ongoing coursework in obtaining a college degree will be considered.

Experience in the following areas is preferable:

- Experience managing ADA mandated requirements in transit operation service, either publicly operated or privately operated.
- Experience managing contracts in a public transit setting.
- Experience interacting with the public, Board of Directors, and Transit advisory committees.
- Experience developing and managing a budget for operation of a relevant service or program.
- Training in Fixed Route or Paratransit supervision/management, passenger assistance techniques, scheduling software, and management principles.



Attachment F

HUMAN RESOURCES DEPARTMENT

Santa Cruz METRO

LICENSES AND CERTIFICATES:

Ability to obtain a valid Class B driver license with Passenger Endorsement and safe driving record is required at the time of application and must be maintained throughout employment. Within a one (1) year period of appointment, achieve certification in Standardized Emergency Management System (SEMS) and Incident Command Structure (ICS).

SPECIAL REQUIREMENTS:

- Required to be able to respond to Operational or emergency situations seven (7) days per week, twenty-four (24) hours per day.
- Must maintain strict confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.
- May be required to implement SEMS/ICS processes and procedures during declared emergencies.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching, and lifting up to 50 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. May work out in the field when needed or in areas where loud engine noise may be prevalent. When directed to do so, may need to be available to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

*Adopted: November 2017

*BOD Approved: 01-26-18

*Revised: 11-16-18

*Job Family: Professional – Operations Paratransit
Professional – Operations Fixed Route



DATE: February 22, 2019
TO: Board of Directors
FROM: Barrow Emerson, Planning & Development Director
SUBJECT: APPROVE AUTHORIZATION OF A PROVISIONAL PLANNING AIDE POSITION

I. RECOMMENDED ACTION

That the Board approve the authorization of a provisional Planning Aide position in the FY19 and FY20 budgets

II. SUMMARY

- The Planning Department near-term workload has reached the point where it will be more cost efficient to have a full-time Planning Aide authorized for the remainder of FY19 and FY20, rather than the current use of contracted assistance.
- The need for additional Planning & Development Department staffing is driven by the Santa Cruz Metropolitan Transit District (METRO) taking on additional near-term time sensitive critical projects.
- The commitment to authorize this provisional position is for a minimum of six months and a maximum term of two years.
- Following FY20, METRO will evaluate the need for this position in the longer term and request a permanent position if necessary.

III. DISCUSSION/BACKGROUND

The METRO Planning & Development Department currently uses temporary employment staff and other contracted professional and technical services to undertake a number of activities required by the department. The Planning Department has reached the point where it will be more cost efficient to have a full-time Planning Aide, authorized for the remainder of FY19 and FY20, rather than the current use of contracted assistance.

In addition to the current work responsibilities related to federally required system monitoring, this need is accelerating with METRO taking on additional near-term time sensitive critical projects including:

- The on-boarding of the AVL system, which will need significant analysis time commitment

- Fare Policy Restructure and Fare Payment Technology upgrade
- Strategic Business Plan
- Implementation of Bus Replacement program
- Alternative service model development, including use of Uber/Lyft type programs, on-demand taxi services, and/or Microtransit
- Creation of formal Marketing Department with limited resources, and a need for data and outreach support from the Planning Department
- Bus On Shoulders planning
- Unified Corridor Investment Study – Alternatives Analysis
- Pacific Station rehabilitation/re-development analysis
- Accelerated bus stop upgrade program as result of receiving VTA surplus shelters

The commitment to authorize this provisional position is for a minimum of six months and a maximum term of two years.

The use of a provisional position has previously helped address the work requirement during in the evolution of the METRO Planning and Development Department, newly formed in late 2015, with the creation of the Planning Analyst position.

Following FY20, METRO will evaluate the need for this position in the longer term and request a permanent position if necessary

IV. FINANCIAL CONSIDERATIONS/IMPACT

Funding for this position will be covered during FY19 by the existing Planning Department budget, and will be budgeted for in the FY20 Planning Department budget under the Planning Aide position.

V. ALTERNATIVES CONSIDERED

Continue to use temporary employees' services, which have limited annual capacity and/or higher comparable cost professional technical services. As the projects discussed above have been identified as near term priorities, this is not recommended.

Prepared by: Barrow Emerson, Planning & Development Director

VI. APPROVALS

Barrow Emerson,
Planning & Development Director

A handwritten signature in blue ink, appearing to read "Barrow Emerson", written over a horizontal line.

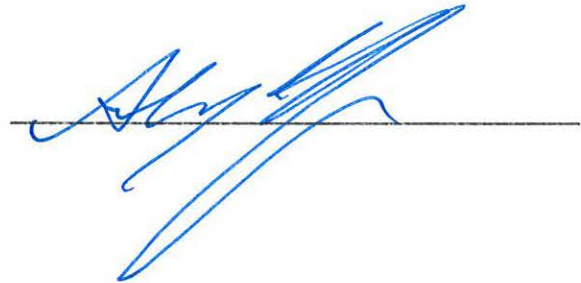
Approved as to fiscal impact:
Dawn Crummié, Interim HR Director

A handwritten signature in blue ink, appearing to read "Dawn Crummié", written over a horizontal line.

Approved as to fiscal impact:
Angela Aitken, CFO

A handwritten signature in blue ink, appearing to read "Angela Aitken", written over a horizontal line.

Alex Clifford, CEO/General Manager

A handwritten signature in blue ink, appearing to read "Alex Clifford", written over a horizontal line.

- THIS PAGE INTENTIONALLY LEFT BLANK -



DATE: February 22, 2019
TO: Board of Directors
FROM: Julie Sherman, General Counsel
SUBJECT: CONSIDERATION OF ACCEPTING METRO'S MODIFIED TITLE VI PROGRAM REGULATION

I. RECOMMENDED ACTION

That the Board of Directors accept the modified Title VI Policy and the System-Wide Service Standards

II. SUMMARY

- As a recipient of Federal Transit Administration (FTA) funds, the Santa Cruz Metropolitan Transit District (METRO) is required to comply with Title VI of the Civil Rights Act of 1964, and its implementing regulations, which provide that no person in the United States shall on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, activity or service that receives federal financial assistance.
- METRO's Title VI Policy was updated on Nov. 30, 2012 to comply with the changes in the FTA Circular 4702.1B.
- METRO is required to submit a Title VI Program Report update to FTA every three (3) years for compliance monitoring.
- METRO staff will provide the modified Title VI Program (Title VI, Chp. 1 of METRO's Admin Code) and the System-Wide Service Standards (AR-1033) to the METRO Advisory Committee (MAC) on April 17th, and the Elderly & Disabled Transportation Advisory Committee (E&D TAC) on April 9, 2019.
- METRO staff and General Counsel prepared the amended Title VI Program and are requesting Board approval of same.

III. DISCUSSION/BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 prohibits discrimination against any individual or group on the basis of race, color or national origin under any program, activity or service that received federal financial assistance. The FTA regulates implementation of Title VI by all recipients of FTA financial assistance through the *Code of Federal Regulations (CFR 49, Section 21)* and provides guidance to recipients of FTA financial assistance through the FTA Circular, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, which it updates from time to time. METRO last updated its Title VI Program in November 2012 to comply with changes in FTA Circular 4702.1B. In

addition, some minor revisions were recently made to the program by METRO's General Counsel.

METRO is required to submit a Title VI Program Submittal to FTA every three (3) years for compliance monitoring. Prior to METRO's Title VI Submittal with FTA, staff determined that the Title VI Program Regulation needed to be updated to revise job titles and complaint procedures. The Title VI Program Submittal includes METRO's Title VI Program and Complaint Procedures, any Title VI complaints/ investigations and lawsuits, METRO's public participation plan, METRO's public outreach efforts to engage minority and low-income populations, and system-wide service standards and service policies. METRO's Title VI Program Submittal is due to FTA on April 1, 2019.

METRO staff will forward the Title VI Program Submittal (*Attachment A*) to MAC and E&D TAC for their meetings in April 2019.

Staff recommends that the Board adopt the updated Title VI Program Submittal (*Attachment A*).

IV. FINANCIAL CONSIDERATIONS/IMPACT

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

V. ALTERNATIVES CONSIDERED

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

VI. ATTACHMENTS

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

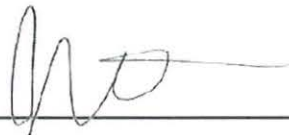
Exhibit A: METRO's DRAFT Title VI Program Report

Attachment B: Redlined documents from previous Title VI Program Submission


Prepared by: Rickie-Ann Kegley, Paralegal

VII. APPROVALS:


Approved as to form:
Julie Sherman, General Counsel



Approved as to fiscal impact:
Angela Aitken, Chief Financial Officer



Alex Clifford, CEO/General Manager



- THIS PAGE INTENTIONALLY LEFT BLANK -

Attachment A



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

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

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

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

WHEREAS, the Santa Cruz Metropolitan Transit District (METRO), receives federal financial assistance from the Federal Transit Administration (FTA) for the provision of public transit service; and

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

WHEREAS, METRO staff and Legal Counsel recommend adoption of METRO's revised Title VI Program Regulation and Complaint Procedure (Chapter 1 to Title VI of the Administrative Code).

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

1. The Title VI Program Regulation and Complaint Procedure previously adopted on March 25, 2016, is hereby rescinded.
2. The Title VI Program Regulation and Complaint Procedure attached and labeled “Exhibit A” is hereby adopted, including appendices labeled:
 - a. “Attachment A”, Title VI Policy Statement; and
 - b. “Attachment B”, Title VI Discrimination Complaint Form.

Attachment A

Resolution # _____
Page 2 of 3

3. The System-Wide Service Standards and Policies adopted on January 25, 2013, as attached, is hereby adopted.
4. The Title VI Program Regulation and Complaint Procedure, "Exhibit A", as attached, shall be submitted to FTA prior to the April 1, 2019 deadline.

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on February 22, 2019, by the following vote:

AYES: DIRECTORS –
NOES: DIRECTORS –
ABSENT: DIRECTORS –
ABSTAIN: DIRECTORS –

Chairperson

ATTEST:

ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:

JULIE A. SHERMAN
General Counsel

Attachment A

Resolution # _____
Page 3 of 3

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

METRO's Amended Title VI Program- 2019 Report

(Attached)

- THIS PAGE INTENTIONALLY LEFT BLANK -

Santa Cruz Metropolitan Transit District

Title VI Program 2019 Report

***Title VI Program
Regulation***

Complaint Form

Public Notice



February 2019

Exhibit A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

ADMINISTRATIVE CODE

TITLE VI – TITLE VI PROGRAM REGULATION AND COMPLAINT PROCEDURE

CHAPTER 1

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

Table of Contents:

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

Article 1

General Requirements

§6.1.101 Policy

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

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

Exhibit A

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

Exhibit A

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

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

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

MINORITY INDIVIDUALS include the following:

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

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

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

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

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

Exhibit A

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

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

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

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

Article II

Applicability of the Title VI Program

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

Article III

Guidelines & Procedures

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

Exhibit A

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

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

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

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

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

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

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

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

Exhibit A

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

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

Article IV

Environmental Justice Requirements

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

Exhibit A

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

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

Article V

Limited English Proficient (LEP) Individuals and Public Participation Requirements

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

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

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

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

§6.1.504 **ORAL LANGUAGE ASSISTANCE**

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

Exhibit A

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

§6.1.505 NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

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

§6.1.506 TRANSLATION OF VITAL DOCUMENTS/WRITTEN LANGUAGE ASSISTANCE

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

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

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

Exhibit A

Article VI

Complaints/Lawsuits and Appeals

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

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

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

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

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

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

Exhibit A

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

Exhibit A

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

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

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

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

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

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

FTA Civil Rights Office Address:

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

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

Exhibit A

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

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

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

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

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

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

Exhibit A

Article VII

Deficiencies with Title VI Compliance

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

Article VIII

Administration

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

Exhibit A
ATTACHMENT A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI/NON-DISCRIMINATION POLICY STATEMENT

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

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

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

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

Santa Cruz Metropolitan Transit District
Attn: CEO/General Manager
110 Vernon Street
Santa Cruz, CA 95060

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

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

Exhibit A
ATTACHMENT B

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

Complainant's Name or Authorized 3rd Party: _____

Street Address: _____

City/State/Zip: _____

Phone: _____ E-mail Address: _____

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

Place of Violation: _____

Bus Number: _____ Bus Route: _____

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

Race Color National Origin

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

Age Sex Sexual Orientation Gender Identity

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

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

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

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

Signature of Complainant: _____ Date: _____

Exhibit A

DISTRITO DE TRANSPORTE METROPOLITANO DE SANTA CRUZ

CÓDIGO ADMINISTRATIVO

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

CAPÍTULO 1

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

Tabla de Contenidos:

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

Artículo 1

Requisitos Generales

§6.1.101 Política

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

§6.1.102

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

Exhibit A

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

Exhibit A

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

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

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

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

INDIVIDUOS DE LAS MINORÍAS incluye a los siguientes:

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

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

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

Exhibit A

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

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

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

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

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

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

Artículo II

Aplicabilidad del Programa del Título VI

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

Artículo III

Directrices y Procedimientos

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

Exhibit A

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

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

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

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

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

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

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

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

Exhibit A

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

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

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

Artículo IV

Requisitos de Justicia Ambiental

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

Exhibit A

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

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

Artículo V

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

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

Exhibit A

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

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

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

§6.1.504 ASISTENCIA DE LENGUAJE ORAL

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

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

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

Exhibit A

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

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

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

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

Artículo VI

Quejas/Demandas y Apelaciones

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

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

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

Exhibit A

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

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

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

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

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

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

Exhibit A

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

Exhibit A

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

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

Dirección de la Oficina de Derechos Civiles de la FTA:

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

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

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

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

Exhibit A

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

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

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

Artículo VII

Deficiencias con el Cumplimiento del Título VI

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

Exhibit A

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

Artículo VIII

Administración

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

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



**DECLARACIÓN DE POLÍTICA DEL TÍTULO VI/ NO
DISCRIMINACION**

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

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

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

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

Distrito de Transporte Metropolitano de Santa Cruz

Atención: CEO/General Manager

110 Vernon Street

Santa Cruz, CA 95060

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

Oficina de Derechos Civiles de la Administración Federal de Tránsito

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

1200 New Jersey Avenue, SE

Washington, DC 20590

Exhibit A
ANEXO B

Distrito de Transporte Metropolitano de Santa Cruz

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

Nombre del Demandante o Representante Autorizado _____

Dirección: _____

Ciudad/Estado/C.P.: _____

Teléfono: _____ correo electrónico: _____

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

Lugar de Violación: _____

Número de Autobús: _____ Ruta del Autobús: _____

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

Raza Color Origen Nacional

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

Edad Sexo Orientación Sexual Identidad de Género

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

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

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

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

Firma del Demandante: _____ Fecha: _____

CÓDIGO ADMINISTRATIVO
necesario.

*Puede utilizar hojas de papel adicional, si es

TÍTULO VI, CAP. 1 – PROGRAMA DEL TÍTULO VI

16A.Exhibit A.32

Exhibit A

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

(For Customer Service Representatives, Clerks and Dispatchers)

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

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

Title VI Program 2019 Report

**Title VI Investigations, Complaints
And Lawsuits**

Exhibit A
Title VI related Lawsuits / Complaints 2016- 2018

Date Complaint Filed: **5/19/16**

Name/Address of Complainant: **Rigel Ann Flaherty**

On May 16, 2016, Rigel Ann Flaherty claims that a Santa Cruz METRO employee discriminated against them because of their race and sex. The complainant declined to provide their race or gender. The complainant stated that they had reloaded their 30-day Bus Pass to June 17, 2016, and it cracked, rendering it unusable. When they attempted to have it replaced at the Pacific Station Transit Center, they were told by the Supervisor that a replacement could not be issued. They claim they were discriminated against because a male customer was helped by the Supervisor successfully.

Date Complaint Filed: **11/17/17**

Name/Address of Complainant: **Davin Tittlr**, 3220 Victory Lane, Soquel, CA 95073

Mr. Tittlr was trying to get home after going to Safeway on 41st Ave. He said his hands were full because he only has one good hand. When he got on the bus, he had to set down some groceries and get his bus pass out of his wallet. He claimed that he was trying to get his pass out of his wallet, and the bus operator started lecturing him about how he should have his pass out before the bus pulled up. Mr. Tittlr stated he was embarrassed. He stated that he eventually got his pass out and had to swipe it several times because his hands were shaking. He then stated that the bus operator took off from the curb before Mr. Tittlr was able to get to one of the front seats. He said he almost fell. He also said that he got off a stop early because he couldn't stand to be on the bus any longer with everyone staring at him. (National Origin)

Date Complaint Filed: **12/20/17**

Name/Address of Complainant: **Charles Gleason**, 833 Font Street, Santa Cruz, CA 95060

Mr. Gleason said that he has allegedly been harassed by various SC Metro employees concerning his disability status and receiving Discount Fare. He feels this is an ongoing problem. The latest driver allegedly cursed at him and said, "he has heard about me from another driver and he's not gonna take this shit." (Race, Sex, Disability)

Date Complaint Filed: **2/02/18**

Name/Address of Complainant: **Zachary Woodford**, 833 Front Street, Santa Cruz, CA 95060

Exhibit A
Title VI related Lawsuits / Complaints 2016- 2018

On January 30, 2018 at 1:50pm, Mr. Woodford went to the nearest bus stop for the route 10, on his way to a meeting near his church. This was a temporary bus stop that was in place while construction continued near the end of Cedar Street. On this particular day, Mr. Woodford was allegedly told by the bus operator that he could not ride the bus due to fixed route stop accessibility and that he must go to another stop if he wanted to be picked up again.

After he was secured, the driver allegedly told Mr. Woodford to make a complaint with SC Metro, as the accessibility of a fixed route stop was not his responsibility. Mr. Woodford felt that this treatment would not have happened if he were not disabled. He felt that the operator's behavior was intolerable. (Race, Age, Sex, Disability)

Date Complaint Filed: **5/10/18**

Name/Address of Complainant: **Timothy Brown**, 343 Soquel Ave., Santa Cruz, CA 95062

Timothy Brown is an older African American student at UCSC. Mr. Brown said that he gets confused looks from operators when he shows his school ID when boarding the bus, and he usually just takes it in stride. However, he stated that this particular driver repeatedly singles him out, taking his ID Card from his hand and stares at it and then "talks down" to Mr. Brown. Mr. Brown feels that the driver has some sort of problem regarding his race and age. (Race, Age)

Title VI Program 2019 Report

Service Standards and Policies

Exhibit A

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1033

Computer Title: System Standards

Effective Date: January 25, 2013

Pages: 7

TITLE: SYSTEM-WIDE SERVICE STANDARDS AND POLICIES

Procedure History

NEW POLICY

SUMMARY OF POLICY

APPROVED

January 25, 2013

New Regulation



I. POLICY

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

Exhibit A

II. APPLICABILITY

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

III. DEFINITIONS

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

Exhibit A

Policy and Regulation

Page 3 of 7

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

IV. SERVICE STANDARDS

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

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

Load Factors

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

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

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

Exhibit A

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

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

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

Headway Standard

Routes	Weekday Peak	Weekday Base	Weekday Night	Weekend
Rural	30	60	90	30
Intercity	15	30	60	60
Local	60	60	60	60
UCSC	10	30	30	30
Highway 17 Express	20	60	60	60

Note: Peak hours are 7:00am - 9:00am and 2:00pm - 7:00pm.
Night service hours are 8:00pm - 12:00am. Not all routes in a route group will operate at all times of a day

Monitoring will be done prior to the beginning of each bid. Vehicle headways will be improved first on routes that exceed the load factor standard.

4.03 **On-Time Performance Standard:** The Santa Cruz METRO has a 72% on-time performance standard.

Exhibit A

Policy and Regulation

Page 5 of 7

- a. Santa Cruz METRO buses are considered on time if the actual departure is no earlier than zero seconds before and no later than five minutes after the scheduled departure time.
- b. Santa Cruz METRO buses are considered on time if the actual arrival is within five minutes of the scheduled arrival time.

Currently, Santa Cruz METRO does not have the technology or staffing to regularly track on-time performance. Santa Cruz METRO will collect on-time performance data twice a year using a point check with surveyors stationed at the three major transit centers (Santa Cruz, Capitola Mall and Watsonville) to record arrivals and departures. This policy is in place until Santa Cruz METRO is able to implement an Automatic Vehicle Locator system.

- 4.04 **Service Availability.** The Santa Cruz METRO Service Availability Standard considers the range of geographic variability within the service area.

Santa Cruz METRO serves the County of Santa Cruz, which encompasses 445.2 square miles with an average density of 589 persons per square mile and a total population of 262,382. Urban development in the county lies primarily within the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville which serve as the predominant employment and residential centers in the service area. Numerous unincorporated places within the County separated by extensive rural areas lend for a generally low-density service area with medium densities within the incorporated cities. In addition, Santa Cruz METRO serves a non-urban university campus of approximately 20,000 students and staff which require a high level of transit service due to travel restrictions, even though the vast campus does not approach urban densities.

In consideration of the varied service area geography, Santa Cruz METRO will implement a service availability standard such that:

- a. Ninety percent (90%) of all residents living within the incorporated cities of Capitola, Santa Cruz, Scotts Valley and Watsonville are within a ½ mile of a bus stop.
- b. Ninety percent (90%) of all residents of Santa Cruz County are within 1 mile of a bus stop.

V. SERVICE POLICIES

FTA requires all fixed route transit providers to develop policies to ensure that the assignment of buses and distribution of transit amenities do not result in discrimination. Service policies do not have a quantitative threshold; rather, they govern how service is implemented.

- 5.01 **Vehicle Assignment.** Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout Santa Cruz METRO's service area.

- a. Santa Cruz METRO assigns buses to vehicle tasks and blocks based on the following criteria:

Exhibit A

Policy and Regulation

Page 6 of 7

1. Ridership/vehicle capacity;
 2. Whether the bus is being operated during peak periods;
 3. Whether there are topographical or geographical limitations that would prohibit a specific bus from being operated in that area;
 4. Availability.
- b. Santa Cruz METRO assigns suburban style buses with overhead bins to the Highway 17 Express.
- 5.02 **Transit Amenities**. Implementation of the following transit amenities will occur at bus stops and transit centers based on the objective criteria cited below:
- a. **Signs:** Bus stop information signs shall be installed at all Santa Cruz METRO bus stops. To promote accessibility and readability, the signs shall be located at a minimum of two (2) feet from the curb face; with the top of the information sign positioned no more than seven (7) feet from ground level.
 - b. **Benches/Shelters:**
 1. Proximity to hospitals, schools, senior centers, shopping centers, medical centers, transit transfer centers, and transit centers;
 2. Frequency of service (shorter headways, no bench; longer headways, benches);
 3. Adjacent land use compatibility (e.g. apartment complexes, senior and/or disabled communities/housing);
 4. Availability of space to construct shelters and waiting areas is required. The location must accommodate a concrete pad and is required to set back two feet from the roadway. The bench/shelter must not block the view of vehicular traffic and site must comply with all federal, state and local legal requirements;
 5. Passenger/Public requests;
 6. Existing bench or shelter locations will be considered for equity in distribution within the service area.
 - c. **Bike racks:** Bike racks will be installed at all transit center locations. Bike racks will be installed in bus stops located in major shopping centers.
 - d. **Trash Cans:** Santa Cruz METRO provides trash cans at all urban and inner city bus stops and upon request in interconnecting and rural routes.
 - e. **Lighting:** All new sheltered bus stops will receive solar lighting.
- 5.03 **Replacement of Existing Amenities**. Existing bus stops with vandalized, defective or damaged bus shelters or benches will receive priority for a new and/or repaired to a state of good repair bus shelter or bench.

Exhibit A

Policy and Regulation

Page 7 of 7

VI. REQUESTS FOR NEW SERVICE

- 6.01 Requests for new bus service received from a resident when the request is supported by community organizations, a majority of the residents, and/or political representatives of the community will be considered and evaluated.

VII. USE OF SERVICE STANDARDS

- 7.01 These system-wide service standards will be used by Santa Cruz METRO's Planning Department and Operations Department to ensure that service is distributed across the system in a nondiscriminatory manner which affords users equal access to public transit assets.
- 7.02 Santa Cruz METRO's Planning Department and Operations Department are responsible for monitoring Santa Cruz METRO's service standards and notifying the Board of Directors if changes are necessary.

VIII. ADMINISTRATION OF REGULATION

- 8.01 The Operations Manager is responsible to administer and enforce this policy within the respective department.
- 8.02 This policy will be updated as needed as determined by the Operations Manager or the General Manager.
- 8.03 Santa Cruz METRO will integrate these System-Wide Service Standards and Policies into its Administrative Regulations and procedures.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Número de Reglamento: AR-1033
Título de Computadora Normas del Sistema
Fecha Efectiva: 25 de enero de 2013
Páginas: 8

TÍTULO: NORMAS Y POLÍTICAS DE SERVICIO DE TODO EL SISTEMA

Historia de Procedimiento

NUEVA POLÍTICA	RESUMEN DE LA POLÍTICA	APROBADO
25 de enero, 2013	Nuevo Reglamento	

I. POLÍTICA

- 1.01 Es la política del Santa Cruz METRO, como recipiente de fondos de la Administración Federal de Tránsito (FTA), que deberá cumplir con el Título VI de la Acta de Derechos Civiles de 1964, que establece que: "Ninguna persona en los Estados Unidos será, por motivos de raza, color u origen nacional, excluida de participar o ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia financiera Federal. "
- 1.02 Santa Cruz METRO asegura que el nivel y la calidad de su servicio de transporte público se proporciona de manera no discriminatoria. Santa Cruz METRO promueve la participación plena y justa en el transporte público de tomar de decisiones, sin distinción de raza, color u origen nacional. Además, Santa Cruz METRO asegura acceso significativo a los programas relacionados con el tránsito y las actividades de las personas con Dominio Limitado del Inglés (LEP).
- 1.03 Santa Cruz METRO no utilizará los criterios o métodos de administración que tienen el efecto de someter a las personas a la discriminación por motivos de raza, color u origen nacional. Santa Cruz METRO aplicará estas Normas y Políticas de Servicio de Todo el Sistema para asegurar que el diseño de servicios y la operación no dé lugar a la discriminación por motivos de raza, color u origen nacional.
- 1.04 Normas y políticas de servicio del Santa Cruz METRO dirigen como el servicio y las instalaciones están distribuidas en todo el sistema de tránsito. Santa Cruz METRO creó estas normas y políticas de servicio para evitar la discriminación en el enrutamiento, la programación y la calidad del servicio de transporte proporcionado a través de su área de servicio. Santa Cruz METRO asegura que la forma de distribución de sus servicios de transporte brinda a todos los usuarios el mismo acceso a estos bienes.

Exhibit A

- 1.05 Es la política del Santa Cruz METRO que la ubicación de las rutas, nivel de servicio, calidad y edad de sus vehículos y la calidad de los servicios de tránsito que sirven áreas diferentes no puede determinarse sobre la base de raza, color u origen nacional.

II. APLICABILIDAD

- 2.01 Esta política y las normas de servicio de todo el sistema y las políticas de servicios establecidas en este documento se aplican a los empleados del Santa Cruz METRO en la creación de su servicio de transporte de acuerdo con las normas para la ubicación de las rutas, progreso entre los autobuses, cargas de pasajeros y el rendimiento a tiempo, y las políticas para la asignación de los autobuses y la instalación de los servicios de tránsito.

III. DEFINICIONES

- 3.01 **CNG:** Gas Natural Comprimido
- 3.02 **Highway 17 Express:** Una ruta regional que da servicio entre el Condado de Santa Cruz y el Condado de Santa Clara a lo largo de la ruta estatal SR-17.
- 3.03 **Interurbanos:** Las líneas troncales primarias con mejor servicio cada hora en las carreteras principales que unen los centros de tránsito o los centros importantes de actividad (Santa Cruz, Watsonville, Scotts Valley). Una ruta interurbana tiende a tener alta frecuencia y un largo período de servicio
- 3.04 **Local:** Una ruta urbana que conecta las zonas residenciales o generadores de viaje principales con los centros de tránsito
- 3.05 **Origen Nacional:** La nación particular en que nació una persona, o donde nacieron los padres o antepasados de la persona.
- 3.06 **No Pico:** Las horas de cualquier día con la demanda de viajes más baja.
- 3.07 **Rendimiento de Puntualidad:** Una medida de corridas de tránsito que se completan como programadas.
- 3.08 **Pico:** El nivel más alto de la demanda de viajes al día generalmente entre las horas de 7am-9a.m. y entre las horas de 2pm - 7pm.
- 3.09 **Programa o Actividad:** Una faceta del servicio proporcionado por Santa Cruz METRO.
- 3.10 **Raza:** Un grupo de personas unidas o clasificadas juntas sobre la base de la historia común, la nacionalidad o la distribución geográfica.
- 3.11 **Recipiente:** Una agencia de transporte o agencia de transporte que recibe asistencia financiera federal de la Administración Federal de Tránsito. El término incluye a los beneficiarios secundarios de un beneficiario designado.
- 3.12 **Rural:** Una ruta de tránsito que da servicio a las zonas rurales más allá de los límites de las áreas urbanizadas dentro del Condado de Santa Cruz. Una ruta rural que ofrece el único medio de transporte disponible para los dependientes de tránsito es un servicio de línea de vida. Una ruta rural tiende a tener baja frecuencia y un corto periodo de servicio

Exhibit A

Política y Reglamento

Página 3 de 7

- 3.13 **Área de servicio:** El área geográfica en la que Santa Cruz METRO opera servicios de transporte público.
- 3.14 **Disponibilidad del servicio:** Una medida general de acceso de las personas al transporte público en el Condado de Santa Cruz.
- 3.15 **Política/Norma de Servicio:** Una medida de rendimiento del servicio establecido o la política utilizada por el Santa Cruz METRO para planear o distribuir servicios y amenidades dentro de su área de servicio.
- 3.16 **Servicios de Tránsito:** Los artículos de comodidad, conveniencia y seguridad que están disponibles para el público viajero en general. Los ejemplos incluyen las señales de paradas de autobús, bancas, marquesinas, basureros e iluminación.
- 3.17 **Rutas UCSC:** Una ruta sirviendo al campus de la Universidad de California Santa Cruz. Algunas rutas UCSC operan solamente durante el período escolar UCSC y no están en servicio durante los meses de verano. Las rutas UCSC tienden a tener la mayor frecuencia y la distancia más larga de servicio en categorías de rutas del Santa Cruz METRO.
- 3.18 **Norma de Avance de Vehículo:** La cantidad de tiempo programado entre dos vehículos de tránsito que viajan en la misma dirección a lo largo de la misma calle. Un avance más corto corresponde a un nivel más alto de servicio. Avanzar vehículo es un componente de la cantidad de tiempo de viaje gastado por un pasajero para llegar a su destino. Normas de Avance pueden afectar la carga del vehículo.
- 3.19 **Norma de Carga de Vehículo:** Expresada como la relación de los pasajeros y el número total de asientos en el vehículo. Por ejemplo, en un autobús de 40-asientos, la carga de un vehículo de 1.5 significa que todos los asientos están ocupados y hay 20 pasajeros de pie. La intención de la norma de carga de vehículo es para proporcionar niveles de seguridad adecuados, confort y servicio en todo el sistema.

IV. NORMAS DE SERVICIO

FTA requiere que todos los proveedores de transporte de ruta fija desarrollen normas cuantitativas para los siguientes indicadores: carga del vehículo, avances del vehículo, rendimiento de puntualidad y disponibilidad de servicios.

- 4.01 **Norma de Carga de Vehículo.** La Norma de Carga de Vehículos del Santa Cruz METRO se basa en los factores que se enumeran a continuación. El promedio de todas las cargas en una ruta no debe superar los factores de carga que se muestra a continuación.

Factores de Carga

Tipo de Vehículo	Sentado	Parado	Total	Factor de Carga
25' Mini Autobús	19	9	28	1.5
40' Autobús de Piso Bajo	39	19	58	1.5

Exhibit A

35' Autobus	30	15	45	1.5
40' Autobús Highway 17*	36-43	12	48-55	1.2-1.3

Nota: El último viaje de la noche en cualquier ruta puede tener un factor de carga mayor en el esfuerzo de no dejar a los pasajeros varados.

* Santa Cruz METRO cuenta con un número de diferentes autobuses del Highway 17 de 40' que tienen diferentes capacidades de asientos

Si una ruta excede las normas mencionadas, será objeto de seguimiento. En el caso de que una sobrecarga está documentada en quince (15) días, durante un período de seis meses, la acción correctiva se considerará para lograr una carga de vehículo equilibrada dentro de los límites aceptables de estas normas, pero depende de la capacidad financiera de Santa Cruz METRO .

4.02 **Normas de Avance de Vehículo:** Santa Cruz METRO se esfuerza por lograr un equilibrio entre avances y palmos de servicio. Santa Cruz METRO utiliza las siguientes cinco categorías de ruta para delinear las diferentes características de servicio y establece las diferentes normas de avance de vehículo como se muestra en la tabla siguiente para cumplir con las características de actuación de cada categoría.

- a. **Rural:** Rutas que sirven áreas poco pobladas y no incorporadas, aunque las rutas pueden empezar dentro de una ciudad incorporada.
- b. **Interurbano:** Las rutas que viajan entre ciudades incorporadas y pueden viajar a través de zonas rurales y / o áreas no incorporadas.
- c. **Local:** Las rutas que viajan dentro y / o alrededor de una ciudad incorporada.
- d. **UCSC:** Las rutas que entran en la Universidad de California en Santa Cruz durante el término escolar.
- e. **Highway 17 Express:** Una sola ruta expresa entre condados con paradas limitadas entre Santa Cruz y San José.

Norma de Avance

Rutas	Pico Día entre Semana	Base Día entre Semana	Noche Fin de Semana	Fin de Semana
Rural	30	60	90	30
Interurbano	15	30	60	60
Local	60	60	60	60
UCSC	10	30	30	30
Highway 17 Express	20	60	60	60

Exhibit A

Nota: Las horas pico son 7a.m.-9 a.m. y 2:00 pm - 7:00 pm. Horas de servicio nocturno son de 8:00 pm - 12:00 am. No todas las rutas en un grupo de ruta se operan durante todo el día.

El seguimiento se realizará antes del comienzo de cada oferta. Avances de vehículos serán mejorados primero en las rutas que exceden el factor de normas de carga.

4.03 **Norma de Rendimiento de Puntualidad:** El Santa Cruz METRO tiene un estándar de 72% de rendimiento de puntualidad.

- a. Autobuses del Santa Cruz METRO se consideran a tiempo si la salida real es no antes de cero segundos y no más tarde de cinco minutos después de la hora de salida programada.
- b. Autobuses del Santa Cruz METRO se consideran a tiempo si la llegada real está durante cinco minutos de la hora de llegada prevista.

Actualmente, Santa Cruz METRO no tiene la tecnología ni el personal para hacer un seguimiento con regularidad de rendimientos de puntualidad. Santa Cruz METRO recogerá los datos de rendimiento de puntualidad dos veces al año usando un punto de control con inspectores destacados en los tres principales centros de tránsito (Santa Cruz, Capitola Mall y Watsonville) para registrar las entradas y salidas. Esta política está en su lugar hasta que Santa Cruz METRO sea capaz de implementar un Sistema Automático de Localizador de Vehículos.

4.04 **Disponibilidad del servicio.** La Norma de Disponibilidad de Servicio del Santa Cruz METRO considera el alcance de variabilidad geográfica dentro del área de servicio.

Santa Cruz METRO sirve el condado de Santa Cruz, que abarca 445.2 millas cuadradas con una densidad media de 589 habitantes por milla cuadrada y una población total de 262,382. El desarrollo urbano en el condado se encuentra principalmente dentro de las ciudades incorporadas de Capitola, Santa Cruz, Scotts Valley y Watsonville que sirven como las áreas de empleo y centros residenciales predominantes en el área de servicio. Numerosos lugares no incorporados dentro del Condado son separados por amplias zonas rurales para prestar un área de servicio en general de baja densidad con densidades medias dentro de las ciudades incorporadas. Además, Santa Cruz METRO sirve un campus universitario no urbano de aproximadamente 20,000 estudiantes y personal que requieren un alto nivel de servicio de tránsito debido a las restricciones de viaje, a pesar de que el enorme campus no se acerca a la densidad urbana.

En consideración de la geografía de área de servicio variado, Santa Cruz METRO implementará una norma de disponibilidad de servicio de tal manera que:

- a. El noventa por ciento (90%) de todos los residentes que viven dentro de las ciudades incorporadas de Santa Cruz, Santa Cruz, Scotts Valley y Watsonville se encuentran a media milla de una parada de autobús.
- b. El noventa por ciento (90%) de todos los residentes del Condado de Santa Cruz están a 1 milla de una parada de autobús.

Exhibit A

Política y Reglamento

Página 6 de 7

V. SERVICE POLICIES

FTA requiere que todos los proveedores de transporte de ruta fija desarrollen políticas para asegurar que la asignación de buses y la distribución de los servicios de tránsito no den lugar a la discriminación. Políticas de servicio no tienen un umbral cuantitativo, sino que gobiernan cómo el servicio del Santa Cruz METRO se lleva a cabo.

5.01 **Asignación de vehículos.** Asignación de vehículos se refiere al proceso por el cual los vehículos de transporte se ponen en servicio en las rutas a través del área de servicio

a. Santa Cruz METRO asigna autobuses para tareas de vehículos y bloques basado en los siguientes criterios:

1. El número de pasajeros / capacidad de vehículo;
2. Si el autobús está en funcionamiento durante las horas pico;
3. Si existen limitaciones topográficas o geográficas que prohíben a un autobús específico de ser operado en esa zona;
4. Disponibilidad

b. Santa Cruz METRO asigna autobuses estilo suburbano con compartimentos superiores al Highway 17 Express.

5.02 **Servicios de Tránsito.** Implementación de los servicios de tránsito siguientes ocurrirán en las paradas de autobuses y centros de tránsito en base a los criterios objetivos citados a continuación:

a. **Signos:** Los signos informativos de paradas se instalarán en todas las paradas de autobuses del Santa Cruz METRO. Para promover la accesibilidad y legibilidad, los signos, se colocarán en un mínimo de dos (2) pies del bordillo, con la parte superior del cartel informativo colocado no más de siete (7) metros desde el nivel del suelo.

b. **Bancas / Marquesinas:**

1. Proximidad a hospitales, escuelas, centros de ancianos, centros comerciales, centros médicos, centros de transferencia de tránsito y centros de tránsito;
2. Frecuencia del servicio (avances cortos, no hay bancas, avances largos, bancas);
3. Compatibilidad de uso de tierra adyacente (por ejemplo, complejos de apartamentos, viviendas de comunidades mayores y / o discapacitados);
4. Disponibilidad de espacio para construcción de marquesinas y áreas de espera es necesario. La localidad debe acomodar una base de concreto y es necesario retrasarla dos pies de la carretera. La banca / marquesina no deben bloquear la vista del tráfico vehicular y el sitio debe cumplir con todos los requisitos federales, estatales y locales legales;
5. Pasajeros / solicitudes públicas;

Exhibit A

6. Los actuales ubicaciones de bancas o marquesinas serán consideradas para la equidad en la distribución dentro del área de servicio.
 - c. **Bastidores de bicicletas:** Los portabicicletas se instalarán en todas las ubicaciones de los centros de tránsito. Bastidores de bicicletas se instalarán en las paradas de autobús ubicadas en centros comerciales importantes.
 - d. **Basureros:** Santa Cruz METRO ofrece basureros en todas las paradas de autobuses urbanos e interior de la ciudad y bajo petición en las rutas rurales interconexiónadas.
 - e. **Iluminación:** Todas las nuevas paradas de autobús protegidas recibirán iluminación solar.
- 5.03 **Sustitución de Servicios Existentes.** Paradas de autobús existentes con vandalismo, marquesinas o bancas defectuosas o dañadas tendrán prioridad para un nuevo y / o reparado a un estado de buen reparo de marquesinas de autobús y bancas.

VI. SOLICITUDES DE NUEVO SERVICIO

- 6.01 Las solicitudes de nuevo servicio de autobús recibido de un residente, cuando la solicitud esté apoyada por organizaciones de la comunidad, la mayoría de los residentes, y / o representantes políticos de la comunidad serán considerados y evaluados.

VII. UTILIZACIÓN DE LAS NORMAS DE SERVICIO

- 7.01 Estas normas de servicio de todo el sistema serán utilizados por el Departamento de Planificación y de Operaciones del Santa Cruz METRO para garantizar que el servicio se distribuya a través del sistema de una manera no discriminatoria, que ofrezca a los usuarios acceso igual a los bienes de transporte público.
- 7.02 El Departamento de Planificación y Operaciones del Santa Cruz METRO es responsable de supervisar las normas de servicio del Santa Cruz METRO e informar a la Junta Directiva si los cambios son necesarios.

VIII. ADMINISTRACIÓN DEL REGLAMENTO

- 8.01 El Gerente de Operaciones es responsable de administrar y aplicar dicha política en el departamento respectivo
- 8.02 Esta política se actualizará cuando sea necesario según lo determine el Gerente de Operaciones o el Gerente General.
- 8.03 Santa Cruz METRO integrará estas normas y políticas de servicio de todo el sistema en su Reglamento y Procedimientos Administrativos.

Title VI Program 2019 Report

**Public Outreach & Involvement
Public Participation Plan**

Public Participation Plan

The Santa Cruz Metropolitan Transit District (METRO) has identified multiple ways to solicit input from riders, including minority and limited English proficient (LEP) populations as well as other underserved communities, when considering a major transportation decision such as a significant change in service or fares. In May 2015, the METRO Board of Directors adopted "Notice Requirements and Procedures for Public Hearings and Public Comments on Ordinances and Resolutions by the Board of Directors" (Public Hearing Requirements), which outlines when a public hearing will be conducted and what methods may be utilized to inform the public of the public hearing and comment period.

Staff will utilize the rules identified in the Public Hearing Requirements to notice the public comment period, hold public meetings in locations that are accessible to transit riders and people with disabilities, schedule meetings at times that are convenient for bus riders and members of the public, advertise meetings and hearings in English and Spanish, and provide notice of the availability of language assistance. Depending on the magnitude of the decision, e.g., route changes and the areas affected by the route changes, staff will also translate public meeting and hearing materials into Spanish. All comments received during the public comment period and at the public hearing will be considered in developing the final recommendations, such as for service changes or fare increases.

Engaging Minority Populations

METRO engages with minority and LEP populations when soliciting feedback on service changes and fare increases, using its Language Assistance Plan to do so, and as set forth in METRO's "Four-Factor Analysis for the Spanish-speaking LEP Population". At a minimum, METRO translates all public hearing information and notices into Spanish, and provides copies in the *Headways Magazine*, on METRO's website, and at the Customer Service Booth at METRO Center. Notices are posted in English and Spanish onboard all METRO buses. These notices are also available throughout METRO's service area and in local newspapers.

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
<p>Tentatively, the MAC will be meeting the third Wednesday of the assigned month, and will meet quarterly thereafter at the Metro Center Conference Room, 920 Pacific Ave., Santa Cruz.</p>	<p><u>METRO Advisory Committee Meetings:</u></p> <p>The METRO Advisory Committee (MAC) provides advice to Santa Cruz METRO’s Board of Directors on matters of Santa Cruz METRO policy and operations referred to the Committee by the Board or Secretary/General Manager and to perform such additional duties as assigned by the Board. The Committee may also address issues which members or the public raise with respect to the quantity and quality of services provided by Santa Cruz METRO.</p> <p>Each member of Santa Cruz METRO’s Board of Directors will appoint one member to the Metro Advisory Committee after reviewing the applications received. All appointees must be residents of the County of Santa Cruz and the term of membership shall be two years, with a possibility of reappointment for two successive terms. Terms shall commence on appointment by the Board of Directors.</p>	
<p>Meetings are generally held at 1:30pm on the 2nd Tuesday of even numbered months (i.e., Feb, April, June, Aug, Oct, Dec).</p>	<p><u>Elderly and Disabled Transportation Advisory Committee (E&D TAC):</u> The E&D TAC advises the Regional Transportation Commission (RTC) and other transportation agencies on the network of specialized transportation services for seniors and people with disabilities in Santa Cruz County as well as about the transportation needs of these members of our community</p> <p>In addition, the E&D TAC serves as the local Social Services Transportation Advisory Council (SSTAC), a state-required entity that seeks input - from transit-dependent and transit disadvantaged persons, including seniors, people with disabilities, low income persons, and youth -regarding transit needs in Santa Cruz County.</p> <p>The E&D TAC has 16 members comprised of citizen, service provider and agency representatives. Santa Cruz METRO is a member of this Advisory Committee. According to RTC Bylaws, the committee must include the following: Potential transit user who is 60 years of age or older.</p> <ol style="list-style-type: none"> 1. Potential transit user who is handicapped 2. Local social service provider for seniors 3. Social service transportation provider. 4. Local social service provider for persons of limited means. 5. Local consolidated transportation service agency. 	

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
Meetings are held once a month with the exception of July, when there are no meetings.	<p><u>METRO’s Board of Directors’ Meetings:</u></p> <p>The Santa Cruz Metropolitan Transit District is governed by an eleven-member board, plus one ex-officio member from UCSC, and one ex-officio from Cabrillo College. The Directors are appointed by City & County jurisdictions and represent various areas throughout the service area.</p> <p>The Board meeting location changes on a monthly basis. The meetings are held at varying locations throughout METRO’s service area (i.e., Capitola, Scotts Valley, Santa Cruz and Watsonville). A bilingual (Spanish) interpreter is present for translation services at every meeting.</p>	Low income, Minority and LEP
1/21/16	<p>Pop-up (Live Oak)</p> <p>Luncheon at the Live Oak Senior Center to discuss Comprehensive Operational Analysis and potential service reductions.</p>	
1/22/16	<p>Public Hearing @ Board Meeting re: FFY15-FFY17 Disadvantaged Business Enterprise (DBE) goal. Board Mtg. to be held at the Santa Cruz City Council Chambers, 809 Center St., Santa Cruz.</p>	
2/09/16	<p>Speaking Event (Aptos)</p> <p>Board Meeting of the Seacliff Improvement Association to discuss Comprehensive Operational Analysis and potential service reductions.</p>	
2/22/16	<p>Pop-up (Aptos)</p> <p>Set up at Cabrillo college to discuss Comprehensive Operational Analysis and potential service reductions.</p>	
2/23/16	<p>Speaking Event (Downtown SC)</p> <p>Meeting of the Seniors Commission of Santa Cruz to discuss Comprehensive Operational Analysis and potential service reductions.</p>	
2/24/16	<p>Pop-up (Downtown SC)</p> <p>Set up at the Downtown Santa Cruz Farmer’s Market to discuss Comprehensive Operational Analysis and potential service reductions.</p>	Minority / LEP Population

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
2/25/16	Pop-up (Watsonville) Set up at the Watsonville Transit Center to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population
2/26/16	Pop-up (Watsonville) Set up at the Watsonville Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population
2/28/16	Pop-up (Capitola) Set up at the Mid County Senior Center Breakfast to discuss Comprehensive Operational Analysis and potential service reductions.	
2/28/16	Pop-up (Live Oak) Set up at the Live Oak Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	
2/29/16	Pop-up (Capitola) Set up at the Capitola Mall to discuss Comprehensive Operational Analysis and potential service reductions.	
3/2/16	Pop-up (Downtown SC) Set up at Pacific Station to discuss Comprehensive Operational Analysis and potential service reductions.	Minority / LEP Population
3/9/16	Speaking Event (Santa Cruz) Meeting of the Santa Cruz County Business Council to discuss Comprehensive Operational Analysis and potential service reductions.	
3/10/16	Public Meeting of the Boulder Creek Business Association to discuss Comprehensive Operational Analysis and potential service reductions.	
3/13/16	Pop-up (Live Oak) Set up at the Live Oak Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
3/14/16	Pop-up (Capitola) Set up at the Capitola Mall to discuss Comprehensive Operational Analysis and potential service reductions.	
3/14/16	Speaking Event (Davenport) Public Meeting at the Davenport Research Center, a social services organization for low-income population in rural north coast.	Minority / LEP Population
3/17/16	Speaking Event (Santa Cruz) Speech given to Kiwanis of Surf City, Santa Cruz to discuss Comprehensive Operational Analysis and potential service reductions.	
3/19/16	Pop-up (Santa Cruz) Set up at the Westside Santa Cruz Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	
3/29/16	Speaking Event (Capitola) Speech given to Capitola Village Residents; Association to discuss Comprehensive Operational Analysis and potential service reductions.	
3/31/16	Speaking Event (Scotts Valley) Speech given to Scotts Valley Senior Center to discuss Comprehensive Operational Analysis and potential service reductions.	
4/8/16	Pop-up (Aptos-Cabrillo College) Set up at Cabrillo College to discuss Comprehensive Operational Analysis, potential service reductions, potential student bus pass program.	Minority / LEP Population
4/8/16	Pop-up (Downtown SC) Set up at Pacific Station to discuss Comprehensive Operational Analysis and potential service reductions.	Minority / LEP Population
4/9/16	Pop-up (Aptos) Set up at Aptos Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
4/11/16	Pop-up (Scotts Valley) Set up at Cavallaro Station to discuss Comprehensive Operational Analysis and potential service reductions.	
4/12/16	Pop-up (Aptos-Cabrillo College) Set up at Cabrillo College to discuss Comprehensive Operational Analysis, potential service reductions, potential student bus pass program.	Minority / LEP Population
4/13/16	Pop-up (Downtown SC) Set up at the Downtown Santa Cruz Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	Minority / LEP Population
4/14/16	Pop-up (Watsonville) Set up at the Watsonville Transit Center to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population
4/15/16	Pop-up (Watsonville) Set up at the Watsonville Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population
4/16/16	Pop-up (Santa Cruz) Set up at the Westside Santa Cruz Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	
4/17/16	Pop-up (Live Oak) Set up at the Live Oak Farmer's Market to discuss Comprehensive Operational Analysis and potential service reductions.	
4/18/16	Pop-up (Aptos-Cabrillo College) Set up at Cabrillo College to discuss Comprehensive Operational Analysis, potential service reductions, potential student bus pass program.	Minority / LEP Population

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
4/19/16	Pop-up (Aptos-Cabrillo College) Set up at Cabrillo College to discuss Comprehensive Operational Analysis, potential service reductions, potential student bus pass program.	Minority / LEP Population
4/20/16	Pop-up (Capitola) Set up at the Capitola Mall to discuss Comprehensive Operational Analysis and potential service reductions.	
4/28/16	Speaking Event (San Lorenzo Valley) Speech to San Lorenzo Valley Chamber of Commerce about Comprehensive Operational Analysis and potential service reductions.	
5/2/16	Public Meeting (Aptos) Public meeting at Community Foundations to discuss Comprehensive Operational Analysis and potential service reductions.	
5/3/16	Public Meeting (Downtown SC) Public meeting at Loudon Nelson Community Center to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population
5/4/16	Public Meeting (Felton) Public meeting at Felton Community Hall to discuss Comprehensive Operational Analysis and potential service reductions.	
5/5/16	Public Meeting (Watsonville) Public meeting at Diabetes Health Center to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population
5/9/16	Public Meeting (Watsonville) Public meeting at Watsonville Public Library to discuss Comprehensive Operational Analysis and potential service reductions.	Low-Income/ Minority / LEP Population

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
5/10/16	Public Meeting (Boulder Creek) Public meeting at Boulder Creek Fire Protection District to discuss Comprehensive Operational Analysis and potential service reductions.	
5/12/16	Public Meeting (Live Oak) Public meeting at Simpkins Swim Center Community Complex to discuss Comprehensive Operational Analysis and potential service reductions.	
8/11/16	Service Reduction Implementation Awareness (County) Placed Flyers on Poles at all transit centers	Low-Income/ Minority / LEP Population
8/12/16	Service Reduction Implementation Awareness (Soquel) Placed flyers at Soquel Park & Ride to remind that this lot will be closed.	
8/15/16	Service Reduction Implementation Awareness (Downtown SC) Handed out flyers at Pacific Station to make riders aware of upcoming service reduction	Low-Income/ Minority / LEP Population
8/16/16	Service Reduction Implementation Awareness (Scotts Valley) Handed out flyers at Cavallaro Station to make riders aware of upcoming service reductions.	
8/17/16	Service Reduction Implementation Awareness (Capitola Mall) Handed out flyers at Capitola Mall to make riders aware of upcoming service reductions.	
8/18/16	Service Reduction Implementation Awareness (Aptos-Cabrillo College) Handed out flyers at Cabrillo College to raise awareness of recently passed student bus pass program.	Low-Income/ Minority / LEP Population
8/19/16	Service Reduction Implementation Awareness (Aptos-Cabrillo College) Handed out flyers at Cabrillo College to raise awareness of recently passed student bus pass program.	Low-Income/ Minority / LEP Population

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
8/26/16	Service Reduction Implementation Awareness (Watsonville) Pop-up at Watsonville Farmer's Market to make riders aware of upcoming service reductions.	Low-Income/ Minority / LEP Population
8/29/16	Service Reduction Implementation Awareness (Aptos-Cabrillo College) Handed out flyers at Cabrillo College to raise awareness of recently passed student bus pass program	
8/30/16	Service Reduction Implementation Awareness (Aptos-Cabrillo College) Handed out flyers at Cabrillo College to raise awareness of recently passed student bus pass program.	
8/31/16	Service Reduction Implementation Awareness (Aptos-Cabrillo College) Handed out flyers at Cabrillo College to raise awareness of recently passed student bus pass program.	
October 2016	LEP On-board Surveys (County) Conducted on-board surveys for one week on several routes throughout our system to determine if a significant portion of those residents that identify as Asian are non-English speaking, their primary language, and if that group meets the minimum threshold for Safe harbor (law), requiring METRO to issue agency information in languages other than English and Spanish.	Low-Income/ Minority / LEP Population
August 2017	DBE Goal Announcement(County) Press Release was submitted to various publications and community newsletters throughout the county. Ad space was purchased in La Ganga and the Sentinel.	Low-Income/ Minority / LEP Population
August 2017	DBE Goal Vendor Public Meeting Public Meeting to invite vendors from District 5 and surrounding districts to learn about current and upcoming contract opportunities.	Low-Income/ Minority / LEP Population

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
November 2017	Community Enrichment (Watsonville) Public Meeting to discuss possibilities for mural at Watsonville Transit Center to be paid for by grant funds.	Low-Income/ Minority / LEP Population
2/13/18	E&D TAC Meeting To discuss fare restructuring options and potential fare increase.	
February 2018	Fare Restructuring Outreach (Newsletters) Press Release placed in Santa Cruz County Business Council and Santa Cruz County Senior's Commission newsletters informing of potential fare restructure. Press release was also submitted to various publications throughout the county.	Low-Income/ Minority / LEP Population
February 2018	Fare Restructuring Outreach (Ads) Ads informing the public of informal public meetings being held in March were placed in the Pajaronian and La Ganga.	Low-Income/ Minority / LEP Population
March 2018	Fare Restructuring Outreach (Newsletters) Press Release placed in Capitola-Soquel Chamber of Commerce, Santa Cruz Chamber of Commerce, Pajaro Valley Chamber of Commerce, Boulder Creek Business Association, Santa Cruz County Commission on the Environment, Santa Cruz County Commission on Disabilities.	Low-Income/ Minority / LEP Population
March 2018	Fare Restructuring Outreach (Ads) Ads informing the public of informal public meetings being held in March were placed in the Sentinel and Good Times.	
3/1/18	Informal Public Meeting (Watsonville) Public meeting to discuss potential fare restructuring options and fare increases.	Low-Income/ Minority / LEP Population
3/5/18	Informal Public Meeting (Downtown SC) Public meeting to discuss potential fare restructuring options and fare increases.	Low-Income/ Minority / LEP Population
3/7/18	Informal Public Meeting (Felton) Public meeting to discuss potential fare restructuring options and fare increases.	

Exhibit A

Public Outreach and Involvement Activities

Date of Activity	Activity	Low-Income/ Minority / LEP Population
3/12/18	Informal Public Meeting (Live Oak) Public meeting to discuss potential fare restructuring options and fare increases.	

Exhibit A

Fare Payment Research Surveys

Field Survey:

Q1: How many days a month do you ride a METRO bus?

- 1-4 Days
- 5-14 Days
- 15+ Days

Q2: How many buses does it take to complete your typical **one way** trip?

- 1
- 2
- 3+

Q3: When riding the bus what fare payment type do you use most often?

- Cash in farebox (see Question 3.1)
- Day pass
- 15-ride paper pass
- 31-day paper pass
- Cruz Cash (plastic card)
- 15-ride Cruz Pass (plastic card)
- 31-day Cruz Pass (plastic card)
- Other

Q3.1: If you answered cash payment above, why do you not utilize a METRO bus pass?

Check all that apply:

- I don't ride the bus often enough to buy a pass.
- I prefer to pay in cash.
- I am unsure which pass is right for me.
- They are too expensive to buy at one time.
- I am unsure of where to buy one.
- The sales locations are inconvenient for me to get to.
- I cannot reload my pass online.

Q4: Do you own a smartphone? (A phone with internet access)

- Yes
- No

Q4.1: If you answered no to question #4, Do you have regular access to the internet elsewhere (home, work, school)?

- Yes
- No

Q5: Do you have a credit or debit card?

- Yes
- No

Exhibit A

Q6: Of the following pass features METRO does not currently provide, which do you believe are the most useful?

Check all that apply:

- The ability for a pass to be reloaded online.
- The ability to replace the value of a lost or stolen pass.
- The option to purchase passes and add value at nearby stores such as Safeway, CVS, Walgreens, 7-11, etc.
- The option to store both a time period pass (31-day) and a preloaded cash balance on the same card.
- The ability to use a virtual pass on a smartphone (similar to a concert/sporting event ticket or airline boarding pass)

Q6.1: If METRO were to implement the features you checked above would you be more likely to use a bus pass that is good for multiple trips?

- Yes
- No

Exhibit A

Santa Cruz METRO is currently analyzing our pass structure to ensure it best serves our customers. In addition to reconsidering the structure of passes METRO is also investigating technological improvements that could increase efficiency and customer convenience. This process includes conducting surveys such as this to understand which aspects of our system work well and which do not. Thank you for your input.

Online Local Service:

Q1: How many days a month do you ride a METRO bus?

- 1-4 Days
- 5-14 Days
- 15+ Days

Q2: How many buses does it take to complete your average **one way** trip?

- 1
- 2
- 3+

Q3: When riding the bus what fare payment type do you use most often?

- Cash in farebox (see Question 3.1)
- Day pass
- 15-ride paper pass
- 31-day paper pass
- Cruz Cash (plastic card)
- 15-ride Cruz Pass (plastic card)
- 31-day Cruz Pass (plastic card)
- Other

Q3.1: If you answered cash payment in farebox above, why do you not utilize a METRO bus pass that is good for multiple trips?

Check all that apply:

- I don't ride the bus often enough to buy a pass.
- I prefer to pay in cash.
- I am unsure which pass is right for me.
- They are too expensive to buy at one time.
- I am unsure of where to buy one.
- The sales locations are inconvenient for me to get to.
- I cannot reload my pass online.

Q4: Do you own a smartphone? (A phone with internet access)

- Yes
- No

Exhibit A

Q4.1: If you answered no to question #4, Do you have regular access to the internet?

- Yes
- No

Q5: Do you have a credit or debit card?

- Yes
- No

Q6: Of the following pass features METRO does not currently provide, which do you believe are the most useful?

Check all that apply:

- The ability for a pass to be reloaded online.
- The ability to replace the value of a lost or stolen pass.
- The option to purchase passes and add value at nearby stores such as Safeway, CVS, Walgreens, 7-11, etc.
- The option to store both a time period pass (31-day) and a preloaded cash balance on the same card.
- The ability to use a virtual pass on a smartphone (similar to a concert/sporting event ticket or airline boarding pass)

Q6.1: If METRO were to implement the features you checked above would you be more likely to use a bus pass that is good for multiple trips?

- Yes
- No

Q7: Is there anything else METRO could do to improve our bus passes?

Exhibit A

Online Hwy 17:

Santa Cruz METRO is currently analyzing our HWY 17 pass structure to ensure it best serves our customers. In addition to reconsidering the structure of passes METRO is also investigating technological advancements that could improve efficiency and customer trip experience. This process includes conducting surveys such as this to understand which aspects of our system work well and which do not. Additionally, METRO has received comments that bring up other potential Hwy 17 issues such as:

- Passengers having to stand because another passenger had belongings on the seat next to them or were laying down using 2 or more seats,
- Loud in-trip cell phone use,
- The frequency of automated announcements
- The reliability of Hwy 17 wifi.
- People putting their feet on seats.

Before staff plans strategies to mitigate these issues we would like to ensure that they really are frequent problems for our riders. Please take the following survey to tell METRO your thoughts on fare payment and the other potential issues. Thank you in advance for your input.

Q1: How many days a month do you ride a HWY 17 Express bus?

- 1-4 Days
- 5-14 Days
- 15+ Days

Q2: When riding the HWY 17 Express, what fare payment type do you use most often?

- Cash in farebox (see Question 2.1)
- Day pass
- 15-ride paper pass
- 31-day paper pass
- Cruz Cash (plastic card)
- 15-ride Cruz Pass (plastic card)
- 31-day Cruz Pass (plastic card)
- Other

Q2.1: If you answered cash payment above, why do you not utilize a METRO bus pass that is good for multiple trips?

Check all that apply:

- I don't ride the bus enough to use a pass
- I prefer to pay in cash.
- I am unsure which pass is right for me.

Exhibit A

- They are too expensive to buy at one time.
- I am unsure of where to buy one.
- The sales locations are inconvenient for me to get to.
- I cannot reload my pass online.

Q3: Do you own a smartphone? (A phone with internet access)

- Yes
- No

Q3.1: If you answered no to question #4, Do you have regular access to the internet?

- Yes
- No

Q4: Do you have a credit or debit card?

- Yes
- No

Q5: Of the following pass features METRO does not currently provide, which do you believe are the most useful?

Check all that apply:

- The ability for a pass to be reloaded online.
- The ability to replace the value of a lost or stolen pass.
- The option to store both a time period pass and a preloaded cash balance on the same card.
- The ability to use a virtual pass on a smartphone, (mobile ticketing)

Q5.1: If METRO were to implement the features you checked above would you be more likely to use a bus pass that is good for multiple trips?

- Yes
- No

Q6: How often do people put their belongings on the seat next to them causing other riders to stand?

- Never
- Some trips
- Most trips
- Every trip

Exhibit A

Q7: How do you feel about the number of announcements during your trip?

- About right
- Too many and repetitive
- I don't notice

Q8: Do cell phone conversations during bus trips bother you?

- Yes- It's a frequent problem.
- Somewhat- It's OK as long as they keep the conversation short and don't talk too loud.
- No- People are generally courteous and mostly text instead of making phone calls.

Q9: How often do you experience connectivity issues with the onboard wifi?

- Never
- Some trips
- Most trips
- Every trip

Q10: Any additional comments regarding these or other issues on HWY 17 Express?

Exhibit A

Encuestas de Investigación sobre Pago de Tarifas

Estudio de Campo:

P1: ¿Cuántos días al mes monta en un autobús de METRO?

- 1-4 días
- 5-14 días
- 15+ días

P2: ¿Cuántos autobuses se necesitan para completar su viaje promedio **de ida**?

- 1
- 2
- 3+

P3: Al viajar en el autobús, ¿qué tipo de pago de tarifa usa con más frecuencia?

- Dinero en efectivo a la caja de cobro (vea Pregunta 3.1)
- Pase diario
- Pase de papel de 15-viajes
- Pase de papel de 31-días
- Efectivo Cruz (tarjeta de plástico)
- Pase Cruz de 15-viajes (tarjeta de plástico)
- Pase Cruz de 31-días (tarjeta de plástico)
- Otro

Q3.1: Si contesto pago en efectivo arriba, porque no usa los pases de autobús de METRO?

Marque todos los que apliquen:

- No uso el autobús con la frecuencia suficiente para comprar un pase.
- Prefiero pagar en efectivo.
- No estoy seguro cual pase es el adecuado para mí.
- Son demasiado caros para comprar a la vez.
- No estoy seguro de dónde comprar uno.
- Las ubicaciones de ventas son inconvenientes para mí.
- No puedo volver a cargar mi pase en línea.

P4: ¿Tiene un teléfono inteligente? (Un teléfono con acceso a internet)

- Sí
- No

P4.1: Si contestó no a la pregunta #4, ¿Tiene acceso regular al internet?

- Sí
- No

P5: ¿Tiene una tarjeta de crédito o débito?

Exhibit A

- Sí
- No

P6: De las siguientes características de pase que METRO no proporciona actualmente, ¿cuál cree que es la más útil?

Marque todos los que apliquen:

- La capacidad de cargar un pase en línea.
- La capacidad de reemplazar el valor de un pase perdido o robado.
- La opción de comprar pases y agregar valor en tiendas cercanas como Safeway, CVS, Walgreens, 7-11, etc.
- La opción de guardar un pase de periodo de tiempo (31-días) y un saldo de efectivo precargado en la misma tarjeta.
- La capacidad de usar un pase virtual en un teléfono inteligente (similar a un boleto de evento deportivo/de conciertos o tarjeta de embarque de aerolínea).

P6.1: Si METRO fuera a implementar las características que marcó arriba, ¿sería más probable que use un pase de autobús que es bueno para viajes múltiples?

- Sí
- No

Exhibit A

Santa Cruz METRO is currently analyzing our Highway 17 pass structure to ensure it best serves our customers. In addition to reconsidering the structure of passes METRO is also investigating technological advancements that could improve efficiency and customer trip experience. This process includes conducting surveys such as this to understand which aspects of our system work well and which do not. Additionally, METRO has received comments that bring up other potential Highway 17 issues such as:

- Passengers having to stand because another passenger had belongings on the seat next to them or were laying down using 2 or more seats,
- Loud in-trip cell phone use,
- The frequency of automated announcements
- The reliability of Highway 17 Wi-Fi.
- People putting their feet on seats.

Before staff plans strategies to mitigate these issues we would like to ensure that they really are frequent problems for our riders. Please take the following survey to tell METRO your thoughts on fare payment and the other potential issues. Thank you in advance for your input.

Q1: How many days a month do you ride a HWY 17 Express bus?

- 1-4 Days
- 5-14 Days
- 15+ Days

Q2: When riding the HWY 17 Express, what fare payment type do you use most often?

- Cash in farebox (see Question 2.1)
- Day pass
- 15-ride paper pass
- 31-day paper pass
- Cruz Cash (plastic card)
- 15-ride Cruz Pass (plastic card)
- 31-day Cruz Pass (plastic card)
- Other

Q2.1: If you answered cash payment above, why do you not utilize a METRO bus pass that is good for multiple trips?

Check all that apply:

- I don't ride the bus enough to use a pass
- I prefer to pay in cash.
- I am unsure which pass is right for me.
- They are too expensive to buy at one time.
- I am unsure of where to buy one.
- The sales locations are inconvenient for me to get to.
- I cannot reload my pass online.

Exhibit A

Q3: Do you own a Smartphone? (A phone with internet access)

- Yes
- No

Q3.1: If you answered no to question #3, do you have regular access to the internet?

- Yes
- No

Q4: Do you have a credit or debit card?

- Yes
- No

Q5: Of the following pass features METRO does not currently provide, which do you believe are the most useful?

Check all that apply:

- The ability for a pass to be reloaded online.
- The ability to replace the value of a lost or stolen pass.
- The option to store both a time period pass and a preloaded cash balance on the same card.
- The ability to use a virtual pass on a Smartphone, (mobile ticketing)

Q5.1: If METRO were to implement the features you checked above would you be more likely to use a bus pass that is good for multiple trips?

- Yes
- No

Q6: How often do people put their belongings on the seat next to them causing other riders to stand?

- Never
- Some trips
- Most trips
- Every trip

Q7: How do you feel about the number of announcements during your trip?

- About right
- Too many and repetitive
- I don't notice

Q8: Do cell phone conversations during bus trips bother you?

Exhibit A

- Yes- It's a frequent problem.
- Somewhat- It's OK as long as they keep the conversation short and don't talk too loud.
- No- People are generally courteous and mostly text instead of making phone calls.

Q9: How often do you experience connectivity issues with the onboard Wi-Fi?

- Never
- Some trips
- Most trips
- Every trip

Q10: Any additional comments regarding these or other issues on Highway 17 Express?

Exhibit A

En línea – Hwy 17:

Santa Cruz METRO está analizando actualmente nuestra estructura de pases para Hwy 17 para asegurarse de que sirva mejor a nuestros clientes. Además de reconsiderar la estructura de los pases, METRO también está investigando mejoras tecnológicas que podrían aumentar la eficiencia y la experiencia de viaje del cliente. Este proceso incluye la realización de encuestas como esta para comprender qué aspectos de nuestro sistema funcionan bien y cuales no. Asimismo, METRO ha recibido comentarios que muestran otros posibles problemas de Hwy 17 tales como:

- Los pasajeros tuvieron que pararse porque otro pasajero tenía pertenencias en el asiento junto a ellos o estaban acostados usando 2 o más asientos,
- Uso fuerte de teléfono celular en el viaje,
- La frecuencia de anuncios automatizados,
- La fiabilidad del wifi de Hwy 17,
- Los pasajeros poniendo los pies en los asientos.

Antes de que el personal planifique estrategias para mitigar estos problemas, nos gustaría asegurarnos de que realmente sean problemas frecuentes para nuestros pasajeros. Realice la siguiente encuesta para informarle a METRO sobre el pago de tarifas y otros posibles problemas. Gracias de antemano por su aportación.

Q1: ¿Cuántos días al mes monta en un autobús de HWY 17 Express?

- 1-4 días
- 5-14 días
- 15+ días

Q2: Al viajar en el autobús de HWY 17 Express, ¿qué tipo de pago de tarifa usa con más frecuencia?

- Dinero en efectivo a la caja de cobro (vea Pregunta 2.1)
- Pase diario
- Pase de papel de 15-viajes
- Pase de papel de 31-días
- Efectivo Cruz (tarjeta de plástico)
- Pase Cruz de 15-viajes (tarjeta de plástico)
- Pase Cruz de 31-días (tarjeta de plástico)
- Otro

P2.1: Si contestó dinero en efectivo arriba, porque no usa los pases de autobús de METRO?

Marque todos los que apliquen:

- No uso el autobús con la frecuencia suficiente para comprar un pase.
- Prefiero pagar en efectivo.
- No estoy seguro cual pase es el adecuado para mí.
- Son demasiado caros para comprar a la vez.
- No estoy seguro de dónde comprar uno.
- Las ubicaciones de ventas son inconvenientes para mí.

Exhibit A

- No puedo volver a cargar mi pase en línea.

P3: ¿Tiene un teléfono inteligente? (Un teléfono con acceso a internet)

- Sí
- No

P3.1: Si contestó no a la pregunta #4, ¿Tiene acceso regular al internet?

- Sí
- No

P4: ¿Tiene una tarjeta de credito o debito?

- Sí
- No

P5: De las siguientes características de pase que METRO no proporciona actualmente, ¿cuál cree que es la más útil?

Marque todos los que apliquen:

- La capacidad de cargar un pase en línea.
- La capacidad de reemplazar el valor de un pase perdido o robado.
- La opción de guardar un pase de periodo de tiempo y un saldo de efectivo precargado en la misma tarjeta.
- La capacidad de usar un pase virtual en un teléfono inteligente (pase móvil).

P5.1: Si METRO fuera a implementar las características que marcó arriba, ¿sería más probable que use un pase de autobús que es bueno para viajes múltiples?

- Sí
- No

P6: ¿Con qué frecuencia las personas ponen sus pertenencias en el asiento al lado de ellos, lo que hace que otros pasajeros se pongan de pie?

- Nunca
- Algunos viajes
- Mayoría de viajes
- Todos los viajes

P7: ¿Cómo se siente acerca de la cantidad de anuncios durante su viaje?

- Esta bien

Exhibit A

- Demasiados y repetitivos
- No me doy cuenta

P8: ¿Le molestan las conversaciones telefónicas durante los viajes en autobús?

- Sí, es un problema frecuente.
- Algo-Está bien siempre y cuando mantengan la conversación corta y no hablen demasiado alto.
- No- En general, las personas son corteses y en su mayoría hacen mensajes de texto en lugar de hacer llamadas telefónicas.

P9: ¿Con qué frecuencia experimenta problemas de conectividad con el wifi a bordo?

- Nunca
- Algunos viajes
- Mayoría de viajes
- Todos los viajes

P10: ¿Algún comentario adicional sobre estos u otros problemas en HWY 17 Express?

Exhibit A

Santa Cruz METRO is currently analyzing our pass structure to ensure it best serves our customers. In addition to reconsidering the structure of passes METRO is also investigating technological improvements that could increase efficiency and customer convenience. This process includes conducting surveys such as this to understand which aspects of our system work well and which do not. Thank you for your input.

Q1: How many days a month do you ride a METRO bus?

- 1-4 Days
- 5-14 Days
- 15+ Days

Q2: How many buses does it take to complete your average **one way** trip?

- 1
- 2
- 3+

Q3: When riding the bus what fare payment type do you use most often?

- Cash in farebox (see Question 3.1)
- Day pass
- 15-ride paper pass
- 31-day paper pass
- Cruz Cash (plastic card)
- 15-ride Cruz Pass (plastic card)
- 31-day Cruz Pass (plastic card)
- Other

Q3.1: If you answered cash payment in farebox above, why do you not utilize a METRO bus pass that is good for multiple trips?

Check all that apply:

- I don't ride the bus often enough to buy a pass.
- I prefer to pay in cash.
- I am unsure which pass is right for me.
- They are too expensive to buy at one time.
- I am unsure of where to buy one.
- The sales locations are inconvenient for me to get to.
- I cannot reload my pass online.

Q4: Do you own a Smartphone? (A phone with internet access)

- Yes
- No

Exhibit A

Q4.1: If you answered no to question #4, do you have regular access to the internet?

- Yes
- No

Q5: Do you have a credit or debit card?

- Yes
- No

Q6: Of the following pass features METRO does not currently provide, which do you believe are the most useful?

Check all that apply:

- The ability for a pass to be reloaded online.
- The ability to replace the value of a lost or stolen pass.
- The option to purchase passes and add value at nearby stores such as Safeway, CVS, Walgreens, 7-11, etc.
- The option to store both a time period pass (31-day) and a preloaded cash balance on the same card.
- The ability to use a virtual pass on a Smartphone (similar to a concert/sporting event ticket or airline boarding pass)

Q6.1: If METRO were to implement the features you checked above would you be more likely to use a bus pass that is good for multiple trips?

- Yes
- No

Q7: Is there anything else METRO could do to improve our bus passes?

Exhibit A

Santa Cruz METRO está analizando actualmente nuestra estructura de pases para asegurarse de que sirva mejor a nuestros clientes. Además de reconsiderar la estructura de los pases, METRO también está investigando mejoras tecnológicas que podrían aumentar la eficiencia y la comodidad del cliente. Este proceso incluye la realización de encuestas como esta para comprender qué aspectos de nuestro sistema funcionan bien y cuales no. Gracias por su aporte.

En línea – Servicio Local:

P1: ¿Cuántos días al mes monta en un autobús de METRO?

- 1-4 días
- 5-14 días
- 15+ días

P2: ¿Cuantos autobuses se necesitan para completar su viaje promedio **de ida**?

- 1
- 2
- 3+

P3: Al viajar en el autobús, ¿qué tipo de pago de tarifa usa con más frecuencia?

- Dinero en efectivo a la caja de cobro (vea Pregunta 3.1)
- Pase diario
- Pase de papel de 15-viajes
- Pase de papel de 31-días
- Efectivo Cruz (tarjeta de plástico)
- Pase Cruz de 15-viajes (tarjeta de plástico)
- Pase Cruz de 31-días (tarjeta de plástico)
- Otro

P3.1: Si contestó dinero en efectivo arriba, porque no usa los pases de autobús de METRO?

Marque todos los que apliquen:

- No uso el autobús con la frecuencia suficiente para comprar un pase.
- Prefiero pagar en efectivo.
- No estoy seguro cual pase es el adecuado para mí.
- Son demasiado caros para comprar a la vez.
- No estoy seguro de dónde comprar uno.
- Las ubicaciones de ventas son inconvenientes para mí.
- No puedo volver a cargar mi pase en línea.

P4: ¿Tiene un teléfono inteligente? (Un teléfono con acceso a internet)

- Sí
- No

Exhibit A

P4.1: Si contestó no a la pregunta #4, ¿Tiene acceso regular al internet?

- Sí
- No

P5: ¿Tiene una tarjeta de credito o debito?

- Sí
- No

P6: De las siguientes características de pase que METRO no proporciona actualmente, ¿cuál cree que es la más útil?

Marque todos los que apliquen:

- La capacidad de cargar un pase en línea.
- La capacidad de reemplazar el valor de un pase perdido o robado.
- La opción de comprar pases y agregar valor en tiendas cercanas como Safeway, CVS, Walgreens, 7-11, etc.
- La opción de guardar un pase de periodo de tiempo (31-dias) y un saldo de efectivo precargado en la misma tarjeta.
- La capacidad de usar un pase virtual en un teléfono inteligente (similar a un boleto de evento deportivo/de conciertos o tarjeta de embarque de aerolínea).

P6.1: Si METRO fuera a implementar las características que marcó arriba, ¿seria más probable que use un pase de autobús que es bueno para viajes múltiples?

- Sí
- No

P7: ¿Hay algo más que METRO pueda hacer para mejorar nuestros pases de autobús?

Improving Access for People with Limited English Proficiency (LEP)

Implementation Plan



Santa Cruz Metropolitan Transit District

110 Vernon Street
Santa Cruz, CA 95060

www.scmtd.com

(831) 426-6080



Improving Access for People with Limited English Proficiency (LEP)

Four-Factor Analysis

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

Analysis Using Four Factor Framework:

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

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

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

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

¹ 2010 U.S. Census.

² 2010 U.S. Census.

³ 2010 U.S. Census.

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

Exhibit A

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

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

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

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

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

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

**(See chart on next page)*

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

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

Exhibit A

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

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

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

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

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

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

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

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

Exhibit A

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

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

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

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

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

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

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

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

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

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

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

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

Exhibit A

Language Spoken at home for the population 5 yrs. old and over¹³	<u>Santa Cruz</u>	<u>Scotts Valley</u>	<u>Capitola</u>	<u>Watsonville</u>
Percent of population who speak Spanish/ Spanish-Creole at home	13.5%	4.6%	10.5%	69.9%

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

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

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

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

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

Santa Cruz METRO identified and contacted community organizations that serve LEP persons, including organizations that Santa Cruz METRO has associations with, such as, La Manzana Community Resource Center in Watsonville, and Live Oak Family Resource Center. La Manzana is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzana provides translation services for persons speaking

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

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

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

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

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

Task 1, Step 4A: Identify community organizations.

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

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

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

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

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

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

Task 1, Step 4C: Obtain Information.

Survey Results:

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

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

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

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

¹⁶ Survey received from Live Oak Family Resource Center.

¹⁷ Survey received from Program Director at Familia Center.

¹⁸ Survey received from Valley Churches United.

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

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

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

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

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

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

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

¹⁹ Survey received from Mountain Community Resources.

²⁰ Survey received from Santa Cruz County Immigration Project.

Exhibit A

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

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

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

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

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

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

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset

Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request.²¹

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

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

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

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

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

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

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

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

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

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

Exhibit A

Task4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to Santa Cruz METRO's LEP population on an as needed basis with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides a premium pay to those employees who qualify as able to speak/read/write Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling a trip.
- A bilingual (Spanish) interpreter is present for translation services at the monthly Board of Directors' Meetings.
- Santa Cruz METRO's fixed route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that Language assistance is available in Spanish, if needed.
- Santa Cruz METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO's ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO's website in both languages.
- Vital information on Santa Cruz METRO's website is translated into Spanish.
- Santa Cruz METRO has a sign on its bulletin board at the Administrative office and at Metro Center Pacific Station, which indicates that *free language assistance is available if requested in a timely manner.*
- All public hearings that require notification to the public are posted in English and Spanish throughout Santa Cruz METRO's service area and in local newspapers.
- Santa Cruz METRO's *Headways Magazine* is provided in English and Spanish. The *Headways Magazine* contains all transit-related information on transit routes and schedules.
- Bilingual services are available at the Customer Service Booth at the Santa Cruz METRO Center (Pacific Station).

Exhibit A

- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual speakers (English/Spanish).
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO's bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO's transit centers is in English and Spanish.

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

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

Due to the small size of the agency, limited resources and consideration of the language assistance services already provided, Santa Cruz METRO should focus its language measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

- "I Speak" cards in Spanish for each reception area.
- Availability for Reception/Staff to Telephone translation services when necessary.
- Encouraging advertisers with Santa Cruz METRO to provide their advertisements in both English and Spanish.

Task 4, Step 3: Analyze your budget.

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

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

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

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

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

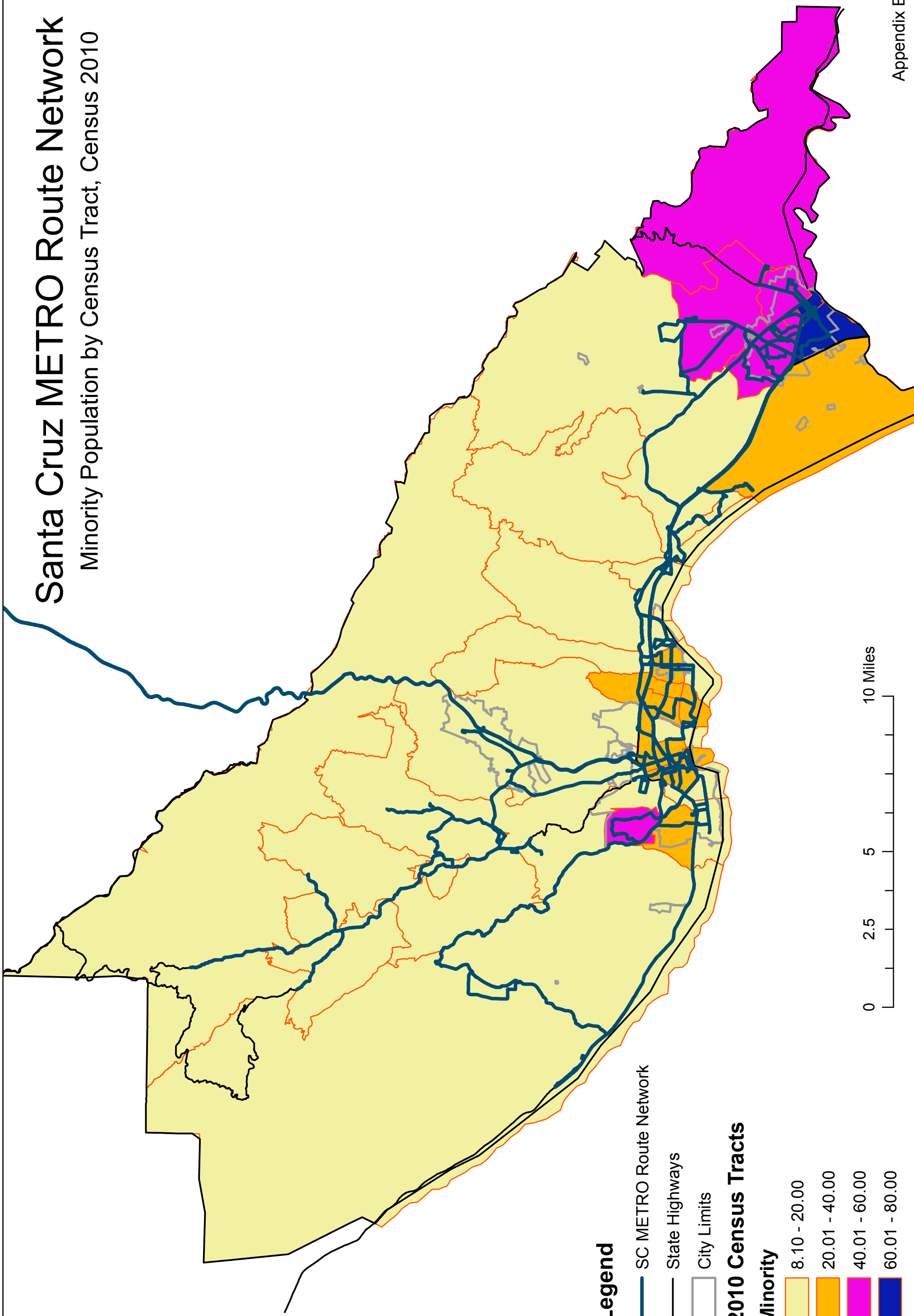
**Limited English Proficiency (LEP) Survey Results
for LEP Implementation Plan (2011)**

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

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

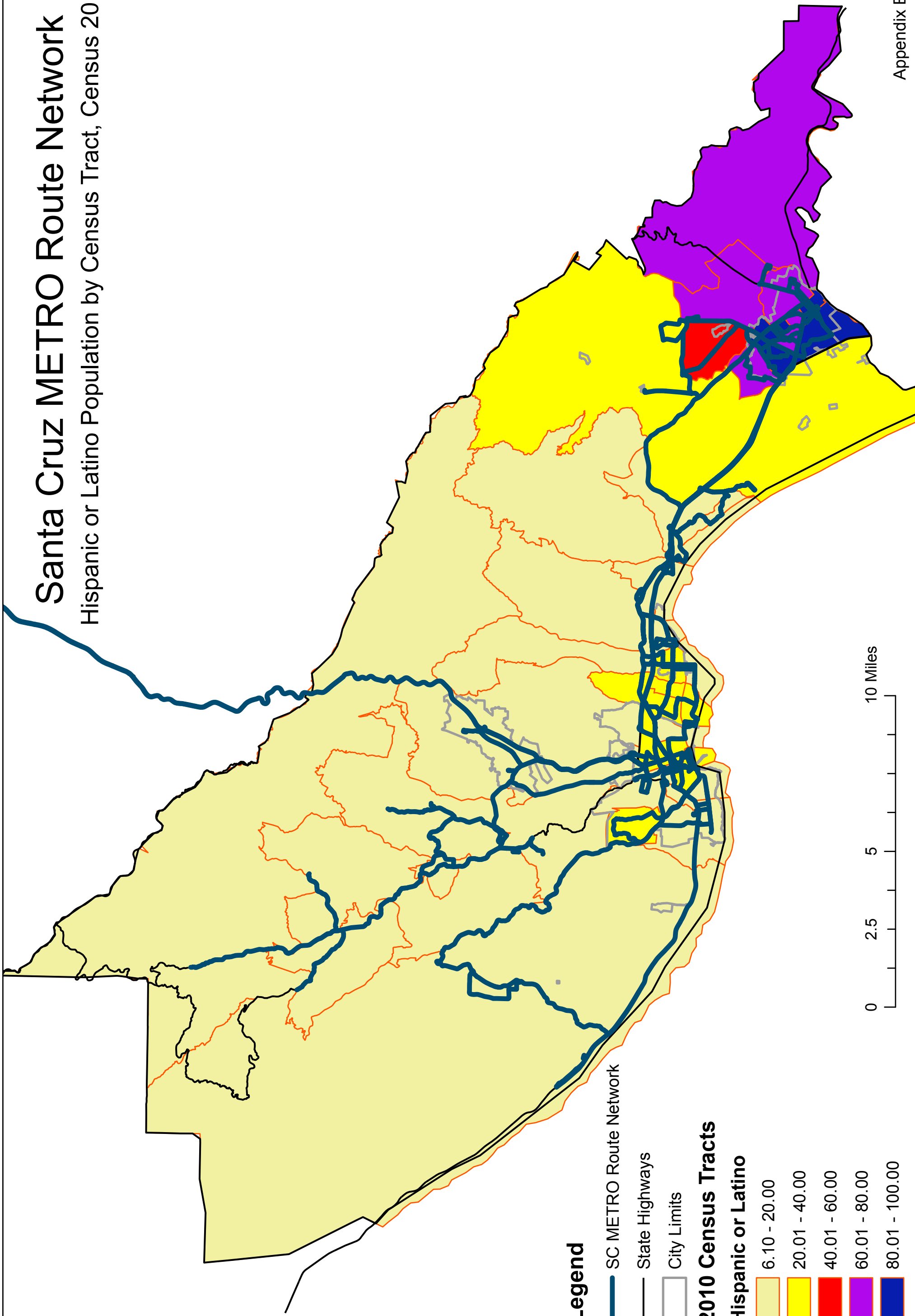
Santa Cruz METRO Route Network

Minority Population by Census Tract, Census 2010



Santa Cruz METRO Route Network

Hispanic or Latino Population by Census Tract, Census 2010



Legend

— SC METRO Route Network

— State Highways

□ City Limits

2010 Census Tracts

Hispanic or Latino

6.10 - 20.00

20.01 - 40.00

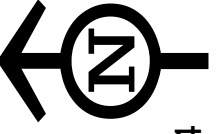
40.01 - 60.00

60.01 - 80.00

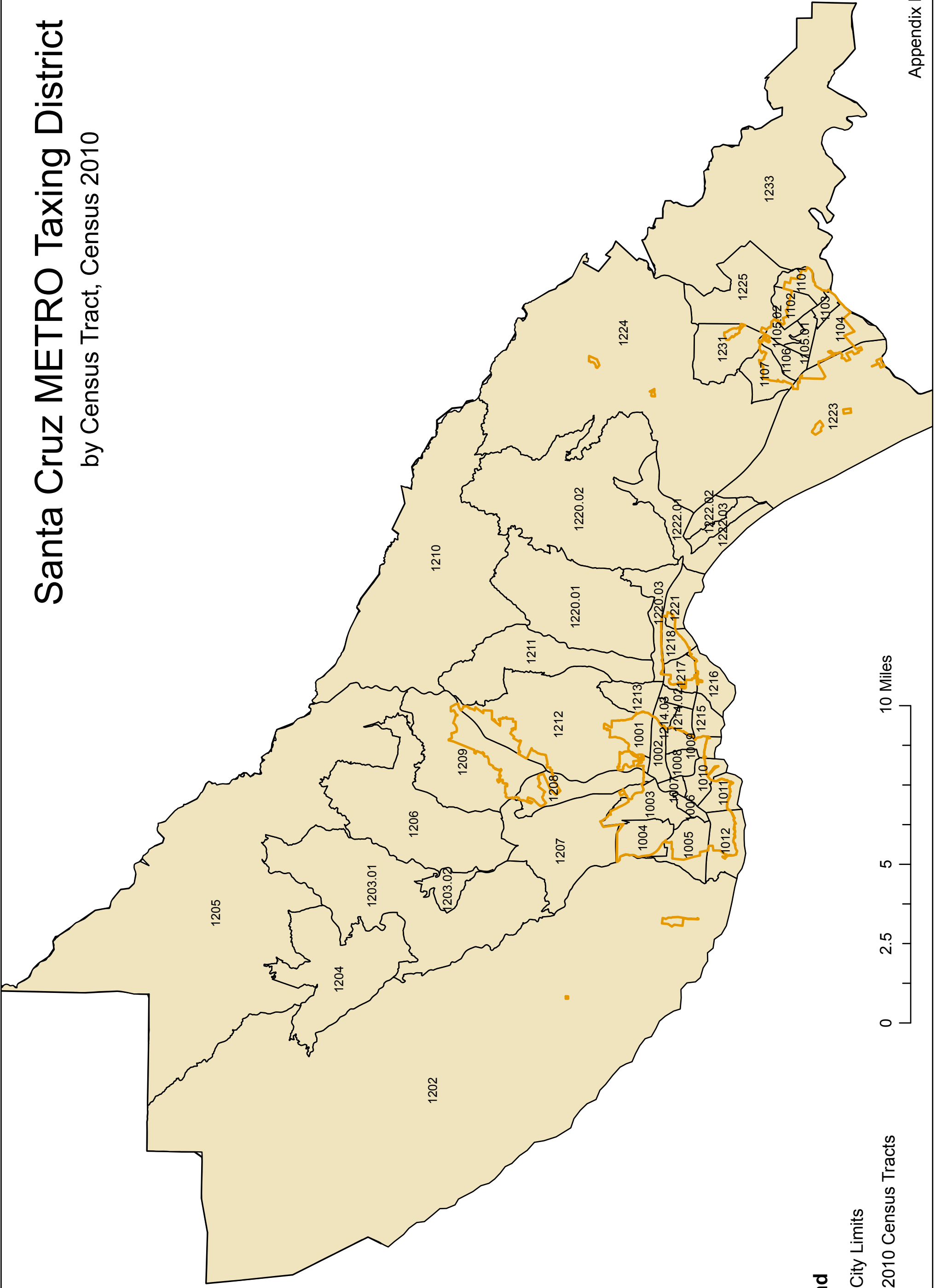
80.01 - 100.00

Santa Cruz METRO Taxing District by Census Tract, Census 2010

Exhibit A



Appendix B.4



Legend

-  City Limits
-  2010 Census Tracts



DP02

SELECTED SOCIAL CHARACTERISTICS IN THE UNITED STATES

2006-2010 American Community Survey 5-Year Estimates

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

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section

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

Subject	Santa Cruz County, California			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
HOUSEHOLDS BY TYPE				
Total households	93,802	+/-1,223	93,802	(X)
Family households (families)	58,957	+/-1,011	62.9%	+/-1.0
With own children under 18 years	27,761	+/-902	29.6%	+/-0.9
Married-couple family	44,622	+/-1,070	47.6%	+/-1.1
With own children under 18 years	19,513	+/-851	20.8%	+/-0.8
Male householder, no wife present, family	4,286	+/-482	4.6%	+/-0.5
With own children under 18 years	2,214	+/-310	2.4%	+/-0.3
Female householder, no husband present, family	10,049	+/-644	10.7%	+/-0.7
With own children under 18 years	6,034	+/-539	6.4%	+/-0.6
Nonfamily households	34,845	+/-1,187	37.1%	+/-1.0
Householder living alone	24,517	+/-885	26.1%	+/-0.9
65 years and over	8,038	+/-455	8.6%	+/-0.5
Households with one or more people under 18 years	30,411	+/-910	32.4%	+/-0.9
Households with one or more people 65 years and over	20,215	+/-342	21.6%	+/-0.4
Average household size	2.63	+/-0.02	(X)	(X)
Average family size	3.17	+/-0.03	(X)	(X)
RELATIONSHIP				
Population in households	246,603	+/-2,733	246,603	(X)
Householder	93,802	+/-1,223	38.0%	+/-0.3
Spouse	44,497	+/-1,066	18.0%	+/-0.4
Child	67,978	+/-1,510	27.6%	+/-0.5
Other relatives	15,556	+/-1,096	6.3%	+/-0.4
Nonrelatives	24,770	+/-1,374	10.0%	+/-0.5
Unmarried partner	7,756	+/-667	3.1%	+/-0.3
MARITAL STATUS				
Males 15 years and over	105,135	+/-77	105,135	(X)
Never married	42,882	+/-1,026	40.8%	+/-1.0
Now married, except separated	49,254	+/-1,112	46.8%	+/-1.1
Separated	1,327	+/-270	1.3%	+/-0.3
Widowed	1,958	+/-283	1.9%	+/-0.3
Divorced	9,714	+/-689	9.2%	+/-0.7
Females 15 years and over	106,994	+/-78	106,994	(X)

Subject	San Diego County, California			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
Never married	35,625	+/-875	33.3%	+/-0.8
Now married, except separated	48,546	+/-1,094	45.4%	+/-1.0
Separated	2,043	+/-306	1.9%	+/-0.3
Widowed	7,470	+/-463	7.0%	+/-0.4
Divorced	13,310	+/-662	12.4%	+/-0.6
FERTILITY				
Number of women 15 to 50 years old who had a birth in the past 12 months	3,464	+/-352	3,464	(X)
Unmarried women (widowed, divorced, and never married)	1,001	+/-223	28.9%	+/-6.0
Per 1,000 unmarried women	26	+/-6	(X)	(X)
Per 1,000 women 15 to 50 years old	52	+/-5	(X)	(X)
Per 1,000 women 15 to 19 years old	28	+/-12	(X)	(X)
Per 1,000 women 20 to 34 years old	77	+/-11	(X)	(X)
Per 1,000 women 35 to 50 years old	37	+/-8	(X)	(X)
GRANDPARENTS				
Number of grandparents living with own grandchildren under 18 years	4,698	+/-575	4,698	(X)
Responsible for grandchildren	1,517	+/-426	32.3%	+/-6.5
Years responsible for grandchildren				
Less than 1 year	463	+/-251	9.9%	+/-4.8
1 or 2 years	362	+/-152	7.7%	+/-2.9
3 or 4 years	122	+/-83	2.6%	+/-1.7
5 or more years	570	+/-222	12.1%	+/-4.4
Number of grandparents responsible for own grandchildren under 18 years	1,517	+/-426	1,517	(X)
Who are female	888	+/-234	58.5%	+/-5.0
Who are married	1,232	+/-414	81.2%	+/-7.8
SCHOOL ENROLLMENT				
Population 3 years and over enrolled in school	77,558	+/-1,136	77,558	(X)
Nursery school, preschool	3,872	+/-367	5.0%	+/-0.5
Kindergarten	2,785	+/-337	3.6%	+/-0.4
Elementary school (grades 1-8)	24,952	+/-509	32.2%	+/-0.8
High school (grades 9-12)	13,360	+/-543	17.2%	+/-0.7
College or graduate school	32,589	+/-1,110	42.0%	+/-1.0
EDUCATIONAL ATTAINMENT				
Population 25 years and over	165,318	+/-153	165,318	(X)
Less than 9th grade	16,034	+/-883	9.7%	+/-0.5
9th to 12th grade, no diploma	10,176	+/-646	6.2%	+/-0.4
High school graduate (includes equivalency)	27,832	+/-1,432	16.8%	+/-0.9
Some college, no degree	36,369	+/-1,037	22.0%	+/-0.6
Associate's degree	13,257	+/-931	8.0%	+/-0.6
Bachelor's degree	38,593	+/-1,177	23.3%	+/-0.7
Graduate or professional degree	23,057	+/-1,145	13.9%	+/-0.7
Percent high school graduate or higher	(X)	(X)	84.1%	+/-0.6
Percent bachelor's degree or higher	(X)	(X)	37.3%	+/-0.9
VETERAN STATUS				
Civilian population 18 years and over	201,684	+/-82	201,684	(X)
Civilian veterans	13,729	+/-612	6.8%	+/-0.3
DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION				
Total Civilian Noninstitutionalized Population	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
Under 18 years	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
18 to 64 years	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
65 years and over	(X)	(X)	(X)	(X)
With a disability	(X)	(X)	(X)	(X)
RESIDENCE 1 YEAR AGO				
Population 1 year and over	254,091	+/-292	254,091	(X)

Subject	San Joaquin County, California			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
Same house	208,213	+/-2,454	81.9%	+/-1.0
Different house in the U.S.	44,094	+/-2,402	17.4%	+/-0.9
Same county	27,332	+/-2,120	10.8%	+/-0.8
Different county	16,762	+/-1,469	6.6%	+/-0.6
Same state	13,339	+/-1,310	5.2%	+/-0.5
Different state	3,423	+/-697	1.3%	+/-0.3
Abroad	1,784	+/-510	0.7%	+/-0.2
PLACE OF BIRTH				
Total population	256,901	*****	256,901	(X)
Native	209,644	+/-1,641	81.6%	+/-0.6
Born in United States	206,789	+/-1,666	80.5%	+/-0.6
State of residence	154,090	+/-2,011	60.0%	+/-0.8
Different state	52,699	+/-1,508	20.5%	+/-0.6
Born in Puerto Rico, U.S. Island areas, or born abroad to American parent(s)	2,855	+/-416	1.1%	+/-0.2
Foreign born	47,257	+/-1,641	18.4%	+/-0.6
U.S. CITIZENSHIP STATUS				
Foreign-born population	47,257	+/-1,641	47,257	(X)
Naturalized U.S. citizen	15,370	+/-971	32.5%	+/-2.0
Not a U.S. citizen	31,887	+/-1,622	67.5%	+/-2.0
YEAR OF ENTRY				
Population born outside the United States	50,112	+/-1,666	50,112	(X)
Native	2,855	+/-416	2,855	(X)
Entered 2000 or later	523	+/-230	18.3%	+/-6.8
Entered before 2000	2,332	+/-341	81.7%	+/-6.8
Foreign born	47,257	+/-1,641	47,257	(X)
Entered 2000 or later	13,174	+/-1,327	27.9%	+/-2.3
Entered before 2000	34,083	+/-1,302	72.1%	+/-2.3
WORLD REGION OF BIRTH OF FOREIGN BORN				
Foreign-born population, excluding population born at sea	47,257	+/-1,641	47,257	(X)
Europe	5,474	+/-544	11.6%	+/-1.1
Asia	5,586	+/-498	11.8%	+/-1.0
Africa	407	+/-154	0.9%	+/-0.3
Oceania	407	+/-118	0.9%	+/-0.2
Latin America	34,328	+/-1,455	72.6%	+/-1.5
Northern America	1,055	+/-209	2.2%	+/-0.5
LANGUAGE SPOKEN AT HOME				
Population 5 years and over	242,015	+/-149	242,015	(X)
English only	169,625	+/-1,808	70.1%	+/-0.8
Language other than English	72,390	+/-1,825	29.9%	+/-0.8
Speak English less than "very well"	34,852	+/-1,465	14.4%	+/-0.6
Spanish	59,626	+/-1,372	24.6%	+/-0.6
Speak English less than "very well"	31,415	+/-1,400	13.0%	+/-0.6
Other Indo-European languages	7,120	+/-873	2.9%	+/-0.4
Speak English less than "very well"	1,425	+/-333	0.6%	+/-0.1
Asian and Pacific Islander languages	5,006	+/-526	2.1%	+/-0.2
Speak English less than "very well"	1,650	+/-282	0.7%	+/-0.1
Other languages	638	+/-281	0.3%	+/-0.1
Speak English less than "very well"	362	+/-244	0.1%	+/-0.1
ANCESTRY				
Total population	256,901	*****	256,901	(X)
American	6,274	+/-803	2.4%	+/-0.3
Arab	932	+/-311	0.4%	+/-0.1
Czech	1,255	+/-274	0.5%	+/-0.1
Danish	2,577	+/-418	1.0%	+/-0.2
Dutch	4,612	+/-592	1.8%	+/-0.2
English	30,202	+/-1,379	11.8%	+/-0.5
French (except Basque)	9,645	+/-854	3.8%	+/-0.3

Subject	San Joaquin County, California			
	Estimate	Estimate Margin of Error	Percent	Percent Margin of Error
French Canadian	1,517	+/-351	0.6%	+/-0.1
German	37,764	+/-1,479	14.7%	+/-0.6
Greek	1,500	+/-293	0.6%	+/-0.1
Hungarian	1,235	+/-319	0.5%	+/-0.1
Irish	29,996	+/-1,512	11.7%	+/-0.6
Italian	18,437	+/-1,133	7.2%	+/-0.4
Lithuanian	421	+/-148	0.2%	+/-0.1
Norwegian	4,652	+/-571	1.8%	+/-0.2
Polish	5,485	+/-646	2.1%	+/-0.3
Portuguese	5,936	+/-805	2.3%	+/-0.3
Russian	5,046	+/-521	2.0%	+/-0.2
Scotch-Irish	4,963	+/-572	1.9%	+/-0.2
Scottish	8,767	+/-909	3.4%	+/-0.4
Slovak	327	+/-156	0.1%	+/-0.1
Subsaharan African	424	+/-174	0.2%	+/-0.1
Swedish	6,501	+/-762	2.5%	+/-0.3
Swiss	1,663	+/-295	0.6%	+/-0.1
Ukrainian	555	+/-193	0.2%	+/-0.1
Welsh	2,453	+/-431	1.0%	+/-0.2
West Indian (excluding Hispanic origin groups)	71	+/-60	0.0%	+/-0.1

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2006-2010 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

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

Source: U.S. Census Bureau, 2006-2010 American Community Survey

Explanation of Symbols:

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

Exhibit A

U.S. Census Bureau



S0501

SELECTED CHARACTERISTICS OF THE NATIVE AND FOREIGN-BORN POPULATIONS

2006-2010 American Community Survey 5-Year Estimates

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

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

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

Subject	Santa Cruz County, California					
	Total		Native		Foreign born	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total population	256,901	*****	209,644	+/-1,641	47,257	+/-1,641
SEX AND AGE						
Male	49.9%	+/-0.1	49.9%	+/-0.3	50.0%	+/-1.2
Female	50.1%	+/-0.1	50.1%	+/-0.3	50.0%	+/-1.2
Under 5 years	5.8%	+/-0.1	7.0%	+/-0.1	0.6%	+/-0.2
5 to 17 years	15.7%	+/-0.1	17.6%	+/-0.3	6.9%	+/-1.2
18 to 24 years	14.2%	+/-0.1	14.7%	+/-0.3	11.7%	+/-1.1
25 to 44 years	25.6%	+/-0.1	21.6%	+/-0.3	43.0%	+/-1.2
45 to 54 years	15.3%	+/-0.1	15.0%	+/-0.2	16.9%	+/-0.9
55 to 64 years	12.7%	+/-0.1	13.2%	+/-0.2	10.5%	+/-0.9
65 to 74 years	5.5%	+/-0.1	5.5%	+/-0.1	5.7%	+/-0.5
75 to 84 years	3.6%	+/-0.1	3.7%	+/-0.2	3.4%	+/-0.5
85 years and over	1.5%	+/-0.1	1.6%	+/-0.1	1.2%	+/-0.3
Median age (years)	36.6	+/-0.2	35.0	+/-0.3	39.5	+/-0.8
RACE AND HISPANIC OR LATINO ORIGIN						
One race	96.2%	+/-0.3	95.6%	+/-0.3	98.7%	+/-0.4
White	83.4%	+/-0.8	86.7%	+/-0.7	69.0%	+/-2.3
Black or African American	0.9%	+/-0.1	1.1%	+/-0.1	0.5%	+/-0.3
American Indian and Alaska Native	0.4%	+/-0.1	0.5%	+/-0.1	0.3%	+/-0.3
Asian	4.1%	+/-0.2	2.6%	+/-0.2	10.7%	+/-0.9
Native Hawaiian and Other Pacific Islander	0.2%	+/-0.1	0.1%	+/-0.1	0.3%	+/-0.1
Some other race	7.1%	+/-0.7	4.6%	+/-0.5	18.0%	+/-2.2
Two or more races	3.8%	+/-0.3	4.4%	+/-0.3	1.3%	+/-0.4
Hispanic or Latino origin (of any race)	30.8%	*****	21.6%	+/-0.5	71.6%	+/-1.6
White alone, not Hispanic or Latino	61.0%	+/-0.1	71.0%	+/-0.5	16.6%	+/-1.2
HOUSEHOLD TYPE						
In married-couple family	57.5%	+/-1.4	55.5%	+/-1.3	66.0%	+/-2.8
In other households	38.5%	+/-1.3	40.0%	+/-1.3	32.1%	+/-2.8
Average household size	2.63	+/-0.02	2.37	+/-0.03	3.78	+/-0.09
Average family size	3.17	+/-0.03	2.89	+/-0.04	4.06	+/-0.12
MARITAL STATUS						
Population 15 years and over	212,129	+/-27	167,252	+/-1,486	44,877	+/-1,483
Never married	37.0%	+/-0.8	39.7%	+/-0.9	27.0%	+/-1.7
Now married, except separated	46	+/-0.9	42.6%	+/-0.9	59.3%	+/-2.0
Divorced or separated	12.4%	+/-0.6	13.2%	+/-0.6	9.4%	+/-1.1

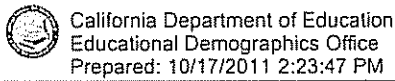
02/08/2012

Appendix B.6

Exhibit A

Subject	Santa Cruz County, California					
	Total		Native		Foreign born	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Public administration	3 7%	+/-0 5	4 4%	+/-0 5	1 4%	+/-0 6
EARNINGS IN THE PAST 12 MONTHS (IN 2010 INFLATION-ADJUSTED DOLLARS) FOR FULL-TIME, YEAR-ROUND WORKERS						
Population 16 years and over with earnings	69.680	+/-1.487	53.132	+/-1.384	16.548	+/-1.036
\$1 to \$9,999 or less	2 7%	+/-1 7	2 7%	+/-2 1	2 9%	+/-1 0
\$10,000 to \$14,999	2 5%	+/-0 4	1 5%	+/-0 4	5 7%	+/-1 4
\$15,000 to \$24,999	12 7%	+/-1 1	8 4%	+/-0 9	26 7%	+/-3 0
\$25,000 to \$34,999	12 9%	+/-0 9	11 1%	+/-0 9	18 8%	+/-2 4
\$35,000 to \$49,999	17 6%	+/-0 9	17 9%	+/-1 2	16 8%	+/-2 1
\$50,000 to \$74,999	19 8%	+/-0 9	22 2%	+/-1 1	12 0%	+/-1 8
\$75,000 or more	31 8%	+/-1 2	36 4%	+/-1 6	17 0%	+/-1 6
Median earnings (dollars) for full-time, year-round workers:						
Male	56,560	+/-2,587	66,916	+/-3,502	32,094	+/-1,627
Female	44,693	+/-1,443	48,890	+/-1,810	30,005	+/-3,274
INCOME IN THE PAST 12 MONTHS (IN 2010 INFLATION-ADJUSTED DOLLARS)						
Households	93.802	+/-1.223	76.377	+/-1.186	17.425	+/-709
With earnings	81 7%	+/-0 6	80 4%	+/-0 8	87 4%	+/-1 6
Mean earnings (dollars)	85,799	+/-1,489	89,663	+/-1,966	70,219	+/-3,270
With Social Security income	24 0%	+/-0 6	24 9%	+/-0 8	20 5%	+/-1 8
Mean Social Security income (dollars)	14,855	+/-358	15,161	+/-389	13,230	+/-921
With Supplemental Security Income	4 0%	+/-0 4	3 9%	+/-0 5	4 5%	+/-1 1
Mean Supplemental Security Income (dollars)	8,506	+/-651	8,691	+/-708	7,803	+/-1,205
With cash public assistance income	2 1%	+/-0 3	2 0%	+/-0 4	2 7%	+/-1 0
Mean cash public assistance income (dollars)	5,129	+/-713	5,162	+/-856	5,026	+/-1,253
With retirement income	15 4%	+/-0 7	16 7%	+/-0 8	9 6%	+/-1 4
Mean retirement income (dollars)	25,487	+/-1,413	27,040	+/-1,545	13,601	+/-2,163
With Food Stamp/SNAP benefits	4 4%	+/-0 5	2 8%	+/-0 5	11 2%	+/-2 1
Median Household income (dollars)	65,253	+/-1,187	68,696	+/-1,470	49,608	+/-2,622
Average number of workers per household	1 28	+/-0 02	1 19	+/-0 02	1 68	+/-0 06
POVERTY STATUS IN THE PAST 12 MONTHS						
Population for whom poverty status is determined	247,377	+/-2,664	200,941	+/-2,909	46,436	+/-1,667
Below 100 percent of the poverty level	12 7%	+/-0 8	12 2%	+/-0 7	14 9%	+/-1 8
100 to 199 percent of the poverty level	18 0%	+/-1 0	15 0%	+/-1 0	31 0%	+/-2 8
At or above 200 percent of the poverty level	69 3%	+/-1 0	72 7%	+/-1 0	54 2%	+/-2 7
POVERTY RATES FOR FAMILIES FOR WHOM POVERTY STATUS IS DETERMINED						
All families	7 7%	+/-0 7	5 0%	+/-0 7	16 1%	+/-2 3
With related children under 18 years	12 5%	+/-1 2	8 2%	+/-1 4	21 3%	+/-3 3
With related children under 5 years only	11 6%	+/-2 8	6 4%	+/-3 0	25 2%	+/-8 8
Married-couple family	3 7%	+/-0 7	1 7%	+/-0 4	10 3%	+/-2 3
With related children under 18 years	5 9%	+/-1 2	1 9%	+/-0 8	14 0%	+/-3 2
With related children under 5 years only	4 1%	+/-2 8	1 2%	+/-1 2	13 1%	+/-10 1
Female householder, no husband present, family	23 7%	+/-3 1	18 4%	+/-3 6	38 0%	+/-7 5
With related children under 18 years	30 9%	+/-3 7	24 8%	+/-5 0	44 4%	+/-8 4
With related children under 5 years only	29 4%	+/-7 3	20 4%	+/-10 4	48 6%	+/-22 5
Occupied housing units	93.802	+/-1,223	76.377	+/-1,186	17.425	+/-709
HOUSING TENURE						
Owner-occupied housing units	59 6%	+/-1 0	62 2%	+/-1 2	48 2%	+/-2 2
Renter-occupied housing units	40 4%	+/-1 0	37 8%	+/-1 2	51 8%	+/-2 2
Average household size of owner-occupied unit	2 65	+/-0 03	2 45	+/-0 03	3 75	+/-0 15
Average household size of renter-occupied unit	2 60	+/-0 05	2 22	+/-0 05	3 80	+/-0 16
ROOMS						
1 room	2 7%	+/-0 4	2 7%	+/-0 5	2 7%	+/-1 0
2 or 3 rooms	15 4%	+/-0 8	14 4%	+/-0 9	19 7%	+/-2 3
4 or 5 rooms	44 7%	+/-1 3	43 3%	+/-1 4	50 8%	+/-3 0
6 or 7 rooms	26 8%	+/-1 0	28 2%	+/-1 1	20 6%	+/-2 2
8 or more rooms	10 5%	+/-0 6	11 4%	+/-0 7	6 2%	+/-1 1

Exhibit A



English Learners by Language and Grade

Santa^cruz County, 2010-11

Select Year

Select Report

Select County

EL/FEP definition

Rank/Language Name	Kdgn	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungr	Total	% of Total
1 Spanish	1,324	1,367	1,358	1,199	1,024	872	652	621	562	519	450	409	397	0	10,754	96.7
2 Mixteco	15	18	10	18	11	11	9	5	9	3	1	4	1	0	115	1.0
3 Filipino (Pilipino or Tagalog)	1	5	5	8	4	5	3	2	4	6	0	1	3	0	47	0.4
4 Arabic	6	7	2	9	4	5	2	2	1	1	0	0	0	0	39	0.4
5 Other non-English languages	4	2	2	4	2	6	4	3	4	0	2	0	1	0	34	0.3
6 Korean	0	4	2	0	2	0	0	1	3	0	1	3	2	0	18	0.2
7 Mandarin (Putonghua)	1	4	1	0	0	0	0	1	0	0	2	3	2	0	14	0.1
8 Ilocano	1	2	2	0	2	2	2	0	1	2	0	0	0	0	14	0.1
9 Portuguese	1	2	0	2	1	0	1	1	0	1	1	1	0	0	11	0.1
10 Cantonese	2	1	1	1	0	0	0	0	0	2	1	0	2	0	10	0.1
11 German	3	0	2	0	2	0	0	0	0	0	0	1	0	0	8	0.1
12 Japanese	3	2	1	2	0	0	0	0	0	0	0	0	0	0	8	0.1
13 Punjabi	3	0	1	2	0	0	0	0	0	1	0	0	1	0	8	0.1
14 Russian	1	0	1	0	0	0	0	0	0	1	0	2	1	0	6	0.1
15 Thai	1	0	1	0	1	0	0	1	1	0	0	1	0	0	6	0.1
16 French	0	1	0	1	0	0	0	0	0	0	1	2	0	0	5	0.0
17 Khmer (Cambodian)	0	1	0	0	0	0	1	0	0	0	0	1	0	0	3	0.0
18 Italian	0	0	1	0	0	1	0	0	0	0	0	1	0	0	3	0.0
19 Gujarati	0	0	2	0	0	0	0	0	0	1	0	0	0	0	3	0.0
20 Vietnamese	2	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0.0
21 Lao	0	0	0	0	1	0	1	0	1	0	0	0	0	0	3	0.0
22 Hebrew	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2	0.0
23 Farsi (Persian)	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	0.0
24 Indonesian	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0
25 Hmong	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0.0
26 Dutch	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0
27 Bengali	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0.0
28 Polish	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0
29 Rumanian	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.0
30 Tigrinya	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0.0
31 Turkish	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0
32 Ukrainian	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0.0
33 Urdu	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0.0
EL Totals	1,369	1,419	1,394	1,248	1,054	903	675	637	588	538	461	430	410	0	11,126	100.0
% of Total	12.3	12.8	12.5	11.2	9.5	8.1	6.1	5.7	5.3	4.8	4.1	3.9	3.7	0.0	100.0	
State EL Totals	134,275	136,108	129,027	111,693	96,330	78,417	63,776	55,693	53,394	56,162	51,083	46,349	42,380	1,514	1,056,201	100.0
% of State Total	12.7	12.9	12.2	10.6	9.1	7.4	6.0	5.3	5.1	5.3	4.8	4.4	4.0	0.1	100.0	

Web Policy

Exhibit A



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

2010-11 Language Census Teachers

Santa^cruz County

Select Report ▼

Select Year ▼

County ▼

Glossary

District	District Code	Teachers providing primary language instruction to EL students	Teachers providing SDAIE & ELD	Teachers providing SDAIE only	Teachers providing ELD only	Total number of teachers providing SDAIE, ELD, or primary language instruction to EL students
<u>SANTA CRUZ COUNTY OFFICE OF ED</u>	4410447	7	0	0	11	18
<u>BONNY DOON UNION ELEMENTARY</u>	4469732	0	1	0	0	1
<u>HAPPY VALLEY ELEMENTARY</u>	4469757	0	0	0	0	0
<u>LIVE OAK ELEMENTARY</u>	4469765	0	64	30	0	94
<u>MOUNTAIN ELEMENTARY</u>	4469773	0	0	3	0	3
<u>PACIFIC ELEMENTARY</u>	4469781	0	2	0	2	4
<u>PAJARO VALLEY UNIFIED</u>	4469799	124	304	1	13	442
<u>SAN LORENZO VALLEY UNIFIED</u>	4469807	0	33	0	11	44
<u>SANTA CRUZ CITY ELEMENTARY</u>	4469815	24	28	45	2	99
<u>SANTA CRUZ CITY HIGH</u>	4469823	3	6	56	4	69
<u>SOQUEL UNION ELEMENTARY</u>	4469849	0	79	0	0	79
<u>SCOTTS VALLEY UNIFIED</u>	4475432	0	55	6	5	66
SANTA CRUZ COUNTY		158	572	141	48	919
STATE TOTAL		4.793	135.824	49.039	12.820	202.476

Web Policy

Exhibit A



California Department of Education

Bilingual Paraprofessionals Providing Services to English Learners

Results for Santa Cruz County in 2010-11

Select a Report ▼
 Select a Year ▼
 Select a District ▼

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

[Web Policy](#)

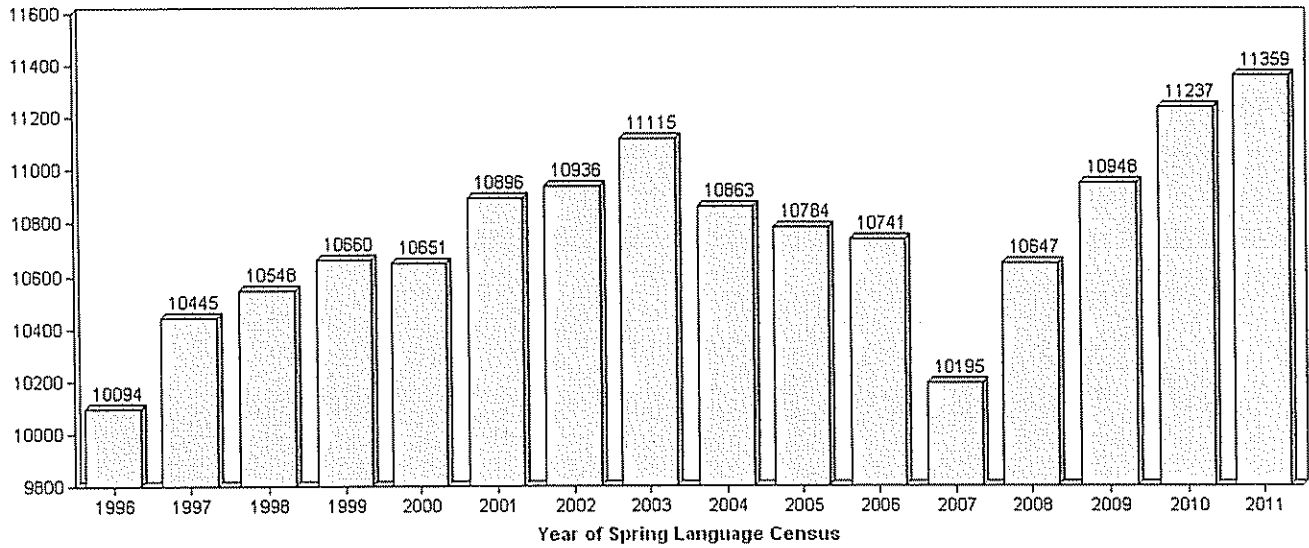
Exhibit A



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

Select Report Time Series - Number of English Learners

Number of English Learners for Santa Cruz County



Web Policy

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

Exhibit A

Name	Address	City	State	Zip	Phone	Contact	Email Address	Mail Date	Response Rec'd
American Red Cross	2960 Soquel Ave.	Santa Cruz	CA	95062	(831) 462-2881	Rita Chick	rita.chick@redcross.org		
Beach Flats Community Center	133 Liebrandt Ave.	Santa Cruz	CA	95060	(831) 426-2322	Reyna Ruiz		10/11/2011	
California Grey Bears	2710 Chanticleer Ave.	Santa Cruz	CA	95065	(831) 479-1055	Rocci Kountz			
Central California Alliance for Health Community Action	1600 Green Hills Road, Suite 101	Scotts Valley	CA	95066	(800) 700-3874 (831) 430-5500	Alan McKay, Executive Director imeier@ccah-alliance.org ; etsuei@ccah-alliance.org	imeier@ccah-alliance.org ; etsuei@ccah-alliance.org	10/11/2011	
Board of SC County - SC County Immigration Project	406 Main St. #207	Watsonville	CA	95076	(831) 724-5667	Doug Keegan, Prog. Director SC County Immigration Project		10/26/2011	X
Community Bridges	236 Santa Cruz Ave.	Aptos	CA	95003	(831) 688-8840	Sam Storey, CEO		10/11/2011	
Davenport Resource Center	P.O. Box 97	Davenport	CA	95017	(831) 425-8115	Erika Hearon		10/11/2011	
Familia Center	711 E. Cliff Drive 4450 Capitola Road,	Santa Cruz	CA	95060	(831) 423-5747	Yolanda Henry, Executive Director		10/26/2011	X
First 5 Santa Cruz County	Suite 106, P.O. Box 1457	Capitola	CA	95010	(831) 465-2217	Stephanie Bluford, Program Coordinator		10/18/2011	
La Manzana Community Resource Center	521 Main Street, Suite Y	Watsonville	CA	95067	(831) 724-2997	Celia Organista		10/11/2011	
Lift Line Transportation Services	236 Santa Cruz Ave.	Aptos	CA	95003	(831) 425-1558	Kirk Ance, Interim Program Director		10/11/2011	
Live Oak Family Resource Center	1740 17th Avenue	Santa Cruz	CA	95062	(831) 476-7284	Elizabeth Schilling		10/11/2011	X

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

Live Oak Senior Center	1777 Capitola Road	Santa Cruz	CA	95062	Director	
Mountain Community Resources	6134 Highway 9	Felton	CA	95018	Jennifer Anderson-Bahr, Exec. Director	X 10/26/2011
Name	Address	City	State	Zip	Phone	Contact
						Mail Date
						Response Rec'd
Our Lady Help of Christians Parish	2401 East Lake Ave.	Watsonville	CA	95076	(831) 722-2665	Rev. Albert Mengon 10/17/2011
Pajaro Valley Prevention and Student Assistance, Inc.	335 E. Lake Avenue	Watsonville	CA	95076	(831) 728-6445 x.303	Jenny Sarmiento, CEO 10/27/2011
Santa Cruz Community Counseling Center	195 Harvey West Blvc	Santa Cruz	CA	95060	(831) 469-1700	
Santa Cruz County Housing Authority	2931 Mission St.	Santa Cruz	CA	95060	(831) 454-9455	Ken Cole, Executive Director 10/26/2011
Santa Cruz County Office of Education, Migrant Headstart Program	400 Encinal Street	Santa Cruz	CA	95060		Maria Castro, Coordinator
Santa Cruz Zen Center	115 School Street	Santa Cruz	CA	95060	(831) 457-0206	Sobun Katherine Thanas 10/26/2011
Saint Patrick Parish	721 Main Street	Watsonville	CA	95076	(831) 724-1317	Rev. Miguel A. Grajeda 10/17/2011
Scotts Valley Senior Center	370 Kings Village Road	Scotts Valley	CA	95066		Kristin Ard
Valley Churches United	P.O. Box 367	Ben Lomond	CA	95005	(831) 336-8258	Linda Lovelace X 10/26/2011
Vista Center for the Blind	413 Laurel Street	Santa Cruz	CA	95060	(831) 458-9766	Randy Chelsey

Exhibit A

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

Volunteer Centers of Santa Cruz County, Literacy Program	1740 17th Avenue, Suite 2	Santa Cruz	CA	95062	(831) 427-5070	Gisela Soto	10/11/2011
Watsonville Family YMCA	27 Sudden Street	Watsonville	CA	95076	(831) 728-9622	Robert Wollenzien, Center Director	10/26/2011

Exhibit A



October 00, 2011

Attn: Name
Name of Organization
Address
City, State Zip

Re: Survey of Limited English Proficient (LEP) Persons

Dear Mr./Ms. Name:

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

LEP persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read or write English. It includes people who reported to the U.S. Census that they "*do not speak English well*" or "*do not speak English at all.*" At this time, Santa Cruz METRO is conducting a survey of community organizations that serve people who are LEP.

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

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

Very truly yours,

Margaret Gallagher
District Counsel

MG/rk
Enc.

cc: Leslie White, General Manager

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

Exhibit A
Survey of Community Organizations serving LEP Persons

1. What are the languages spoken by the population you serve?
2. What needs for public transit services has your population expressed?
3. Has the population inquired about how to access public transit or expressed a need for public transit services?
4. What are the most frequently traveled destinations by the population that you serve?
5. Are there locations that the population has expressed difficulty accessing through the public transit system?
6. What is the best way to obtain input from the population?
7. Who would the population trust most in delivering language appropriate messages?
8. What is the education and literacy level of the population you serve?

Organization: _____

Telephone: _____

Address: _____

Your Name: _____

Title: _____

Title VI Program 2019 Report

Language Assistance Plan



Improving Access for People with Limited English Proficiency (LEP)

Language Assistance Plan

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

Plan for Implementation

I. Identify LEP individuals who need language assistance.

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

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

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

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

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

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

speaking persons on a daily basis. Santa Cruz METRO's customer service and administration staff has also indicated that they have contact with LEP persons speaking Spanish on a daily basis.

II. Language assistance measures.

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

Written Language:

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

When a written communication in Spanish is received at the Santa Cruz METRO's Administration Offices, 110 Vernon Street, Santa Cruz, CA, it is forwarded to the Executive Assistant, who will insure that the document is provided to the HR Generalist or Santa Cruz METRO's contracted translator for translation into English and translation of the response into the native Spanish language.

- When a written communication in Spanish is received at the Santa Cruz METRO's ParaCruz Offices, 2880 Research Park Drive #160, Santa Cruz, CA, it is forwarded to a bilingual Customer Service Representative for translation into English and translation of the response into the native language. Santa Cruz METRO ParaCruz uses a translation service to translate eligibility letters from English to Spanish. Vital documents such as the ParaCruz Customer Guide and the Quick Guide have been translated and are available in Spanish.

Exhibit A

- When a written communication in Spanish is received at the Santa Cruz METRO's Operations Department, Santa Cruz, CA, it is forwarded to the Executive Assistant for translation into English and translation of the response into the native language.
- When a written communication in Spanish is received at the Santa Cruz METRO's Customer Service Offices, Pacific Station, 920 Pacific Avenue, Santa Cruz, CA, it is forwarded to the Customer Service Supervisor for translation into English and translation of the response into the native language. Complex and legal documents received at the Customer Service Office are forwarded to the Executive Assistant for translation services.

Oral language:

- Santa Cruz METRO Customer Service Staff (831) 425-8600 are available to provide Spanish translation services by telephone or in person to customers.
- Currently, 49% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 87% of the ParaCruz Operators are bilingual and able to provide assistance to Spanish-speaking passengers. In addition, four of Santa Cruz METRO's transit supervisors are bilingual.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the Administrative offices in person, the Executive Assistant will be contacted. The Executive Assistant will contact the HR Generalist. If the HR Generalist is not available, the contracted translator that Santa Cruz METRO uses will be contacted. Some Santa Cruz METRO bus operators and Paratransit operators are bilingual (English/Spanish) to provide bilingual assistance to passengers.

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests for oral and written skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as a translator, or the driver could provide the phone number for Customer Service (831) 425-8600 for translation assistance. If available, the bus operator could also direct the passenger to

translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit operator, the operator may open one-on-one communication with a bilingual dispatcher utilizing the operator's hand held radio.

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

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

III. Training Staff

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

IV. Providing Notice to LEP Persons

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

V. New LEP Assistance Measures

Dependent on funding resources and available staff, Santa Cruz METRO will be implementing five new measures to reach out to and connect with its LEP population. The first, taking this action will insure that the LEP persons who utilize Santa Cruz METRO's

services will have the same access to safety and security measures as those who speak English. Additionally, Santa Cruz METRO has obtained “I Speak” cards for its Administrative and transit center receptionist areas so that as LEP customers seek transit information, Santa Cruz METRO employees who do not speak Spanish can respond adequately without having to send the person to someone else. Further, Santa Cruz METRO will authorize the use of telephone translation services when bilingual staff is not available. Additionally, Santa Cruz METRO will be encouraging its advertisers to provide bilingual advertisements. Finally, Santa Cruz METRO will be seeking to purchase electronic translators which can be located at each transit center and each Santa Cruz METRO administrative reception area so that if an individual needs transit-related information, no matter the language, Santa Cruz METRO staff can provide it.

VI. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO’s language assistance measures. Monitoring of the program will be assigned to the Operations Manager: Fixed Route. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

Santa Cruz METRO needs to determine whether any additional language assistance measures would be beneficial to LEP persons in the community. Santa Cruz METRO will be making outreach efforts to the community organizations that it identified and communicated with during this process.

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

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

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

Exhibit A
**Bilingual Employees by Department
 2019**

Department	Number of Employees	Bilingual Employees
Administration	4	0
Finance	9	0
Customer Service	13	9
Human Resources	5	1
Information Technology	5	0
Grants Planning	6	0
Safety, Security & Risk	2	0
Purchasing	8	0
Facilities Maintenance	17	0
ParaCruz Non Drivers	10	4
ParaCruz Management / Supervisors	3	0
ParaCruz Van Drivers	24	21
Operations Non-Drivers	13	4
Operations Drivers	151	75
Fleet Maintenance	36	0
Total of Employees	306	114

Percent of Bilingual Employees who speak Spanish: 37%

Percent of Fixed Route Operators who are bilingual: 49%

Percent of Paratransit Operators who are bilingual: 87%

Exhibit A

**Task performed on an ongoing basis.

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
	ORAL LANGUAGE ASSISTANCE MEASURES	
1.	METRO maintains bilingual staff to provide Spanish-speaking interpretation at its Administrative offices and within its Customer Service booth for basic transit questions and trip planning assistance.	Job descriptions for Customer Service Coordinator and Customer Service Representative contain the following statement: <i>“Conversational knowledge of Spanish preferred.”</i>
2.	More than 35% of METRO’s employees are bilingual and available to assist Spanish-speaking passengers. 49% of our fixed route operators are bilingual. 87% of our ParaCruz operators are bilingual.	See attached Table entitled <i>“Bilingual employee’s by Department”</i> .
3.	A bilingual (Spanish) interpreter is present for the monthly Board of Directors’ Meetings.	Included on every Board Agenda.
4.	METRO’s Ticket Vending Machines provide assistance with ticket purchases in English and Spanish. The visual (on screen) assistance and audio assistance are available in Spanish.	
	NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES	
5.	METRO has posted on its official bulletin board at its Administrative offices and at the following transit centers: Pacific Station, Cavallaro, Watsonville and the Capitola Mall, a sign which indicates that free language assistance is available, if requested in a timely manner.	2/8/19: NEW copies posted at all transit centers and on Admin bulletin board.
6.	METRO’s fixed route buses and Paratransit vehicles have language assistance cards informing passengers that language assistance is available in Spanish, if needed.	1/31/19: Fleet is currently conducting an audit of all fixed route and Paratransit vehicles.

Exhibit A

**Task performed on an ongoing basis.

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
	TRANSLATION OF VITAL DOCUMENTS / WRITTEN LANGUAGE ASSISTANCE MEASURES	
1.	All public hearings that require notification to the public are posted in English and Spanish throughout METRO's service area and in local newspapers.	METRO's Executive Assistant takes care of ensuring this happens.
2.	METRO's <i>Title VI Policy Statement</i> and <i>Complaint Form</i> will be available in Spanish on METRO's website at www.scmttd.com .	**
3.	METRO's <i>Title VI Policy Statement</i> (English & Spanish) is posted at the transit centers. The <i>Title VI Policy Statement</i> is also posted on the official METRO bulletin board at METRO's Admin. Office.	Currently posted. 2/11/19: NEW Policy Statement updated at all transit centers and on Admin bulletin board.
4.	METRO's fixed route buses have Bus Cards (English/Spanish) informing passengers of their rights under <u>Title VI of the Civil Rights Act of 1964</u> .	1/31/19: Fleet is currently conducting an audit of all fixed route and Paratransit vehicles.
5.	METRO's Headways is provided in English and Spanish.	**
6.	The Board of Directors' Agenda has a statement on the first page, which reads: <i>"Spanish language interpretation and Spanish language copies of the agenda packet are available on an as-needed basis. Please make advance arrangements with the Executive Assistant at 831-426-6080."</i> <i>(provided in English & Spanish on Agenda)</i>	**
7.	METRO's ParaCruz Guide is provided on the website in Spanish.	
8.	METRO will provide written translations of vital documents for each LEP group that constitutes a minimum of 5% of the service area population or consists of at least 1,000 people.	METRO currently provides all vital documents in English/Spanish. (e.g., ADA Policy, ParaCruz Guide, Title VI Policy)

Exhibit A

**Task performed on an ongoing basis.

	<u>Language Assistance Measures Currently Provided</u>	<u>Steps taken to ensure compliance and Date completed</u>
9.	METRO’s Board Meetings are held at varying locations throughout Santa Cruz county to ensure that low-income, minority and LEP individuals have meaningful access to these meetings. These locations include Capitola, Santa Cruz, Scotts Valley and Watsonville.	**
	ADDITIONAL LANGUAGE ASSISTANCE MEASURES – METRO’S IMPLEMENTATION PLAN	
10.	Signage in Santa Cruz METRO’s bus shelters is in English and Spanish.	
11.	Most signage at Santa Cruz METRO’s transit centers is in English and Spanish.	
12.	Training of Santa Cruz METRO staff including bus operators and ParaCruz Operators for interactions with LEP speakers.	
13.	Translation of safety and security related information at all transit centers. Operations and Maintenance Depts. will provide necessary funding for the translation of the safety and security information at the transit centers.	
14.	“I Speak” cards in Spanish for each reception area. “I Speak” cards are available at the Admin office, and Customer Service, if needed.	
15.	Availability for Reception/Staff to Telephone translation services when necessary.	

Title VI Program 2019 Report

Advisory Committees

Exhibit A

TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY SANTA CRUZ METRO

Santa Cruz METRO (METRO) is a transit district form pursuant to Public Utilities Code section 98100 et seq. The METRO Board of Directors is appointed by other bodies (cities and county in Metro's jurisdiction). METRO receives advisory information from two committees, the METRO Advisory Committee (MAC) and the Elderly and Disabled Advisory Committee (E&D TAC).

The MAC shall be composed of no greater than 7 members appointed by the Board of Directors. All MAC members shall serve for a term of four (4) years and will serve at the pleasure of the Board of Directors. Members wishing to resign from an appointment may submit such resignation to the CEO/General Manager.

The METRO Board of Directors shall nominate individuals to be considered for appointment as members of the MAC. Additionally, Santa Cruz County residents who have submitted an application directly to METRO shall be considered. Annually, the METRO Board Chair shall appoint an Ad Hoc Committee composed of four members of the Board and who shall meet as needed to review the list of Board nominees and other citizen applications and make appointment recommendations to the full Board. Appointments to the MAC shall be made by the METRO Board of Directors.

In this process, the Board strives to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. To the extent it is practical, representation on MAC will be regular riders of the system and will include representatives of the following consumer groups:

- i. At least one member from the Disability community.
- ii. At least one member from University of California, Santa Cruz, who is either a student or employee of the same.
- iii. At least one member who is a commuter using the Highway 17 service.
- iv. At least one member of the Disadvantaged Business Community.
- v. At least one member from Cabrillo College, who is either a student or an employee of the same.
- vi. At least one member who is a rider of Paratransit.

The Santa Cruz County Regional Transportation Commission (SCCRTC) selects members of the E&D TAC. Santa Cruz METRO has no authority over or influence on the selection process. The racial composition of the E&D TAC members is not known at this time.

Exhibit A

TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY SANTA CRUZ METRO

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Hispanic/Latino	African American	Asian	Native American
Service Area Population	64.1%	42.5%	1.2%	5.5%	0.9%
*METRO Advisory Committee	0%	0%	0%	0%	0%

*This information is unavailable, as we did not poll the current MAC Members when they were appointed to their position.

Title VI Program 2019 Report

**Title VI Equity Analysis in Service
& Fare Changes (2016)**



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

Resolution No. 16-06-12
On the Motion of Director: John Leopold
Duly Seconded by Director: Jimmy Dutra
The Following Resolution is Adopted:

ADOPTION OF THE PROPOSED SERVICE CHANGE
TITLE VI COMPLAINT REVIEW

WHEREAS, Santa Cruz METRO is experiencing a severe operating shortfall requiring a system-wide service study to identify cost savings in order for Santa Cruz METRO to remain in operation;

WHEREAS, Santa Cruz METRO commissioned a study of the impact of these proposed service changes by TMD, Inc., consistent with federal FTA regulations and the Title VI obligations contained therein;

WHEREAS, the Title VI study has been completed and is presented to the Board of Directors as Exhibit 1 to this Resolution;

WHEREAS, the Board has determined that such system-wide service restructure is necessary in order for the Santa Cruz METRO to continue its operations;

WHEREAS, the proposed service changes were fashioned to provide access to public transit with the criteria of providing access to employment and educational opportunities, provide maximum access to medical services (with emphasis on the Senior and Disabled populations in the region), maintain to the extent feasible mobility for transit dependant individuals, and provide social connectivity on the weekends.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, that it hereby adopts by reference the Proposed Service Change Title VI Compliance Review, with the following findings:

1. The service changes are designed to preserve the greatest amount of service to all members of the Santa Cruz community; and
2. There are minor impacts to either the minority or low income populations of the Santa Cruz service area;
3. Alternative routes or services are available to nearly all of the communities affected by the proposed service changes; and
4. Due to the current fiscal crisis faced by Santa Cruz METRO such service changes are necessary in order for Santa Cruz METRO to meet its budget requirements.

Exhibit A

PASSED AND ADOPTED by the Board of Directors of the Santa Cruz Metropolitan Transit District on June 24, 2016 by the following vote:

AYES: Directors Bottorff, Bustichi, Cervantez, Chase, Dutra, Friend, Hagen, Lane, Leopold, McPherson and Rotkin

NOES: None


ABSENT: None

ABSTAIN: None



MIKE ROTKIN
Board Chair

ATTEST:


ALEX CLIFFORD
CEO/General Manager

APPROVED AS TO FORM:


LESLYN K. SYREN
District Counsel



Proposed Service Change Title VI Compliance Review

June 2016

Prepared by:



Purpose

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Title VI requirements state that agencies which are located in an area with an urbanized population of more than 200,000 persons and which operate more than 50 fixed-route vehicles during peak service must conduct a Title VI equity analysis whenever a major service change is implemented. Santa Cruz METRO’s urbanized area population is below the 200,000 person threshold and therefore is not subject to Title VI. However, the agency maintains committed to ensuring that there are minimal impact to the area’s residents and therefore willingly conducted a modified Title VI analysis, following the FTA guidelines. Santa Cruz METRO has committed to the FTA’s Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color or national origin.

This analysis was conducted in compliance with 49 CFR Section 21.5 (b) (7) Appendix C to 49 CFR Part 21 and Chapter Four of the FTA’s Circular 4702.1B that was issued on October 1, 2012. Santa Cruz METRO evaluated its service reductions to comply with Title VI requirements, despite not being required to conduct the evaluation based on the urbanized area population.

Background

Santa Cruz METRO is the main public transit provider in Santa Cruz County, operating in a service area of 446 square miles. Without significant service reductions in the upcoming fiscal year, the agency is currently proposed to operate with a shortfall of \$6.5 million. Previously, reserve funds have been used to cover the gap between funding and operational costs. However, with the depletion of the remainder of these resources, a system-wide study was conducted to identify cost savings in order for Santa Cruz METRO to remain in operation. Over the past seven months, a Comprehensive Operations Analysis (COA) was conducted for the Santa Cruz METRO transit system. A set of recommendations and service scenarios were designed to build upon the network’s market opportunities and performance strengths, minimize ridership loss, ensure adequate coverage throughout the County, and put Santa Cruz METRO on a path to financial sustainability.

Definition of Major Service Change

Title VI policies require review of any service reductions considered by the agency to be a “major service change.” Santa Cruz METRO defines a major service change as the substantial difference of the amount of service on a bus route, representing more than 25 percent reduction in the route service hours.

Proposed Service Changes

In order to address the budget shortfall, the METRO Forward Comprehensive Operations Analysis Final Report proposes reductions to routes across all service categories. Table 1 displays these proposed changes. Proposals that constitute a major change (a reduction in service hours by more than 25 percent) are denoted in bold red font.



Exhibit A 1

Santa Cruz Metropolitan Transit District

Table 1: Proposed Service Changes

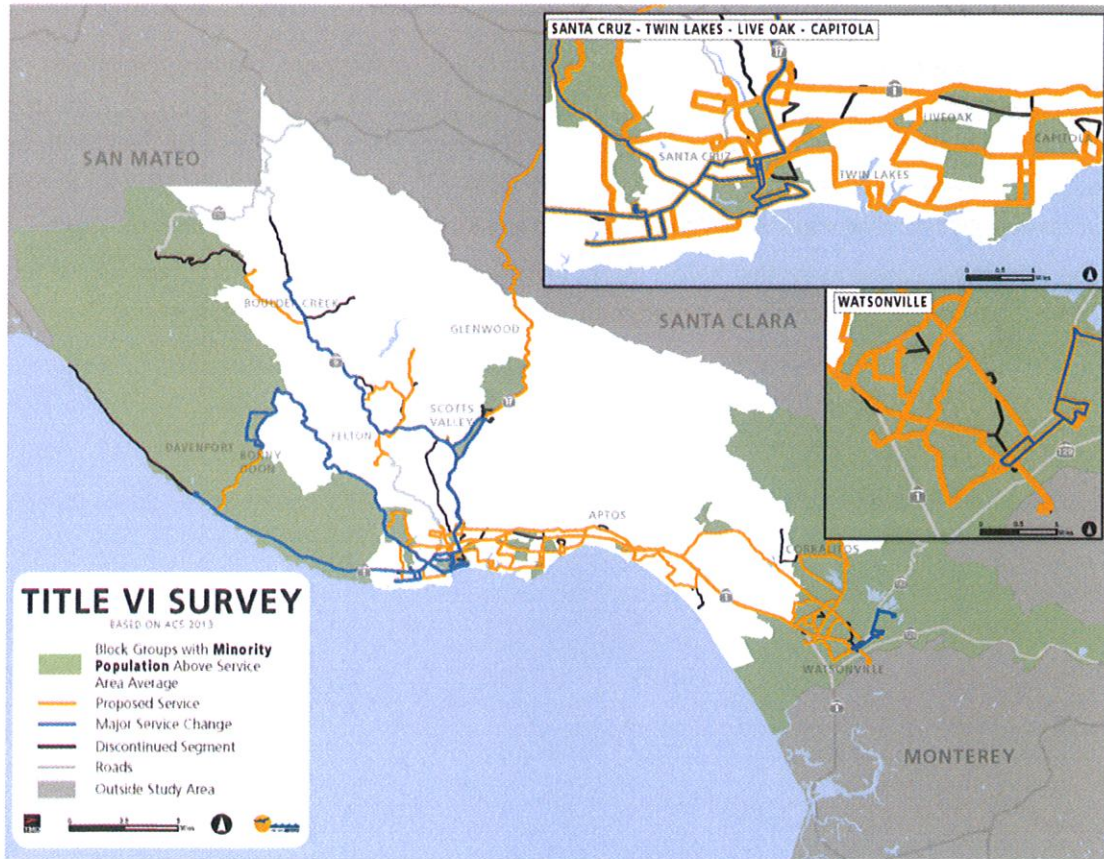
Proposed Service Changes and Percent Change Impacts							
Route	Service Tier	Route Name	Service Change		Annual In-Service Hours		
			Type	Details	Current	Proposed	Percent Change
Route 3	Local	Mission / Natural Bridges	Frequency and span reduced.	Weekday frequency reduced to every 120 minutes, span reduced by one hour.	2,461	1,520	-38.3%
Route 4	Local	Harvey West / Emeline	Span reduced.	First trip discontinued.	2,071	1,883	-9.1%
Route 4W	Local	Harvey West Weekend	Service discontinued.		208	0	-100.0%
Route 8	Local	Emeline	Service discontinued.		151	0	-100.0%
Route 10	UCSC	UCSC Via High	Span reduced, service days reduced.	Service changed to run school-year only. First trip discontinued.	4,674	3,771	-19.3%
Route 12	UCSC	UCSC / East Side Direct	Service discontinued.		159	0	-100.0%
Route 15	UCSC	UCSC via Laurel West	Frequency and span reduced.	School year service reduced to be consistently every 30 minutes during day, 15 minutes peak. First and last two trips discontinued.	5,265	4,590	-12.8%
Route 16	UCSC	UCSC via Laurel East	Frequency and span reduced.	First trip discontinued, consistent service over the school year. Weekend headways reduced to be consistent 30 minutes. Weekend span reduced by 1.5 hours.	12,047	11,609	-3.6%
Route 17	Highway 17	AMTRAK Hwy 17 Express	Alignment change, frequency reduced.	Service to/from Soquel Park & Ride discontinued. 6 weekday, 3 weekend (one-way) trips discontinued.	21,098	17,185	-18.7%
Route 19	UCSC	UCSC via Lowry Bay	Summer frequency reduced.	Reduce frequency in Summer from 30 to 60 minutes.	6,690	6,319	-5.5%
Route 20/20D	UCSC	UCSC via Westside	Alignment change and weekend span reduced.	Rerouting starting at 6:20P (5:20 weekends) to connect UCSC to Delaware via Western, Mission, Almar. Pacific Shores deviation discontinued. Weekend span reduced.	6,406	6,615	3.3%
Route 30	Local	Graham Hill / Scotts Valley	Service discontinued.		879	0	-100.0%
Route 33	Rural	Lompico SLV / Felton Fair	No change.		228	227	-0.3%
Route 34	Rural	South Felton	No change.		180	180	0.2%
Route 35	Intercity	San Lorenzo Valley - Mountain Store/Country Club	Alignment, frequency, and span change.	Service past Mountain Store / Country Club discontinued. Off-peak and weekend frequency reduced to every 60 minutes. Weekend span shortened by 4.5 hours.	21,547	15,046	-30.2%
Route 40	Rural	Davenport / North Coast Beaches	Alignment, frequency, and span change. Weekend service eliminated.	Route to serve Davenport and SCHS, service west of Davenport discontinued (Cement Plant, Waddell Creek). 3 weekday trips eliminated, weekend service discontinued.	1,031	187	-81.8%
Route 41	Rural	Bonny Doon	Alignment, frequency, and span change. Weekend service eliminated.	Morning trip only for Bonny Doon - Santa Cruz. 3 weekday trips eliminated, weekend service discontinued.	1,645	195	-88.1%
Route 42	Rural	Davenport / Bonny Doon	Alignment and change, additional trip.	Route to serve SCHS, Davenport and then Bonny Doon. One trip added.	482	1,005	108.6%
Route 54	Local	Capitola / Aptos / La Selva Beach	Service discontinued.		612	0	-100.0%
Route 55	Local	Rio del Mar	Alignment change.	Service discontinued on Rio del Mar Blvd; trips at 8:30 and 1:30 extend out to Via Pacifica (covers Route 56 elimination).	2,301	2,251	-2.2%
Route 56	Local	La Selva	Service discontinued.		460	0	-100.0%
Route 66	Local	Live Oak via 17th	Span reduced.	Weekend span reduced by 3 hours.	6,943	6,786	-2.3%
Route 68	Local	Live Oak Via Broadway / Portola	Span reduced.	Service reduced to run peak only. Weekend span reduced by 5 hours.	5,444	3,120	-42.7%
Route 69A	Intercity	Capitola Rd. / Watsonville Via Airport	Span reduced.	Run during peak times only.	10,195	7,266	-28.7%
Route 69W	Intercity	Capitola Rd. / Cabrillo / Watsonville	Frequency reduced.	Evening service currently every 30 minutes reduced to every 60 minutes. Weekend span reduced by 2.5 hours.	13,266	12,783	-3.6%
Route 71	Intercity	Santa Cruz - Watsonville via Freedom	Frequency reduced, alignment change.	Weekday frequency reduced to 30 minutes all day (currently 15 minutes peak, 30 midday). Every other trip will run on Clifford and Lincoln/Crestview. Weekend frequency reduced to 60 minutes.	32,350	26,057	-19.5%
Route 72	Local	Corralitos	Alignment and span change, weekend service added.	Alignment change south of Freedom Centre, serves Airport Blvd and Ohlone Parkway. Service to Corralitos discontinued. 2 trips discontinued. Weekend service added.	3,455	3,558	3.0%
Route 74	Local	Ohlone Parkway / Rolling Hills	Service discontinued.		3,153	0	-100.0%
Route 74S	Local	PVHS Watsonville Hospital	No Change.		519	519	0.0%
Route 75	Local	Green Valley	Span reduced.	Weekday and weekend span reduced.	3,148	4,260	-17.2%
Route 77	Local	Civic Plaza / Pajaro	Service discontinued.		1,757	0	-100.0%
Route 79/79W	Local	East Lake	Alignment, frequency, and span change.	Alignment change to serve Pajaro Valley (except on weekends). Frequency reduced to run every 120 minutes (weekdays), and 2 trips (weekends).	2,485	1,330	-46.5%
Route 91X	Intercity	Express Santa Cruz / Watsonville	Service discontinued.		3,223	0	-100.0%
System Total					184,526	198,216	-25.1%

Effects of the Major Service Changes on Minority and Low-Income

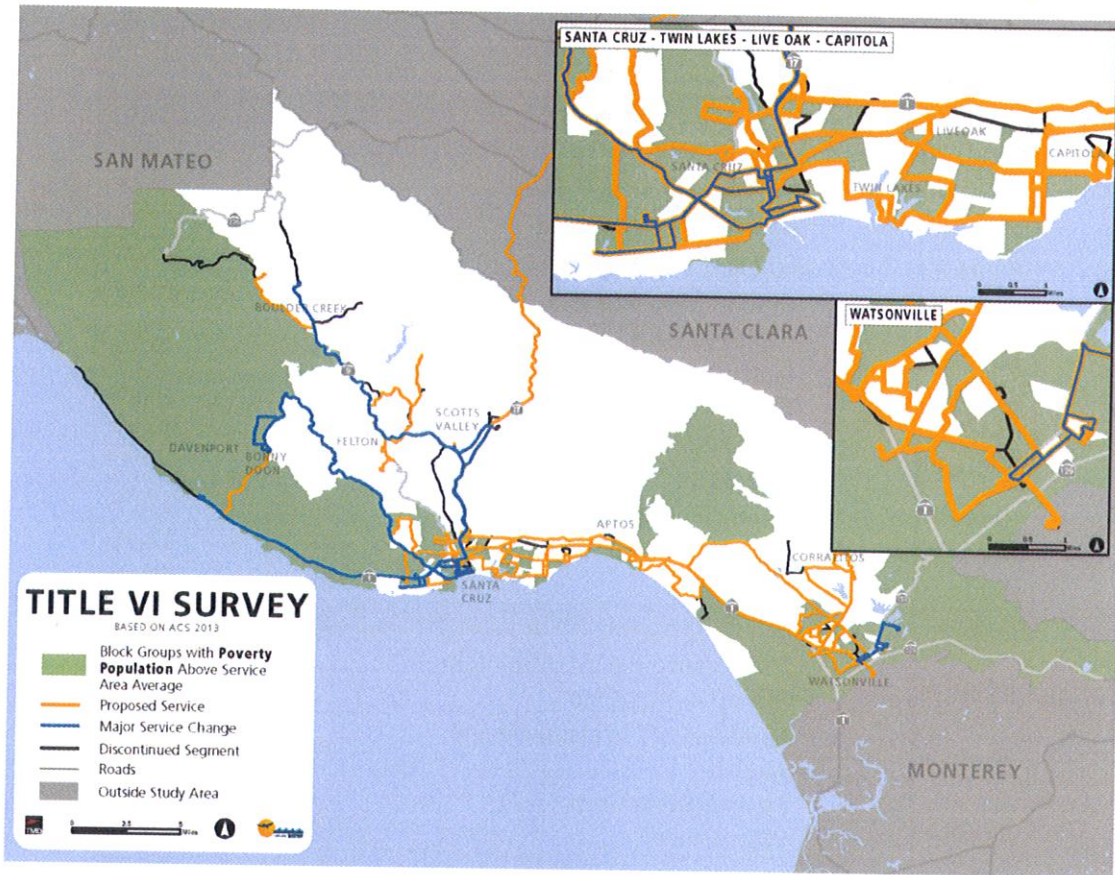
As shown above, several routes are proposed for elimination, realignment, reduced frequencies, or adjusted service spans and days of operation. Most service reductions are proposed in less productive rural or suburban areas (as measured by the number of persons riding the routes each hour, or those routes with higher costs per passenger); services were retained in the urban core where transit is most successful. The following maps display the geographic areas impacted by proposed service changes.

Map 1 and Map 2 show areas that have a higher minority or low-income population than the METRO service area average in relation to proposed route eliminations and major service changes.

Map 1: Minority Populations



Map 2: Low-Income Populations



Impacted Populations

The purpose of the Title VI assessment is to identify any major service changes that have a disparate impact or disproportionate burden on minority and low-income populations and riders. In order to determine any potential effects, the percentage of the population that qualifies as minority or low-income within a half-mile catchment area was calculated for all existing METRO routes (using 2013 American Community Survey block group data) and averaged across each service type. Routes that meet or exceed the defined “major service change” threshold were compared to the service type average of minority and low-income population percentages¹, as shown in Table 2 below (route service area populations that exceed the service level average are denoted in bold red font).

¹ The averages for each service type were calculated based on all routes within in tier, regardless of whether there was a major service change.



Table 2: Population near Routes with Major Service Changes

Census Demographics			
Route	Name	% Minority	% in Poverty
Local		44.4%	16.3%
Route 3	Mission / Natural Bridges	27.5%	23.7%
Route 4W	Harvey West Weekend	35.5%	24.8%
Route 8	Emeline	29.0%	23.6%
Route 30	Graham Hill / Scotts Valley	24.9%	17.6%
Route 54	Capitola / Aptos / La Selva Beach	23.1%	9.7%
Route 56	La Selva	22.7%	9.8%
Route 68	Live Oak Via Broadway / Portola	31.6%	19.9%
Route 74	Ohlone Parkway / Rolling Hills	84.2%	21.0%
Route 77	Civic Plaza / Pajaro	86.1%	22.7%
Route 79/79W	East Lake	83.6%	22.5%
Intercity		39.8%	15.0%
Route 35	San Lorenzo Valley - Mountain Store/Country Club	20.8%	14.3%
Route 69A	Capitola Rd. / Watsonville Via Airport	48.1%	17.3%
Route 91X	Express Santa Cruz / Watsonville	44.2%	17.6%
UCSC		29.8%	19.8%
Route 12	UCSC / East Side Direct	28.7%	18.0%
Rural		25.4%	16.5%
Route 40	Davenport / North Coast Beaches	26.9%	23.7%
Route 41	Bonny Doon	27.7%	18.4%

Source: American Community Survey 2013 5-Year Estimates, based on a 0.5 mile service buffer.

* "In Poverty" is consistent with the term "low-income" throughout this report

Based on the demographic data, 12 of the 16 routes with major service changes may disproportionately impact Title VI populations and require further review to determine the level of impact and possible mitigation measures. Eight of the local routes impact either minority or low income populations above the average levels; of these, three routes (Route 74, 77, and 79) impact both groups. Two intercity routes (Routes 69A and 91X) impact both above average minority and low income passengers, in addition to two rural routes (Routes 40 and 41). The UCSC route with a major service change does not show impacts above the tier average for either population.

Service Area Reduction

Most areas with a significant service reduction or service elimination are covered by alternative transit routes (as described in the Alternatives Available to Passengers Impacted by Service Changes section below), however there are some areas of the County where transit service has been eliminated and no other transit options are available. These areas are summarized in Table 3, below. Map 3 shows a ½-mile area around each route within the revised system to illustrate service availability related to the service reductions. Discontinued segments of routes that do not have another METRO route option include Highway 1 north of Davenport (previously served by Route 42); prior extensions of Route 35 past Boulder Creek; Graham Hill Road; portions of Scotts Valley; LaSelva Beach; and Corralitos. The demographics of these areas are shown in Table 3.

Map 3: Service Area Impacted

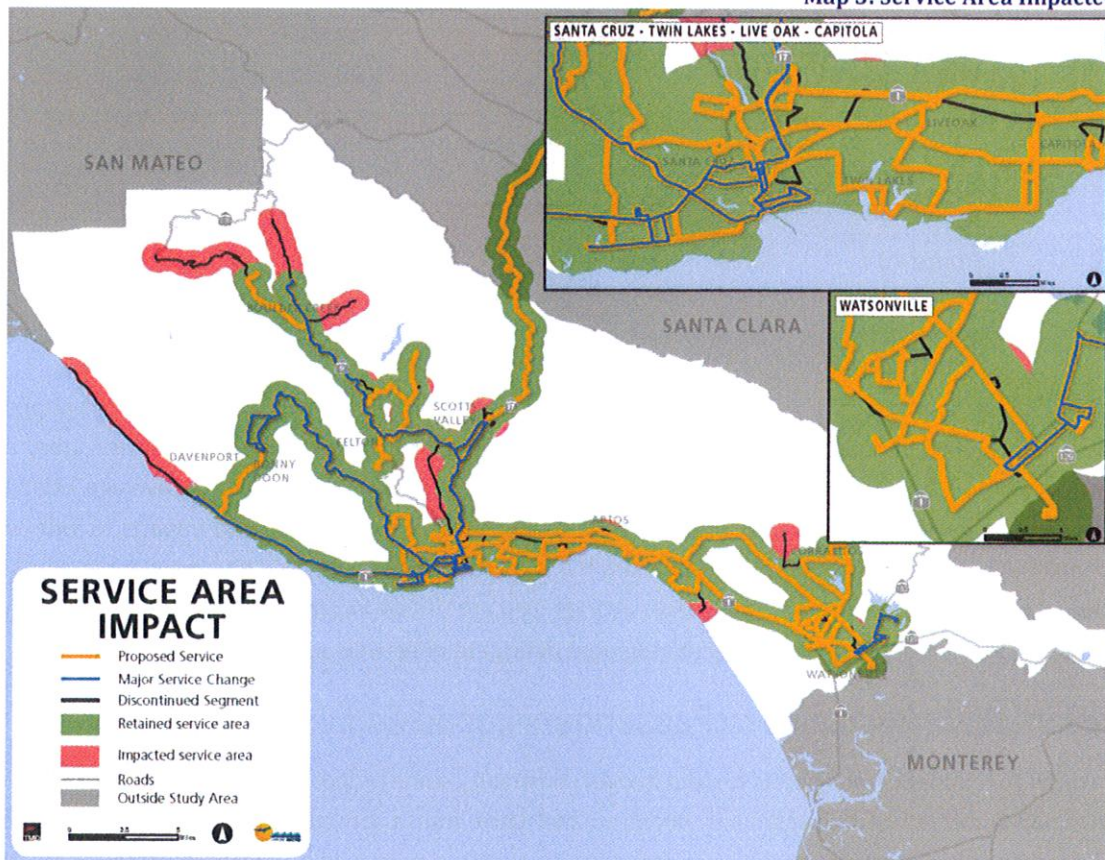


Table 3: Areas with No Alternative Service

Demographics of Areas with Discontinued Service			
Prior Route	Segment Name	% Minority	% in Poverty
Local		44.4%	16.3%
Route 30		24.9%	17.6%
	<i>Mission Springs</i>	14.0%	3.6%
	<i>Graham Hill</i>	27.0%	20.3%
Route 54		23.1%	9.7%
	<i>La Selva</i>	13.1%	7.0%
Route 56		22.7%	9.8%
	<i>La Selva</i>	13.1%	7.0%
Intercity		39.8%	15.0%
Route 35		20.8%	14.3%
	<i>Big Basin</i>	18.9%	12.2%
	<i>Highway 9</i>	9.5%	6.3%
	<i>Bear Creek</i>	6.5%	7.5%
Rural		25.4%	16.5%
Route 40		26.9%	23.7%
	<i>North of Davenport</i>	20.0%	15.6%

Source: American Community Survey 2013 5-Year Estimates, based on a 0.5 mile service buffer.

* "In Poverty" is consistent with "low-income" used throughout this report

While some routes that have experienced a major service change serve a higher than average percentage of minorities and/or low-income populations across their entire route service area, a majority of the discontinued segments without another transit option have lower than average Title VI populations for the service tier or the route. These areas are not estimated have impacts to Title VI populations, with the exception of the Graham Hill Road section of Route 30. This area was previously served by Route 30 and has a higher than average percent of low-income residents. The population density is low and spread out, making the segment difficult to effectively serve with transit.

Alternatives Available to Passengers Impacted by Service Change

In order to reduce operating costs to meet budget constraints, some proposed service reductions include eliminating routes or route segments where no alternative transit service is available. The goal of the Comprehensive Operations Analysis is to reduce unproductive services while maintaining a solid network of services that continue to provide adequate service to the residents of the County. The proposed network may result in service gaps which may impact transit dependent populations; however, these changes may be necessary to maintain a financially viable core network.

Table 4 shows routes undergoing a major service change that serve areas with a higher than average Title VI population (minority and low-income) and provides a list of alternative routes available to residents. The alternative options are further summarized below.

Table 4: Alternative Service Options

Alternative Service Options			
Route	Name	Change	Alternative Routes
Local			
Route 3	Mission / Natural Bridges	Frequency and span reduced.	19, 20
Route 4W	Harvey West Weekend	Eliminated.	No alternative weekend service; Weekday service is available on Route 4.
Route 8	Emeline	Eliminated.	4,66,71
Route 30	Graham Hill / Scotts Valley	Eliminated.	17,35,66,71
Route 68	Live Oak Via Broadway / Portola	Span Reduced.	66, 69A, 69W, 71
Route 74	Ohlone Parkway / Rolling Hills	Eliminated.	69A, 69W, 72, 74S
Route 77	Civic Plaza / Pajaro	Eliminated.	72,75,74s,71
Route 79/79W	East Lake	Alignment, frequency, and span change.	No other routes outside of Route 79
Intercity			
Route 69A	Capitola Rd. / Watsonville Via Airport	Span reduced.	69W, 71, 75
Route 91X	Express Santa Cruz / Watsonville	Eliminated.	69A, 69W, 71
Rural			
Route 40	Davenport / North Coast Beaches	Alignment, frequency, and span change.	42
Route 41	Bonny Doon	Alignment, frequency, and span change.	42

LOCAL ROUTES

Modifications to ten local routes qualify as major service changes, and eight of these serve Title VI populations (based on ACS data).



Watsonville: Routes 74, 77, and 79 serve the highest percentage of minorities and a higher-than-average percent of low-income populations. While service on Routes 74 and 77 are eliminated, residents have other bus service options within half a mile (as shown in Map 3): Routes 69A, 69W, 72, and 74S cover portions of Route 74; Routes 71, 72, 75, and 74S cover portions of Route 77. Service on Route 79 is maintained, but at roughly half the current level; residents in northeast Watsonville do not have transit options other than Route 79.

Santa Cruz: Routes 3, 4W, and 8 each serve a higher than average percentage of low-income residents, but a lower than average percentage of minorities. Frequency on Route 3 is reduced from every 60 to every 120 minutes; passengers can still reach destinations on Route 3, but with a more limited schedule, or by riding Routes 19 or 20, which together cover almost the entire service area of Route 3. Route 19 provides service along the same alignment as Route 3 between METRO Center and the intersection of Bay and Mission every half hour during the school year and every hour when school is not in session; Route 20 provides service between METRO Center and Natural Bridges every hour. The elimination of Route 4W results in no weekend service to Harvey West Boulevard, Encinal Street, and River Street; passengers would need to complete their trips on weekdays. Route 4W had the second-lowest ridership on Saturdays (35 passengers per day) and Sundays (30 passengers per day), second only to Route 54 (which is also proposed for elimination). While Route 8 is discontinued, the route only had an average of five passengers per day, and the service area is maintained by Routes 4, 66, and 71 (the area between Water Street and downtown is covered by Routes 66 and 71). Route 8 operates one morning trip between METRO Center and the Emeline Complex. Route 4 will continue to link the Emeline Complex to METRO Center, however the first trip is two hours later than Route 8's service. Passengers from Ocean, Water, and Front Streets could still board Routes 4 or 66, which operate every hour, or Route 71, which operates every half hour, at the same time of day Route 8 service was provided. Overall, service coverage in downtown Santa Cruz is not reduced, with the exception of weekend service along the 4W route.

Scotts Valley: Route 30 is proposed for elimination and serves a slightly higher than average low-income population. Route 35 provides service along portions of this route in Scotts Valley, and both Route 35 and the Highway 17 Express continue to link Scotts Valley to Santa Cruz. With Route 35 rerouted via Highway 17, no service is provided to Graham Hill Road.

Live Oak: Route 68 is proposed to run only during peak hours, resulting in a 42 percent reduction in service hours. This route serves a slightly higher than average low-income population, however there are other transit options: Route 66 continues to provide service between the Santa Cruz METRO Center and Capitola Mall along Portola Drive; Routes 69A, 69W, and 71 continue to connect METRO Center with Water Street and Soquel Drive. No off-peak service is provided along 17th Avenue.

INTERCITY ROUTES

Route 35 constitutes a major service change because of the elimination of extended branches as well as reductions in frequency and span. The route service area average does not have a higher than average percentage of minorities or low-income. Branches of the route extending past the Mountain Store and

the Country Club have been discontinued; the demographics of these areas (as presented in Table 3) show that each of these segments have low-income and minority populations well below both the route average and the intercity service tier average.

Route 69A is proposed to run only during peak hours; most passengers traveling between Santa Cruz and Watsonville can utilize Route 69W or 71. Route 71 serves the same section of Freedom Boulevard as Route 69A, although the travel time to Santa Cruz is longer. No route connecting to Santa Cruz will operate along Airport Boulevard during non-peak hours, however most destinations along this street are within half a mile of Freedom Boulevard or Green Valley Road (where Route 71 provides service), and local Route 75 serves a portion of Airport Boulevard.

Although Route 91X is proposed for elimination, commuters can take Routes 69A, 69W, and 71 between Watsonville and Santa Cruz (each of which takes 20 to 35 minutes longer).

RURAL ROUTES

Major service changes are proposed for two rural routes, both of which serve areas with higher than average minority and low-income populations.

Route 40 runs less frequently and on a reduced span (now operating only one morning trip). Route 42 is proposed to operate two evening trips, returning students and workers to Davenport. Service would no longer be provided on weekends, and the route would not continue past Davenport. The demographics of this area are analyzed in the Service Area Reduction section (Table 3), and show that the segment being eliminated does not contain higher than average Title VI populations (minority and low-income). The population density is extremely low along Highway 1 and difficult to serve with transit.

Route 41 provides less weekday service (proposed to operate one morning trip) and no longer provides weekend service. Route 42 is proposed to operate two evening trips, returning students and workers to Bonny Doon on weekdays, and two trips on weekends (one morning and one evening). Lifeline transit services are retained, while the least productive trips are eliminated. Residents here do not have another transit option.

Conclusion

In order to meet the \$6.5 million budget deficit and to operate a financially sustainable network, large service reductions were required by METRO; retaining transit services at current levels is not possible. Recommendations were developed based on productivity (such as passengers per revenue hour) and financial effectiveness (such as cost and subsidy per passenger), as well as ensuring adequate service to the greater County community, resulting in proposed changes to 30 of METRO's 33 routes. Based on METRO's definition of a major service change as a reduction in service hours by 25 percent or more, 16 routes will undergo a major service change (nine of which are discontinued) that required further review to identify potential disproportionate impacts to minority or low income populations as required by Title VI. A review of census block groups within a half mile of routes with major service changes found high



concentrations of Title VI populations along 12 of these routes, all of which were analyzed for possible impacts and mitigation measures.

The vast majority of the routes with major services changes, including those serving higher than average minority or low-income populations, have multiple other transit options available. In most cases, while a frequent network may not be maintained, lifeline services are still available for those who depend on transit. A majority of areas where service is entirely eliminated have lower than average concentrations of minority and low income populations; the one exception being Graham Hill Road.

Unfortunately, due to tight financial constraints, not all negative impacts could be avoided. Without reducing METRO's service area, route frequencies and spans would need to be further cut; without reducing frequencies and span, the service area would need to shrink. The Comprehensive Operations Analysis balances impacts to riders with financial constraints. Any remaining route level impacts disproportionately affecting Title VI riders are unavoidable, and are done at the cost of retaining a stronger network and higher overall quality of service to benefit the most possible transit riders.

The FTA Circular 4702.1B "Title VI Program Guidelines for Federal Transit Administration Recipients" provides that a transit agency "can implement a fare increase or major service reduction that would have disproportionately high and adverse effects provided that the [agency] demonstrates that the action meets a substantial need that is in the public interest and that alternatives would have more severe adverse effects than the preferred alternative." It has been determined that alternatives to these recommendations would have more severe adverse effects (including the possible shutdown of the entire METRO service), thus justifying the major service changes.



Propuesta de Cambio de Servicio
Revisión de Conformidad
con el Título VI

Prepared by:



Objetivo

El Título VI de la Ley de Derechos Civiles de 1964 garantiza que “ninguna persona en los Estados Unidos, debe ser excluida de participar en, o negársele los beneficios de, o estar sujeto a discriminación bajo cualquier programa o actividad que esté recibiendo asistencia financiera federal, basado en raza, color o nacionalidad.” Los requisitos del Título VI expresan que las agencias que estén localizadas en un área de población urbanizada de más de 200,000 personas y que opera más de 50 vehículos de rutas fijas durante su servicio pico deben efectuar un análisis de equidad del Título VI siempre que un cambio grande sea implementado. El área de población urbanizada de Santa Cruz METRO está por debajo del umbral de las 200,000 personas y por lo tanto no está sujeto a los requisitos del Título VI. Sin embargo, la agencia mantiene el compromiso de asegurar que el impacto sea mínimo para los residentes del área y por ende de manera voluntaria efectuó un análisis modificado del Título VI, siguiendo las directrices de la FTA. Santa Cruz METRO se ha comprometido con los objetivos de la FTA del Título VI enunciados en la Circular 4702.1B asegurando que los beneficios asistidos por la FTA y servicios relacionados estarán disponibles y distribuidos equitativamente sin considerar raza, color o nacionalidad.

Este análisis fue realizado de conformidad con el 49 CFR Sección 21.5 (b) (7) Apéndice C al 49 CFR Parte 21 y el Capítulo Cuatro de la Circular de la FTA 4702.1B con fecha de publicación del 1 de octubre de 2012. Santa Cruz METRO evaluó su reducción de servicios para estar de conformidad con los requisitos del Título VI, aun sin estar obligado a hacer tal evaluación con base en la población del área urbanizada.

Antecedentes

Santa Cruz METRO es el proveedor de transporte público principal en el condado de Santa Cruz, operando en un área de 446 millas cuadradas. Sin importantes reducciones de servicio en el próximo año, la agencia actualmente se propone a operar con un déficit de \$6.5 millones. Previamente, los fondos de reserva han sido utilizados para cubrir la brecha entre los fondos y los costos de operación. Sin embargo, con el agotamiento del resto de estos recursos, se realizó un estudio de todo el sistema para identificar los ahorros en costos para que de esta forma Santa Cruz Metro siga en operación. A lo largo de los últimos siete meses, se realizó un Análisis Exhaustivo de Operaciones (COA por sus siglas en inglés) para el sistema de transporte de Santa Cruz METRO. Se diseñaron un juego de recomendaciones y escenarios de servicio para aprovechar las oportunidades del mercado y fortalezas de desempeño de la red, minimizar la pérdida de usuarios, asegurar la cobertura adecuada a lo largo del condado y colocar a Santa Cruz METRO en el camino de la sostenibilidad financiera.

Prepared by:



Definición de Cambio Mayor de Servicio

Las políticas del Título VI requieren la revisión de cualquier reducción de servicio considerado por la agencia de ser un “cambio mayor de servicio.” Santa Cruz METRO define un cambio mayor de servicio como la diferencia sustancial de la cantidad de servicio en una ruta de transporte, representado más del 25 por ciento de reducción en las horas de servicio de la ruta.

Cambios de Servicio Propuesto

Para poder tratar con el déficit del presupuesto, el Avance del Reporte Final del Análisis Exhaustivo de Operaciones de METRO propone reducciones a las rutas a lo largo de todas las categorías. La Tabla 1 muestra estos cambios propuestos. Las propuestas que constituyan un cambio mayor (la reducción en las horas de servicio en más del 25 por ciento) están anotadas en frente en negrillas de color rojo.



Exhibit A Exhibit 1

Santa Cruz Metropolitan Transit District

Tabla 1: Cambio de Servicios Propuestos

Proposed Service Changes and Percent Change Impacts								
Route	Service Tier	Route Name	Type	Service Change Details	Annual In-Service Hours			
					Current	Proposed	Percent Change	
Route 3	Local	Mission / Natural Bridges	Frequency and span reduced.	Weekday frequency reduced to every 120 minutes, span reduced by one hour.	2,461	1,520	-36.5%	
Route 4	Local	Harvey West / Emeline	Span reduced.	First trip discontinued.	2,071	1,883	-9.1%	
Route 4W	Local	Harvey West Weekend	Service discontinued.		208	0	-100.0%	
Route 8	Local	Emeline	Service discontinued.		151	0	-100.0%	
Route 10	UCSC	UCSC Via High	Span reduced, service days reduced.	Service changed to run school-year only. First trip discontinued.	4,674	3,771	-19.3%	
Route 12	UCSC	UCSC / East Side Direct	Service discontinued.		155	0	-100.0%	
Route 15	UCSC	UCSC via Laurel West	Frequency and span reduced.	School year service reduced to be consistently every 30 minutes during day, 15 minutes peak. First and last two trips discontinued.	5,265	4,590	-12.8%	
Route 16	UCSC	UCSC via Laurel East	Frequency and span reduced.	First trip discontinued, consistent service over the school year. Weekend headways reduced to be consistent 30 minutes. Weekend span reduced by 1.5 hours.	12,047	11,609	-3.6%	
Route 17	Highway 17	AMTRAK Hwy 17 Express	Alignment change, frequency reduced.	Service to/from Soquel Park & Ride discontinued. 6 weekday, 3 weekend (one-way) trips discontinued.	21,098	17,189	-18.7%	
Route 19	UCSC	UCSC via Lower Bay	Summer frequency reduced.	Reduce frequency in Summer from 30 to 60 minutes.	6,680	6,319	-5.5%	
Route 20/20D	UCSC	UCSC via Westside	Alignment change and weekend span reduced.	Rerouting starting at 6:20P (5:20 weekends) to connect UCSC to Delaware via Western, Mission, Almar. Pacific Shores deviation discontinued. Weekend span reduced.	6,406	6,615	3.3%	
Route 30	Local	Graham Hill / Scotts Valley	Service discontinued.		879	0	-100.0%	
Route 33	Rural	Lompico SLV / Felton Fair	No change.		228	227	-0.3%	
Route 34	Rural	South Felton	No change.		180	180	0.2%	
Route 35	Interctdy	San Lorenzo Valley - Mountain Store/Country Club	Alignment, frequency, and span change.	Service past Mountain Store / Country Club discontinued. Off-peak and weekend frequency reduced to every 60 minutes. Weekend span shortened by 4.5 hours.	21,547	15,046	-30.2%	
Route 40	Rural	Davenport / North Coast Beaches	Alignment, frequency, and span change. Weekend service eliminated.	Route to serve Davenport and SCHS, service west of Davenport discontinued (Cement Plant, Waddell Creek). 3 weekday trips eliminated, weekend service discontinued.	1,031	187	-81.8%	
Route 41	Rural	Bonny Doon	Alignment, frequency, and span change. Weekend service eliminated.	Morning trip only for Bonny Doon - Santa Cruz. 3 weekday trips eliminated, weekend service discontinued.	1,645	195	-88.1%	
Route 42	Rural	Davenport / Bonny Doon	Alignment and change, additional trip.	Route to serve SCHS, Davenport and then Bonny Doon. One trip added.	482	1,005	108.6%	
Route 54	Local	Capitola / Aptos / La Selva Beach	Service discontinued.		612	0	-100.0%	
Route 55	Local	Rio del Mar	Alignment change.	Service discontinued on Rio del Mar Blvd; trips at 8:30 and 1:30 extend out to Via Pacifica (covers Route 56 elimination).	2,301	2,251	-2.2%	
Route 56	Local	La Selva	Service discontinued.		460	0	-100.0%	
Route 66	Local	Live Oak via 17th	Span reduced.	Weekend span reduced by 3 hours.	6,943	6,785	-2.3%	
Route 68	Local	Live Oak Via Broadway / Portola	Span reduced.	Service reduced to run peak only. Weekend span reduced by 5 hours.	5,444	3,120	-42.7%	
Route 69A	Interctdy	Capitola Rd. / Watsonville Via Airport	Span reduced.	Run during peak times only.	10,195	7,266	-28.7%	
Route 69W	Interctdy	Capitola Rd. / Cabrillo / Watsonville	Frequency reduced.	Evening service currently every 30 minutes reduced to every 60 minutes. Weekend span reduced by 2.5 hours.	13,266	12,788	-3.6%	
Route 71	Interctdy	Santa Cruz - Watsonville via Freedom	Frequency reduced, alignment change.	Weekday frequency reduced to 30 minutes all day (currently 15 minutes peak, 30 midday). Every other trip will run on Clifford and Lincoln/Crestview. Weekend frequency reduced to 60 minutes.	32,350	26,057	-19.5%	
Route 72	Local	Corralitos	Alignment and span change, weekend service added.	Alignment change south of Freedom Centre, serves Airport Blvd and Ohlone Parkway. Service to Corralitos discontinued. 2 trips discontinued. Weekend service added.	3,455	3,598	3.0%	
Route 74	Local	Ohlone Parkway / Rolling Hills	Service discontinued.		3,155	0	-100.0%	
Route 74S	Local	PVHS Watsonville Hospital	No Change.		519	519	0.0%	
Route 75	Local	Green Valley	Span reduced.	Weekday and weekend span reduced.	5,148	4,260	-17.2%	
Route 77	Local	Civic Plaza / Pajaro	Service discontinued.		1,757	0	-100.0%	
Route 79/79W	Local	East Lake	Alignment, frequency, and span change.	Alignment change to serve Pajaro Valley (except on weekends). Frequency reduced to run every 120 minutes (weekdays), and 2 trips (weekends).	2,485	1,330	-46.5%	
Route 91X	Interctdy	Express Santa Cruz / Watsonville	Service discontinued.		9,223	0	-100.0%	
System Total					184,526	138,216	-25.1%	

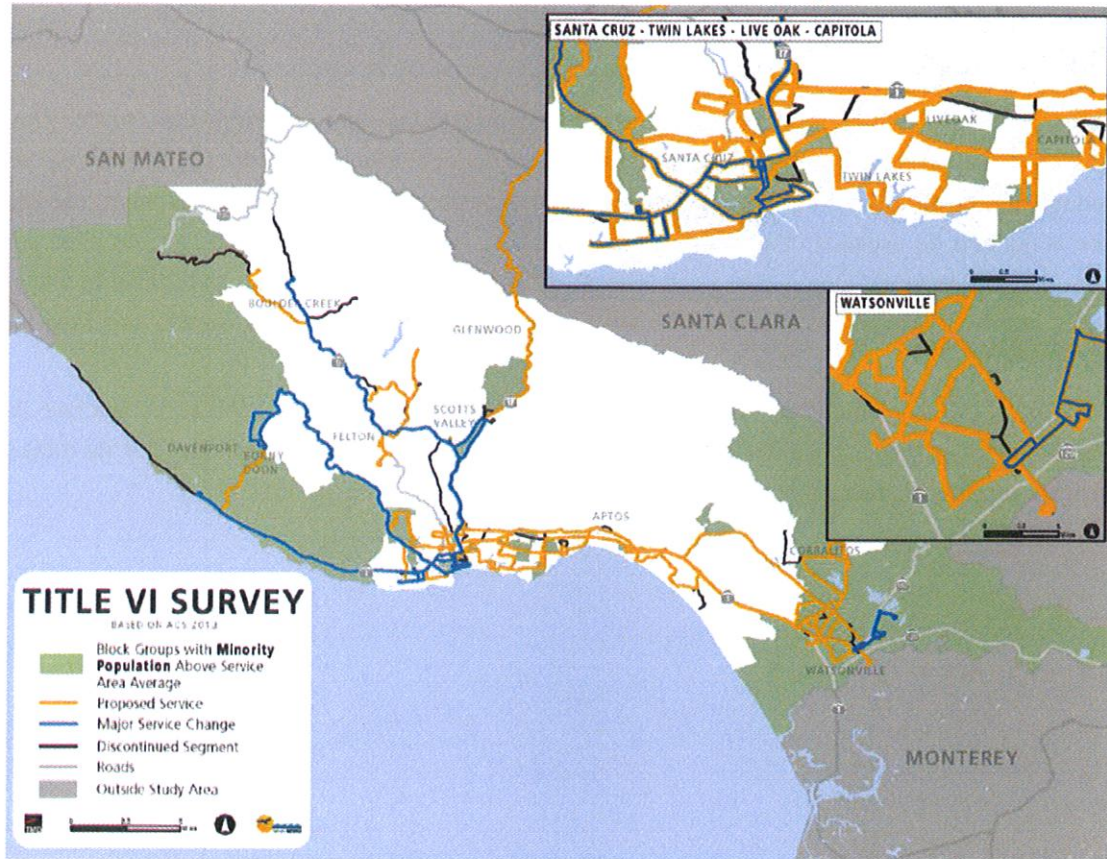
Efectos del Cambio Mayor de Servicios sobre las Minorías y de Bajos Ingresos

Como se muestra anteriormente, varias rutas están propuestas para ser eliminadas, realineadas, reducción de frecuencia o lapsos de servicio y días de operación ajustados. La mayoría de las reducciones de servicios están propuestas en áreas menos productivas rurales o suburbanas (medido por el número de usuarios utilizando las rutas cada hora o aquellas rutas con costos más altos por pasajero); los servicios fueron conservados en el núcleo urbano donde el transporte tiene el mayor éxito. Los siguientes mapas muestran las áreas geográficas afectadas por los cambios de servicios propuestos.

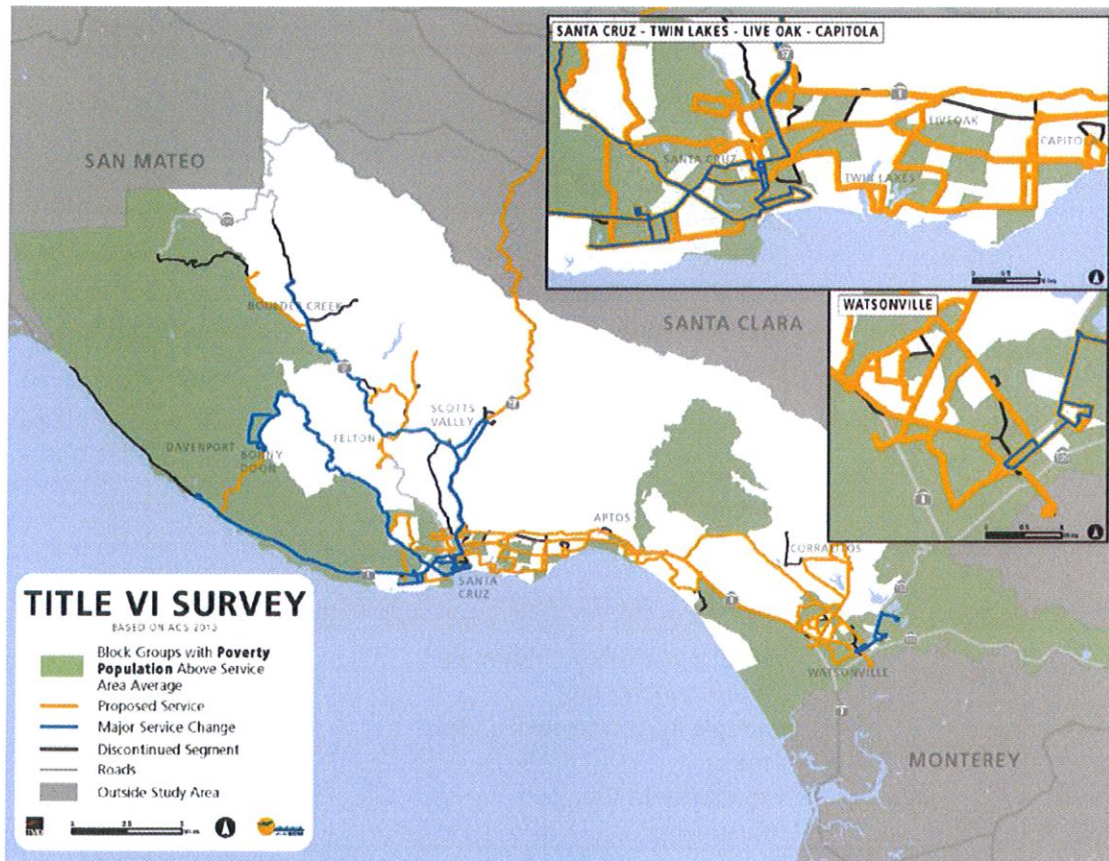
El Mapa 1 y el Mapa 2 muestran las áreas que cuentan con la mayor parte de la población minoría o de bajos ingresos que el promedio del área de servicio de METRO en relación a la eliminación de rutas y cambios mayores de servicio propuestos.



Mapa 1: Población Minoritaria



Mapa 2: Población de Bajos Ingresos



Poblaciones Afectadas

El objetivo de la evaluación del Título VI es el de identificar cualquier cambio mayor de servicio que tenga un impacto desigual o un agobio desproporcional sobre los usuarios de las poblaciones minoritarias o de bajos ingresos. Para poder determinar cualquier efecto potencial, el porcentaje de la población que califica como minoría o de bajos ingresos dentro de media milla del área de influencia fue calculada para todas las rutas existentes de METRO (utilizando los datos de grupo del *American Community Survey* de 2013) y promediada a lo largo de cada tipo de servicio. Las rutas que cumplen o exceden el umbral del “cambio mayor de servicio” definido fueron comparadas al promedio del tipo de servicio de porcentajes de poblaciones minoritarias o de bajos ingresos¹, como se muestra a continuación en la Tabla 2 (las poblaciones del servicio de ruta que exceden el nivel promedio de servicio están

¹ El promedio para cada tipo de servicio fue calculado basado en todas las rutas dentro de un nivel, sin importar si había un cambio mayor de servicio.



Tabla 2: Población cerca de Rutas con Cambios Mayores de Servicio

Demografía del Censo			
Ruta	Nombre	% de Minoría	% en Pobreza
Local		44.4%	16.3%
Ruta 3	Mission / Natural Bridges	27.5%	23.7%
Ruta 4W	Harvey West Weekend	35.5%	24.8%
Ruta 8	Emeline	29.0%	23.6%
Ruta 30	Graham Hill / Scotts Valley	24.9%	17.6%
Ruta 54	Capitola / Aptos / La Selva Beach	23.1%	9.7%
Ruta 56	La Selva	22.7%	9.8%
Ruta 68	Live Oak Via Broadway / Portola	31.6%	19.9%
Ruta 74	Ohlone Parkway / Rolling Hills	84.2%	21.0%
Ruta 77	Civic Plaza / Pajaro	86.1%	22.7%
Ruta 79/79W	East Lake	83.6%	22.5%
Intercity		39.8%	15.0%
Ruta 35	San Lorenzo Valley - Mountain Store/Country Club	20.8%	14.3%
Ruta 69A	Capitola Rd. / Watsonville Via Airport	48.1%	17.3%
Ruta 91X	Express Santa Cruz / Watsonville	44.2%	17.6%
UCSC		29.8%	19.8%
Ruta 12	UCSC / East Side Direct	28.7%	18.0%
Rural		25.4%	16.5%
Ruta 40	Davenport / North Coast Beaches	26.9%	23.7%
Ruta 41	Bonny Doon	27.7%	18.4%

Fuente: American Community Survey 2013 5-años. Estimados basados en un espacio de servicio de 0.5 millas.

* "En Pobreza" es consistente con "bajos ingresos" en todo este reporte

Basado en los datos demográficos, 12 de las 16 rutas con cambios mayores de servicio pueden desproporcionadamente afectar poblaciones del Título VI y requieren de más revisiones para determinar el nivel de impacto y las posibles medidas de mitigación. Ocho de las rutas locales afectan ya sea a la población minoritaria o a la de bajos ingresos por encima de los niveles promedios; de éstas, tres rutas (Ruta 74, 77 y 79) afectan a ambos grupos. Dos rutas de entre-ciudades (Ruta 69A y 91X) afectan a ambos grupos de pasajeros de minorías y de bajos ingresos por encima del promedio, además de dos rutas rurales (Ruta 40 y 41). La Ruta UCSC con cambio mayor de servicio no muestra ningún impacto sobre el promedio del nivel de ambas poblaciones.

Reducción de Área de Servicio

La mayoría de las áreas con reducción de servicio o eliminación de servicio están cubiertas por rutas alternas de transporte (como se describe en la sección a continuación de las Alternativas Disponibles para los Pasajeros Afectados por los Cambios en los Servicios), no obstante existen algunas áreas del Condado donde el servicio de transporte ha sido eliminado y no hay otra opción de transporte disponible. Estas áreas se resumen en la Tabla 3, a continuación. El Mapa 3 muestra un área de ½ milla alrededor de cada ruta dentro del sistema revisado para ilustrar la disponibilidad del servicio en relación a las reducciones de servicio. Los segmentos discontinuados de las rutas que no cuentan con otra opción de ruta de METRO incluyen Highway 1 al norte de Davenport (anteriormente servicio de la Ruta 42); las extensiones anteriores de la Ruta 35 más allá de Boulder Creek; Graham Hill Road; partes de Scotts Valley; La Selva Beach; y Corralitos. La demografía de estas áreas se muestra en la Tabla 3.

Mapa 3: Área de Servicio Afectada

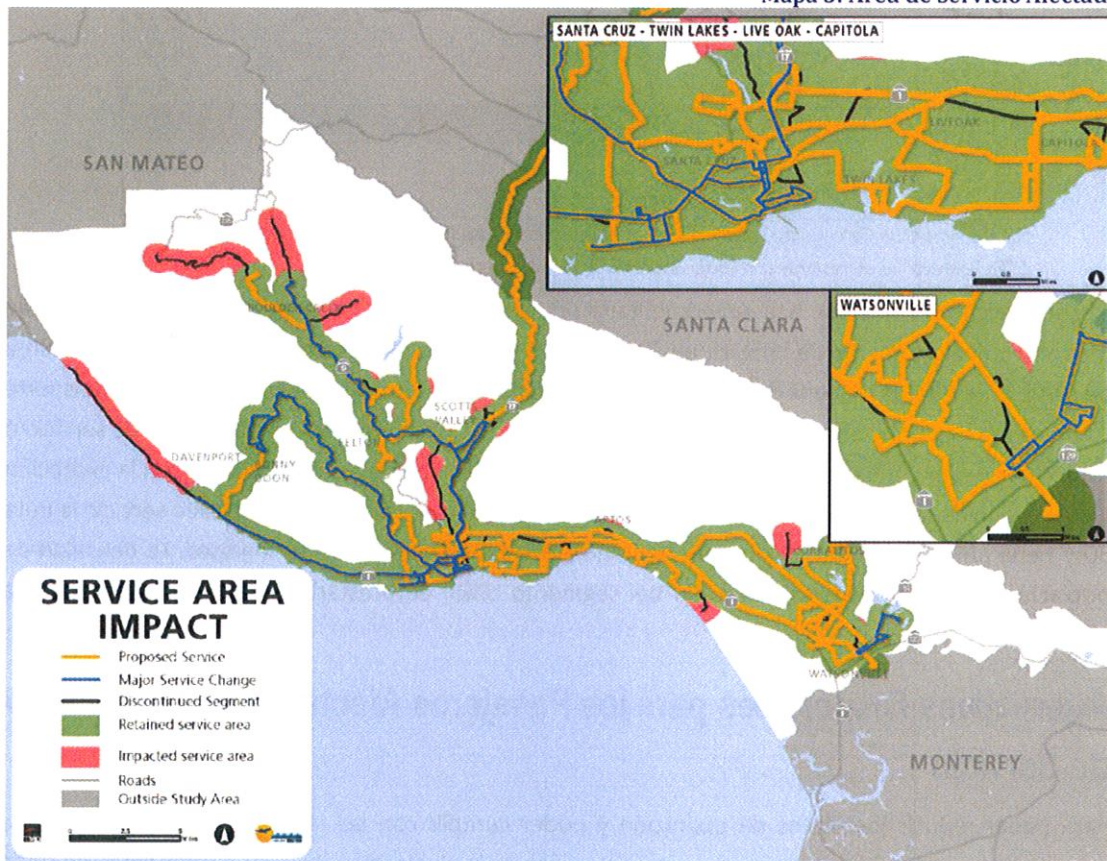




Tabla 3: Áreas sin Servicio Alternativo

Demografía de las Áreas con Servicio Descontinuado			
Ruta Anterior	Nombre del Segmento	% de Minoría	% en Pobreza
Local		44.4%	16.3%
Ruta 30		24.9%	17.6%
	<i>Mission Springs</i>	14.0%	3.6%
	<i>Graham Hill</i>	27.0%	20.3%
Ruta 54		23.1%	9.7%
	<i>La Selva</i>	13.1%	7.0%
Ruta 56		22.7%	9.8%
	<i>La Selva</i>	13.1%	7.0%
Intercity		39.8%	15.0%
Ruta 35		20.8%	14.3%
	<i>Big Basin</i>	18.9%	12.2%
	<i>Highway 9</i>	9.5%	6.3%
	<i>Bear Creek</i>	6.5%	7.5%
Rural		25.4%	16.5%
Ruta 40		26.9%	23.7%
	<i>North of Davenport</i>	20.0%	15.6%

Fuente: American Community Survey 2013 5-años Estimados basados en un espacio de servicio de 0.5 millas.

* "En Pobreza" es consistente con "bajos ingresos" en todo este reporte

Mientras algunas rutas que han experimentado un cambio mayor de servicio sirven a un porcentaje más alto que el promedio de poblaciones de minorías y/o de bajos ingresos a lo largo de toda su área de servicio de ruta, la mayoría de los segmentos descontinuados sin ninguna otra opción de transporte cuentan con una población de servicio del Título VI por debajo del promedio para su nivel de servicio o ruta. No se estima que estas áreas tengan impacto sobre las poblaciones del Título VI, con la excepción de la sección de la Ruta 30 de Graham Hill Road. A esta área anteriormente le prestaba servicio la Ruta 30 y tiene un porcentaje más alto que el promedio de residentes de bajos ingresos. La densidad de población es baja y dispersa, haciendo del segmento difícil de prestarle un servicio de transporte efectivo.

Alternativas Disponibles para los Pasajeros Afectados por el Cambio de Servicio

Para poder reducir los costos de operación y poder cumplir con las restricciones presupuestarias, algunas de las reducciones de servicio propuestos incluye la eliminación de rutas o segmentos de rutas donde no está disponible un servicio de transporte alterno. La meta del Análisis Exhaustivo de Operaciones es el de reducir los servicios improductivos mientras que se mantiene una red sólida de

servicios que continúen brindando el servicio adecuado para los residentes del Condado. La red propuesta puede resultar en varios huecos en el servicio los cuales podrían afectar a las poblaciones que dependen del transporte; sin embargo, estos cambios pueden ser necesarios para mantener una red central financieramente viable.

La Tabla 4 muestra las rutas que estarán sometidas a cambios mayores de servicio con una población más alta del promedio del Título VI (minoría y de bajos ingresos) y brinda una lista de las rutas alternativas disponibles para los residentes. Las opciones de alternativa se resumen con más detalle a continuación.

Tabla 4: Opciones de Servicio Alternativo

Opciones de Servicio Alternativo			
Ruta	Nombre	Cambio	Rutas Alternativas
Local			
Ruta 3	Mission / Natural Bridges	Frecuencia y duración reducida	19, 20
Ruta 4W	Harvey West Weekend	Eliminada.	Sin alternativa en servicio de fin de semana; Servicio semanal disponible en la Ruta 4.
Ruta 8	Emeline	Eliminada.	4,66,71
Ruta 30	Graham Hill / Scotts Valley	Eliminada.	17,35,66,71
Ruta 68	Live Oak Via Broadway / Portola	Duración Reducida.	66, 69A, 69W, 71
Ruta 74	Ohlone Parkway / Rolling Hills	Eliminada.	69A, 69W, 72, 74S
Ruta 77	Civic Plaza / Pajaro	Eliminada.	72,75,74s,71
Ruta 79/79W	East Lake	Alineación, frecuencia y duración cambiada.	Ninguna otra ruta fuera de la Ruta 79
Intercity			
Ruta 69A	Capitola Rd. / Watsonville Via Airport	Duración reducida.	69W, 71, 75
Ruta 91X	Express Santa Cruz / Watsonville	Eliminado.	69A, 69W, 71
Rural			
Ruta 40	Davenport / North Coast Beaches	Alineación, frecuencia y duración cambiada.	42



Ruta 41	Bonny Doon	Alineación, frecuencia y duración cambiada.	42
---------	------------	---	----

RUTAS LOCALES

Las modificaciones a diez rutas locales califican como cambios mayores de servicio y ocho de estas dan servicio a la población del Título VI (basado en los datos de la ACS).

Watsonville: Las Rutas 74, 77 y 79 dan servicio al más alto porcentaje de las minorías y un porcentaje más alto que el promedio de población de bajos ingresos. Mientras que los servicios en las Rutas 74 y 77 fueron eliminadas, los residentes cuentan con otras opciones de servicio de autobús dentro de media milla (como se muestra en el Mapa 3): las Rutas 69A, 69W, 72 y 74S cubren partes de la Ruta 74; las Rutas 71, 72, 75 y 74S cubren partes de la Ruta 77. El servicio en la Ruta 79 se mantiene, pero al menos a la mitad de su nivel actual; los residentes en el noroeste de Watsonville no cuentan con otras opciones de transporte que no sea la Ruta 79.

Santa Cruz: Las Rutas 3, 4W y 8 cada una da servicio a un porcentaje más alto del promedio de residentes de bajos ingresos, pero un porcentaje menor del promedio de minorías. La frecuencia de la Ruta 3 es reducida de cada 60 a cada 120 minutos; los pasajeros aún pueden llegar a su destino en la Ruta 3, pero con una programación más limitada, o utilizando las Rutas 19 ó 20, que juntas cubren casi la mayoría de toda el área de servicio de la Ruta 3. La Ruta 19 brinda servicio a lo largo de la misma alineación que la Ruta 3 entre el Centro METRO y la intersección de Bay y Mission cada media hora durante el año escolar y cada hora cuando la escuela no está en sesión; la Ruta 20 brinda servicio entre el Centro METRO y Natural Bridges cada hora. La eliminación de la Ruta 4W da como resultado el no servicio el fin de semana para Harvey West Boulevard, Encinal Street y River Street; los pasajeros necesitarían completar sus viajes entre semana. La Ruta 4W contaba con la afluencia más baja de usuarios en sábado (35 pasajeros por día), segundo solamente detrás de la Ruta 54 (la cual está también propuesta para la eliminación). Mientras que la Ruta 8 está descontinuada, la ruta solamente contaba con un promedio de cinco pasajeros por día, y el área de servicio se mantiene por las Rutas 4, 66 y 71 (el área entre Water Street y el centro de la ciudad está cubierta por las Rutas 66 y 71). La Ruta 8 opera un viaje matutino entre el Centro METRO y el Complejo Emeline. La Ruta 4 continuará enlazando al Complejo Emeline con el Centro METRO, sin embargo el primer viaje es dos horas más tarde que el servicio de la Ruta 8. Los pasajeros de Ocean, Water y Front Streets pueden aún abordar las Rutas 4 ó 66, las cuales operan cada hora, o la Ruta 71, la cual opera cada media hora, a la misma hora del día que la Ruta 8. En general, la cobertura de servicio en el centro de la ciudad de Santa Cruz no se redujo, con la excepción del servicio del fin de semana por la Ruta 4W.

Scotts Valley: La Ruta 30 está propuesta para ser eliminada y da servicio a una población de bajos ingresos un poco más alta de la media. La Ruta 35 brinda servicio a lo largo de porciones de esta ruta

en Scotts Valley, y tanto la Ruta 35 como el Highway 17 Express continúan enlazando a Scotts Valley con Santa Cruz. Con la Ruta 30 desviada por el Highway 17, no se brinda servicio a Graham Hill Road.

Live Oak: La Ruta 68 está propuesta para sólo trabajar durante las horas pico, resultando en una reducción del 42 por ciento en las horas de servicio. Esta ruta da servicio a una población de bajos ingresos un poco más alta de la media, sin embargo existen otras opciones de transporte: la Ruta 66 continúa brindando servicio entre el Centro METRO de Santa Cruz y el Centro Comercial de Capitola a lo largo de Portola Drive; Las Rutas 69A, 69W y 71 continúan conectando el Centro METRO con Water Street y Soquel Drive. No se brinda servicio a lo largo de 17th Avenue fuera de las horas pico.

RUTAS INTERCITY

La Ruta 35 constituye un cambio mayor de servicio debido a la eliminación de ramas extendidas así como reducciones en frecuencia y duración. El área de servicio de ruta promedio no cuenta con porcentaje por encima de la media de minorías y de bajos ingresos. Las ramas de la ruta que extienden más allá de Mountain Store y el Country Club han sido discontinuadas; la demografía de estas áreas (como se presenta en la Tabla 3) muestran que cada uno de estos segmentos tienen poblaciones de bajos ingresos y de minorías muy por debajo de la media de la ruta y de la media del nivel de servicio de intercity.

La Ruta 69A está propuesta para funcionar durante las horas pico; la mayoría de los pasajeros que viajan entre Santa Cruz y Watsonville pueden utilizar la Ruta 69W ó 71. La Ruta 71 da servicio a la misma sección de Freedom Boulevard que la Ruta 69A, aunque el tiempo del viaje a Santa Cruz es más largo. Ninguna ruta que conecte a Santa Cruz operará a lo largo de Airport Boulevard fuera de las horas pico, sin embargo la mayoría de los destinos a lo largo de esta calle están dentro de 0.5 millas de Freedom Boulevard o Green Valley Road (donde la Ruta 71 brinda servicio), y la Ruta 75 local da servicio a parte de Airport Boulevard.

Aunque la Ruta 91X está propuesta para ser eliminada, los usuarios pueden tomar las Rutas 69^a, 69W y 71 entre Watsonville y Santa Cruz (cada uno de los cuales toma de 25 a 35 minutos o más).

RUTAS RURALES

Los cambios mayores de servicio están propuestos para dos rutas rurales, ambas brindan servicio a áreas con poblaciones por encima de la media de minorías y de bajos ingresos.

La Ruta 40 opera con menor frecuencia y en duración reducida (ahora solamente opera un viaje por la mañana). La Ruta 42 está propuesta para funcionar dos viajes por la tarde, retornando a estudiantes y trabajadores a Davenport. La demografía de esta área son analizadas en la sección de Reducción de Área de Servicio (Tabla 3), y muestra que el segmento que está siendo eliminado no cuenta con poblaciones del Título VI por encima de la media (minoría y de bajos ingresos). La densidad de población es extremadamente baja a lo largo de Highway 1 y difícil de prestarles servicio de transporte.

La Ruta 41 brinda menos servicio entre semana (propuesto a operar un viaje por la mañana) y ya no dará servicios el fin de semana. La Ruta 42 está propuesta para dar dos viajes por la tarde, retornando a



los estudiantes y trabajadores a Bonny Doon entre semana, y dos viajes el fin de semana (uno en la mañana y otro por la tarde). Los servicios de transporte de Lifeline se mantienen, mientras que los viajes menos productivos serán eliminados. Los residentes de aquí no cuentan con otra opción de transporte.

Conclusión

Para poder reducir el déficit presupuestal de \$6.5 millones y para operar una red financieramente sustentable, se requirieron grandes reducciones de servicio por parte de METRO; no es posible mantener los servicios de transporte en los niveles actuales. Las recomendaciones fueron desarrolladas basadas en la productividad (tales como pasajeros por hora de ingreso) y la efectividad financiera (tales como costo y subsidio por pasajero), así como asegurar el servicio adecuado a la mayor parte de la comunidad del Condado, resultando en los cambios propuestos a 30 de las 33 rutas de METRO. Basado en la definición de METRO de un cambio mayor de servicio como una reducción en las horas de servicio por 25 por ciento o más, 16 rutas estarán sujetas a un cambio mayor de servicio (nueve de las cuales están descontinuadas) que requieren de mayor revisión para identificar los impactos desproporcionados potenciales a las poblaciones minorías o de bajos ingresos como lo requiere el Título VI. Una revisión de los bloques de grupo del censo dentro de 0.5 millas de las rutas con mayores cambios de servicio encontraron altas concentraciones de poblaciones del Título VI a lo largo de estas 12 rutas, todas de las cuales fueron analizadas para los posibles impactos y medidas de mitigación.

La gran mayoría de las rutas con cambios mayores de servicio, incluyendo aquellas que dan servicio a poblaciones por encima de la media de minoría y de bajos ingresos, cuentan con múltiples opciones de transporte. En la mayoría de los casos, mientras que una red frecuente no pueda ser mantenida, los servicios de lifeline aún están disponibles para aquellos que dependen del transporte. La mayoría de las áreas donde el servicio fue eliminado en su totalidad tienen concentración por debajo de la media de poblaciones minoría o de bajos ingresos; la única excepción siendo Graham Hill Road.

Desafortunadamente, debido a las fuertes restricciones financieras, no todos los impactos financieros pudieron ser evitados. Sin haber reducido el área de servicio de METRO, las frecuencias y duraciones de las rutas tendrían que ser recortadas aún más; sin reducir las frecuencias y la duración, los servicios tendrían que ser disminuidos. El Análisis Exhaustivo de Operaciones balancea los impactos para los usuarios con restricciones financieras. Cualquier impacto a nivel de ruta restante que impacte desproporcionalmente a los usuarios del Título VI es inevitable, y son realizados al costo de mantener una red más fuerte y de mayor calidad general del servicio para beneficiar la mayor cantidad posible de usuarios.

La Circular de la FTA 4702.1B "Normas del Programa para los Beneficiarios de la Administración Federal de Transporte" establece que una agencia de transporte "puede implementar un incremento en la tarifa o reducción mayor de servicio que tendría efectos desproporcionalmente altos y adversos siempre que la [agencia] demuestre que las acciones respondan a una necesidad sustancial que es de interés público y que las alternativas tendrían más efectos adversos severos que la alternativa

preferente." Se ha determinado que las alternativas a estas recomendaciones hubiesen tenido más efectos adversos severos (inclusive el posible cierre completo de los servicios de METRO), así justificando los cambios mayores de servicio.

Title VI Program 2019 Report

Subrecipients

METRO has no subrecipients

Redlined Documents from previous
Title VI Program Submission

Attachment B

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

ADMINISTRATIVE CODE

TITLE VI – TITLE VI PROGRAM REGULATION AND COMPLAINT PROCEDURE

CHAPTER 1

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

Table of Contents:

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

Article 1

General Requirements

§6.1.101 Policy

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

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

Attachment B

- §6.1.103** As a Federal Transit Administration (FTA) fund recipient, METRO will ensure that its programs, policies and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964.
- §6.1.104** METRO will ensure that the level and quality of its transportation service is provided without regard to race, color, national origin, age, sex, sexual orientation or gender identity. (METRO acknowledges that Title VI does not apply to age, sex, sexual orientation, gender identity, or socioeconomic status, however, discrimination on such bases is similarly prohibited under this regulation).
- §6.1.105** METRO will promote the full and fair participation of all affected populations in the transportation decision-making process.
- §6.1.106** METRO will prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- §6.1.107** METRO will make good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, activities, and services on minority populations and low-income populations within METRO's service area.
- §6.1.108** METRO will ensure that Limited English Proficient (LEP) individuals have access to METRO's programs, activities and services.
- §6.1.109** This Regulation shall be maintained in English and Spanish.

§ 6.1.110 Definitions

The following capitalized words and phrases whenever used in this Chapter shall be construed as defined below:

ADVERSE EFFECT means having a harmful or undesired effect.

BOARD shall mean the Board of Directors of the Santa Cruz Metropolitan Transit District (Santa Cruz METRO or METRO).

DISCRIMINATION refers to any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effect of prior discrimination based on race, color, national origin, age, sex, sexual orientation, or gender identity.

GENDER IDENTITY refers to an individual's gender, or lack thereof, a person self identifies with. It is not necessarily based on biological fact, either real or perceived,

Attachment B

nor is it always based on sexual orientation. The gender identities one may choose from include male, female, ~~both, somewhere in between (third gender) or neither~~ or non-binary.

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

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

MINORITY INDIVIDUALS include the following:

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

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

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

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

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

Attachment B

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

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

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

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

Article II

Applicability of the Title VI Program

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

Article III

Guidelines & Procedures

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

Attachment B

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

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

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

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

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

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

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

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

Attachment B

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

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

Article IV

Environmental Justice Requirements

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

Attachment B

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

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

Article V

Limited English Proficient (LEP) Individuals and Public Participation Requirements

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

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

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

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

§6.1.504 **ORAL LANGUAGE ASSISTANCE**

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

Attachment B

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

§6.1.505 NOTIFY LEP CUSTOMERS OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

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

§6.1.506 TRANSLATION OF VITAL DOCUMENTS/WRITTEN LANGUAGE ASSISTANCE

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

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

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

Article VI

Attachment B

Complaints/Lawsuits and Appeals

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

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

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

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

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

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

§6.1.605 **METRO's Procedures For Investigating Complaints:** The METRO Manager responsible for the program, activity or service which is alleged to be out of

Attachment B

compliance shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than 10 working days of his/her receipt of the complaint. The Manager may consult with appropriate METRO Staff in the preparation of his/her response to the complaint. The Manager shall forward his/her written response to the CEO/General Manager or his/her designee within the designated time frame.

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

Attachment B

§6.1.611

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

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

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

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf~~http://www.fta.dot.gov/printer_friendly/12328_5104.html~~

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

FTA Civil Rights Office Address:

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

~~TTY: 1-800-877-8339~~

~~Voice: 1-866-377-8642~~

~~FTA.ADAAssistance@dot.gov~~

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

Attachment B

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

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

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

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

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

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

Attachment B

Article VII

Deficiencies with Title VI Compliance

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

Article VIII

Administration

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

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT



TITLE VI/NON-DISCRIMINATION POLICY STATEMENT

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

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

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

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

Santa Cruz Metropolitan Transit District
Attn: CEO/General Manager
110 Vernon Street
Santa Cruz, CA 95060

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

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

Attachment B
ATTACHMENT B

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

Complainant's Name or Authorized 3rd Party: _____

Street Address: _____

City/State/Zip: _____

Phone: _____ E-mail Address: _____

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

Place of Violation: _____

Bus Number: _____ Bus Route: _____

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

Race Color National Origin

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

Age Sex Sexual Orientation Gender Identity

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

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

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

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

Signature of Complainant: _____ Date: _____

ADMINISTRATIVE CODE
necessary.

TITLE VI, CHP. 1 – TITLE VI PROGRAM

*You may use additional sheets of paper, if

Improving Access for People with Limited English Proficiency (LEP)

Implementation Plan



Santa Cruz Metropolitan Transit District

110 Vernon Street
Santa Cruz, CA 95060

www.scmtd.com

(831) 426-6080



Improving Access for People with Limited English Proficiency (LEP)

Four-Factor Analysis

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

Analysis Using Four Factor Framework:

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

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

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

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

¹ 2010 U.S. Census.

² 2010 U.S. Census.

³ 2010 U.S. Census.

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

Attachment B

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

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

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

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

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

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

**(See chart on next page)*

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

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

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

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

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

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

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

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

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

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

Attachment B

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

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

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

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

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

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

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

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

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

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

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

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

Attachment B

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

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

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

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

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

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

Santa Cruz METRO identified and contacted community organizations that serve LEP persons, including organizations that Santa Cruz METRO has associations with, such as, La Manzanita Community Resource Center in Watsonville, and Live Oak Family Resource Center. La Manzanita is a neighborhood and community-based center where families can receive a broad range of services, as well as information and referrals to other programs that may be of assistance to their specific needs. La Manzanita provides translation services for persons speaking

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

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

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

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

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

Task 1, Step 4A: Identify community organizations.

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

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

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

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

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

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

Task 1, Step 4C: Obtain Information.

Survey Results:

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

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

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

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

¹⁶ Survey received from Live Oak Family Resource Center.

¹⁷ Survey received from Program Director at Familia Center.

¹⁸ Survey received from Valley Churches United.

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

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

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

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

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

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

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

¹⁹ Survey received from Mountain Community Resources.

²⁰ Survey received from Santa Cruz County Immigration Project.

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

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

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

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

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

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

Many LEP persons ride buses throughout Watsonville and requested that the bus stop announcements be in Spanish all the time. Some focus groups suggested that information packets be provided to schools and teachers to make sure students have information about Santa Cruz METRO's services. The most requested recommendation was for new service to Sunset

Beach, the fairgrounds, and the labor camps. As predicted, lower fares were a universal request.²¹

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

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

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

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

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

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

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

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

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

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

Task4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.

Santa Cruz METRO provides the following language assistance measures:

- Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation throughout its employment ranks. Bus operators, ParaCruz operators, Administrative staff, and Customer Service representatives are fluent in English and Spanish to provide assistance to Santa Cruz METRO's LEP population on an as needed basis with transit questions, route and scheduling information and trip planning assistance. Santa Cruz METRO provides a premium pay to those employees who qualify as able to speak/read/write Spanish.
- Santa Cruz METRO's Paratransit service provides Spanish-speaking reservationists to assist Paratransit customers when scheduling a trip.
- A bilingual (Spanish) interpreter is present for translation services at the monthly second Board of Directors' Meetings. ~~every month. Upon notification 24 hours in advance, Santa Cruz METRO will provide an interpreter at the first Board Meeting, if requested.~~
- Santa Cruz METRO's fixed route buses have Bus Cards (English/Spanish) informing passengers of their rights under Title VI of the Civil Rights Act, and informing passengers that Language assistance is available in Spanish, if needed.
- Santa Cruz METRO's Ticket Vending Machines provide assistance with ticket purchases in English and Spanish.
- Santa Cruz METRO's ParaCruz Guide is provided in English and Spanish and is available on Santa Cruz METRO's website in both languages.
- Vital information on Santa Cruz METRO's website is translated into Spanish.
- Santa Cruz METRO has a sign on its bulletin board at the Administrative office and at Metro Center Pacific Station, which indicates that *free language assistance is available if requested in a timely manner.*
- All public hearings that require notification to the public are posted in English and Spanish throughout Santa Cruz METRO's service area and in local newspapers.
- Santa Cruz METRO's *Headways Magazine* is provided in English and Spanish. The Headways Magazine contains all transit-related information on transit routes and schedules.

- Bilingual services are available at the Customer Service Booth at the Santa Cruz METRO Center (Pacific Station).
- Security Officers at the Santa Cruz Metro Center (Pacific Station) and the Watsonville Transit Center are bilingual speakers (English/Spanish).
- Station Manager at the Watsonville Transit Center provides bilingual (English/Spanish) transit information.
- Signage in Santa Cruz METRO's bus shelters is in English and Spanish.
- Most signage at Santa Cruz METRO's transit centers is in English and Spanish.
- ~~Training of Santa Cruz METRO staff including bus operators and ParaCruz Operators for interactions with LEP speakers.~~

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

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

Due to the small size of the agency, limited resources and consideration of the language assistance services already provided, Santa Cruz METRO should focus its language measures on areas that have not already been covered. The following measures will be implemented on an on-going basis as funds become available:

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

Task 4, Step 3: Analyze your budget.

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

Operations and Maintenance Departments will provide necessary funding for the translation of the safety and security information at the transit centers.

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

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

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

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



Improving Access for People with Limited English Proficiency (LEP)

Language Assistance Plan

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

Plan for Implementation

I. Identify LEP individuals who need language assistance.

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

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

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

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

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

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

speaking persons on a daily basis. Santa Cruz METRO's customer service and administration staff has also indicated that they have contact with LEP persons speaking Spanish on a daily basis.

II. Language assistance measures.

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

Written Language:

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

When a written communication in Spanish is received at the Santa Cruz METRO's Administration Offices, 110 Vernon Street, Santa Cruz, CA, it is forwarded to the Executive Assistant, who will insure that the document ~~Administrative Services Coordinator~~ or ~~METRO's Claims Investigator~~ is provided to the HR Generalist or Santa Cruz METRO's contracted translator for translation into English and translation of the response into the native Spanish language.

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

- ~~Santa Cruz Metropolitan Transit District
Claims Investigator
**(incumbent speaks/writes Spanish fluently)*
110 Vernon Street~~

~~Santa Cruz, CA 95060
(831) 426-6080~~

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

Oral language:

- Santa Cruz METRO Customer Service Staff (831) 425-8600, ~~and the~~ Administrative Services Coordinator (831) 426-6080 are available to provide Spanish translation services by telephone or in person to customers.
- Currently, 3749% of the Fixed Route Operators are receiving bilingual pay to assist Spanish-speaking passengers. 8723% of the ParaCruz Operators are bilingual and able to provide assistance to Spanish-speaking passengers. In addition, threefour of Santa Cruz METRO's transit supervisors are bilingual.

When a phone call from a Spanish-speaking LEP customer is received, or when the customer comes into the Administrative offices in person, the Executive Assistant ~~Administrative Services Coordinator (ASC)~~ will be contacted. ~~If the~~ The Executive Assistant will contact the HR Generalist. If the HR Generalist is not available, the contracted translator that Santa Cruz METRO uses will be contacted. ASC is not available, then Santa Cruz METRO's Claims Investigator will be contacted. Some Santa Cruz METRO bus

operators and Paratransit operators are bilingual (English/Spanish) to provide bilingual assistance to passengers.

Bilingual Staff: Santa Cruz METRO maintains bilingual staff to provide Spanish-speaking interpretation on its buses, at its Administrative offices, at its paratransit facility and within its Customer Service facility for basic transit questions, paratransit assessment appointments and trip planning assistance. For an employee to qualify for bilingual pay, he/she must take a test with an outside testing facility that tests for oral and written skills in Spanish. Upon the successful completion of the test, employees are paid bilingual pay in accordance with their labor agreement.

It may be difficult for a non-bilingual bus operator to provide assistance to an LEP person who boards the vehicle and requests information. In such circumstances, the bus operator has been instructed to ask if another passenger on the bus could serve as a translator, or the driver could provide the phone number for Customer Service (831) 425-8600 for translation assistance. If available, the bus operator could also direct the passenger to translated transit information in the Santa Cruz METRO *Headways Magazine*, such as printed schedules and routes. In the case of a non-bilingual paratransit operator, the operator may open one-on-one communication with a bilingual dispatcher ~~or reservationist~~ utilizing the operator's hand held radio.

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

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

III. Training Staff

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

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

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

IV. Providing Notice to LEP Persons

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

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

V. New LEP Assistance Measures

Dependent on funding resources and available staff, Santa Cruz METRO will be implementing five new measures to reach out to and connect with its LEP population. The first, ~~will be translating all safety and security signage at the Santa Cruz METRO's transit centers currently only in English into Spanish.~~ Taking this action will insure that the LEP persons who utilize Santa Cruz METRO's services will have the same access to safety and security measures as those who speak English. Additionally, Santa Cruz METRO ~~will be obtaining~~ has obtained "I Speak" cards for its Administrative and transit center receptionist areas so that as LEP customers seek transit information, Santa Cruz METRO employees who do not speak Spanish can respond adequately without having to send the person to someone else. Further, Santa Cruz METRO will authorize the use of telephone translation services when bilingual staff is not available. Additionally, Santa Cruz METRO will be encouraging its advertisers to provide bilingual advertisements. Finally, Santa Cruz METRO will be seeking to purchase electronic translators which can be located at each

transit center and each Santa Cruz METRO administrative reception area so that if an individual needs transit-related information, no matter the language, Santa Cruz METRO staff can provide it.

VI. Monitoring and Updating the LEP Plan

Ongoing outreach efforts will include a process to obtain feedback on Santa Cruz METRO's language assistance measures. Monitoring of the program will be assigned to the Operations Manager: Fixed Route. Specific tasks will include triennial contact with the organizations to measure results and discuss needs of LEP persons. These efforts will reveal any changes to the implementation plan that may be necessary, including any noticeable changes in demographics of the LEP population or the availability of new resources.

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

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

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

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