

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

November 17, 2000

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, November 17, 2000 at the Santa Cruz Holiday Inn, 611 Ocean Street, Santa Cruz, California.

Chairperson Beautz called the meeting to order at 8:40 a.m.

SECTION I: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Sheryl Ainsworth
Bruce Arthur
Jan Beautz
Tim Fitzmaurice
Bruce Gabriel
Michelle Hinkle
Mike Keogh
Ex Officio Director Burch

DIRECTORS ABSENT

Jeff Almquist (arrived at 12:30 p.m.)
Katherine Beiers (arrived at 9:07 a.m.)
Oscar Rios
Mike Rotkin (arrived at 8:50 a.m.)

STAFF PRESENT

Bryant Baehr, Operations Manager	Margaret Gallagher, District Counsel
Paul Chandley, Human Resource Manager	David Konno, Facilities Maint. Manager
Kim Chin, Planning & Marketing Manager	Gillian McGlaze, Transit Supervisor
Mark Dorfman, Asst. General Manager	Elisabeth Ross, Finance Manager
Terry Gale, IT Manager	Judy Souza, Base Superintendent
Mike Goodell, Sr. Database Administrator	Tom Stickel, Fleet Maintenance Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO INDICATED THEY WERE PRESENT

Patti Korba, SEA	Ian McFadden, UTU
Ryan Larsen, Trapeze Software Group	Bonnie Nelson, Nelson Nygaard
Lynn Everett-Leigh, MultiSystems	Peggy Weaver, SEIU
Manny Martinez, PSA	Linda Wilshusen, SCC RTC

SECTION II: CLOSED SESSION

Chairperson Beautz reported that Closed Session would be held at the end of Open Session. Refer to Section IV.

SECTION III: OPEN SESSION

THE FOLLOWING ITEMS WERE TAKEN OUT OF ORDER UNTIL ORAL AND WRITTEN COMMUNICATIONS COULD BE ADDRESSED AT 9:00 A.M.

CONSENT AGENDA

REVIEW CONSENT AGENDA ITEMS 7-1 THROUGH 7-13.

- 7-1. **APPROVE REGULAR BOARD MEETING MINUTES OF 10/13/00 AND 10/20/00, AND SPECIAL BOARD MEETING MINUTES OF 10/27/00**
- 7-2. **ACCEPT AND FILE PRELIMINARY APPROVED CLAIMS**
- 7-3. **ACCEPT AND FILE PASSENGER LIFT REPORT FOR OCTOBER 2000**
- 7-4. **CONSIDERATION OF TORT CLAIMS: None**
- 7-5. **ACCEPT AND FILE MINUTES OF MASTF COMMITTEE MEETING OF 10/19/00**
- 7-6. **ACCEPT AND FILE MINUTES OF MUG COMMITTEE MEETING OF 10/18/00**
- 7-7. **ACCEPT AND FILE MONTHLY BUDGET STATUS REPORTS FOR SEPTEMBER 2000, APPROVAL OF BUDGET TRANSFERS**
- 7-8. **ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR SEPTEMBER 2000**
- 7-9. **ACCEPT AND FILE STATUS REPORT ON ADA PARATRANSIT PROGRAM FOR SEPTEMBER 2000**

Director Fitzmaurice commented that vehicle 8057G is responsible for almost fifty percent of the lift problems. Les White stated that staff would return to the Board with a fleet improvement plan.

- 7-10. **CONSIDERATION OF APPROVAL OF CLAIMS INVESTIGATOR CLASSIFICATION**
- 7-11. **CONSIDERATION OF EMPLOYEE ASSISTANCE PROGRAM CONTRACT RENEWAL**

At the November 10th Board meeting, Paul Chandley was asked to report on the usage of this program. Mr. Chandley reported that the most frequently used aspects are family relations, couples relations (75% of all counseling), emotional health, and chemical use. An average of twenty-eight employees from the District use this service per year for an average of 78 hours of client services per year. After three referrals are utilized by an employee, they are referred to the appropriate professional outside of the Alto Counseling organization for further counseling, if requested.

- 7-12. **ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE STATUS REPORT**

Director Keogh referred to the ridership report and noted that this proves the need to grow the transit system. He further stated that he would like staff to review the traffic management report that Cabrillo College is preparing prior to it becoming finalized. Les White explained that staff is currently on the Steering Committee and that Cabrillo College will not discuss reinstatement of the bus pass program. Also, they are not interested in adding parking beyond that which was proposed in the bond measure. Mr. White added that a report would be put on next month's

agenda which states the status of the transportation study. Also, a letter could be sent in advance responding to Cabrillo's report. This will also be brought before the Board next month.

Director Burch asked that in the future the UCSC status report denotes "faculty and staff" instead of just "staff". Les White reported that in addition to increased ridership at UCSC, the overall system ridership is up 7-8% year-to-date; Cabrillo College ridership is in a decline.

Director Fitzmaurice asked that the names of each stop at UCSC be listed on the bus sheds, along with calling the stop names out as the bus approaches each one. David Konno and Kim Chin will talk with Candace Ward of UCSC regarding this.

7-13. CONSIDERATION OF LONG-TERM DISABILITY INSURANCE CONTRACT RENEWAL

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR FITZMAURICE

Approve the Consent Agenda.

Motion passed unanimously with Directors Almquist, Beiers and Rios absent.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

SECTION III

CONSENT AGENDA:

ADD TO ITEM #7-1 APPROVE REGULAR BOARD MEETING MINUTES OF 10/13/00 AND 10/20/00, AND SPECIAL BOARD MEETING MINUTES OF 10/27/00
(Replace last page of 10/13/00 Meeting Minutes)

ADD TO ITEM #7-12 ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE STATUS REPORT
(Add Staff Report)

REGULAR AGENDA:

ADD TO ITEM #13 CONSIDERATION OF PROPOSAL FOR FIRST NIGHT SANTA CRUZ BUS SERVICE
(Add Staff Report)

ADD TO ITEM #14 CONSIDERATION OF RESOLUTIONS AUTHORIZING AMENDED STA AND TDA CLAIMS FOR FY 00/01
(Replace Attachment C)

ADD TO ITEM #16 CONSIDERATION OF ACQUISITION OF UP TO TWENTY USED BUSES FROM FOOTHILL TRANSIT
(Add Staff Report)

THE BOARD RETURNED TO ORAL AND WRITTEN COMMUNICATIONS AT THIS TIME:

2. ORAL AND WRITTEN COMMUNICATIONS

- a. Kirsten Wimp RE: Written Correspondence dated October 18, 2000
Request to allow open strollers on buses
- b. Sam Storey, Executive Director of Food & Nutrition Services, introduced the new
Transportation Division Director, Mark Hartunian.

3. LABOR ORGANIZATIONS

None

4. METRO USERS GROUP (MUG) COMMUNICATIONS

Sharon Barbour reported that the MUG Committee discussed Kirsten Wimp's request regarding open strollers on the buses; this issue will be on the December MUG agenda. Also discussed was the bus pass situation at Cabrillo College. Cliff Nichols of Cabrillo College is assisting Bruce Gabriel in facilitating a meeting to discuss this. MUG approved a motion requesting that the Board direct staff to move forward in a proactive manner to purchase new buses.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

Jeff LeBlanc, former Chair of MASTF, introduced Kasandra Fox as the new Chairperson of the MASTF Committee. Mr. LeBlanc is the newly elected Chairperson of the Bus Stop Advisory Committee (BSAC). Mr. LeBlanc invited the Board members to attend the 12th anniversary MASTF party to be held on December 14, 2000, at 2:00 p.m. at the University Towne Center. Appreciation awards will be given to bus operators, and to Senator Bruce McPherson and Les White.

REGULAR AGENDA

8. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

The Board of Directors formally recognized the following employees for their years of service.

FIFTEEN YEARS

Frank Jacinto, Bus Operator
Gillian McGlaze, Transit Supervisor
David Moreau, Bus Operator
Rosalio Ramos, Bus Operator
Richard Gabriel, Lead Mechanic
Santiago (Jim) Garcia, Parts Clerk

TWENTY YEARS

Frank Bauer, Transit Supervisor
Chris Bridinger, Bus Operator

9. CONSIDERATION OF DESIGNATION OF BUS STOP SHELTERS AND BUS STOPS AS NON-SMOKING ZONES

Summary:

This issue arose in response to a request from MASTF requesting that smoking be banned at District facilities, which includes bus stops.

Discussion:

Margaret Gallagher added that each local jurisdiction has individual ordinances which address smoking in public transit waiting areas. Enforcement of the no smoking ban at bus stops will be difficult. The cost of printing the no-smoking signs is approximately \$10,000 and they will be installed as part of the routine bus stop maintenance.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR BEIERS

Declare bus stop shelters and designated bus stops as smoke-free zones, which would encompass the length of a 40-foot bus.

Motion passed unanimously with Directors Almquist and Rios absent.

10. CONSIDERATION OF AUTHORIZATION TO OPERATE THE WATSONVILLE HOLIDAY SHUTTLE

Summary:

The City of Watsonville approached Staff regarding a holiday shopper shuttle. The City does not have a grant from the Transportation Commission to partially fund this shuttle, nor do they have approval from the Watsonville City Council yet. The City is interested in a van which would run every 20 minutes from downtown Watsonville to the shopping areas. This would involve 316 hours of revenue service. The District has partially funded shuttles in the past at a rate of 23%, which would be a liability of \$4,143 to the District for this shuttle. Average ridership last year was 15.1 passengers per hour. A fare of \$.25 may be imposed by the City to ride this shuttle as a way to offset their costs.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR FITZMAURICE

Discussion:

There was a discussion regarding the possible fare of \$.25. Mr. White added that staff always recommends a 15-minute frequency and no fares charged to passengers for shuttles.

Authorize the District to operate a holiday shuttle for the City of Watsonville and provide a similar level of financial support as was spent on the Santa Cruz Beach Shuttle (23%). Also, inform the City of Watsonville that the Transit District Board recommends that they consider operating this shuttle at no cost to the passenger.

Staff was directed to inform the City in writing that some Directors stated that it might be a mistake to charge for the holiday shuttle this quarter. Also, Bryant Baehr will do a ridership comparison of days with a fare vs. days when no fare was charged. Director Beiers requested that the above Motion be split into two actions.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR BEIERS

- 1) Authorize the District to operate a holiday shuttle for the City of Watsonville and provide a similar level of financial support as was spent on the Santa Cruz Beach Shuttle (23%).**

Motion passed unanimously with Directors Almquist and Rios absent.

- 2) Inform the City of Watsonville in writing that the Transit District Board recommends that they consider operating this shuttle at no cost to the passengers.**

Ayes: Directors: Beautz, Arthur, Hinkle, Rotkin
Noes: Directors: Ainsworth, Beiers, Fitzmaurice, Gabriel, Keogh
Abstain: None
Absent: Directors: Almquist, Rios

Motion failed with Directors Almquist and Rios absent.

11. CONSIDERATION OF APPROVAL OF 2001 STATE AND FEDERAL LEGISLATIVE PROGRAMS

Summary:

Les White reported that this past year there was generous cooperation from members of Congress and in the State Legislature resulting in policy issues being addressed favorably and the District receiving funds as follows: \$1.55M in Federal funding, \$4.75M in State funding, \$3M in State funding from Assemblymember Keeley.

Discussion:

Mr. White discussed obtaining funding to upgrade the natural gas service to the Harvey West Park Area and also recommended that staff continue their annual request for funds from the Petroleum Violation Escrow Account for procurement of support vehicles. Mr. White recommended that #3 and #7 under State Goals be tied together to avoid the fixed route and paratransit from competing for funding sources. Director Burch requested that Item #6 reflect both K-12 and higher education transportation needs.

On the Federal level, staff recommends that the Board approve a request to FTA to put forward a proposal for earmarking \$3.75M in Section 5309 discretionary funds for next year for bus replacement. Staff needs to look at upgrading the 2-way radio system within the 5-year plan, in addition to incorporating vehicle location technology and talking bus technology into the fleet. Staff will add the following to the Federal Goals for 2001: Advocate for the inclusion of service and equity factors in the Federal Transit Formula Program in the Reauthorization of TEA-21. Advocate for the release and publication of the F.T.A Formula Equity Report.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR FITZMAURICE

Approve the Metro 2001 Legislative Program with the additions of the formulary issues for transit agencies under 200,000 and the possibility of obtaining funding from the State for university communities.

Motion passed unanimously with Directors Almquist and Rios absent.

12. CONSIDERATION OF EXTENSION OF CONTRACT WITH MULTISYSTEMS TO COMPLETE THE COMPREHENSIVE OPERATIONAL AND FINANCIAL AUDIT

Summary:

Kim Chin reported that the current contract with MultiSystems expires in December 2000. Staff anticipates that at the completion of the audit, there may be additional tasks that the Board requests of the consultants. If additional tasks are requested by the Board, they will be included in the Scope of Work.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR ROTKIN

Approve extension of term of contract with MultiSystems to complete anticipated additions to the work scope for the Paratransit Comprehensive Operational and Financial Audit.

Motion passed unanimously with Directors Almquist and Rios Absent.

13. CONSIDERATION OF PROPOSAL FOR FIRST NIGHT SANTA CRUZ BUS SERVICE

Summary:

Bryant Baehr reported that this year's First Night event falls on a Sunday, which has 52% less service than weekdays. First Night coordinators have not requested use of the Metro Center as a venue this year. After meeting with UTU and bus operator staff, it is anticipated that ten additional operators will sign up to work on this night. The First Night event received a grant from the Transportation Commission for \$7,500 which will be used to fund buses in service after 10:00 p.m. To increase ridership, staff recommends that all button holders ride for free and after 10:00 p.m., everyone rides for free.

ACTION: MOTION: DIRECTOR BEIERS SECOND: DIRECTOR ROTKIN

Authorize the General Manager to enter into a contract with First Night Santa Cruz for transit services; establishment of additional transit services not to exceed \$7,500.00.

Motion passed unanimously with Directors Almquist and Rios absent.

14. CONSIDERATION OF RESOLUTIONS AUTHORIZING AMENDED STA AND TDA CLAIMS FOR FY 00/01

Summary:

Mark Dorfman reported that these resolutions would allow Staff to file revised claims for additional STA and TDA funds beyond what was included in the budget in June. Also, this year the revenue estimate was increased for TDA funds.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR GABRIEL

Adopt resolutions authorizing staff to submit amended claims to the Santa Cruz County Regional Transportation Commission for FY00/01 State Transit Assistance (STA) and Transportation Development Act (TDA) funds.

Motion passed unanimously with Directors Almquist and Rios absent.

15. CONSIDERATION OF LEASING PARKING LOT SPACE FROM FREDERICKS ELECTRONICS FOR BUS PARKING

Summary:

Margaret Gallagher stated that the District currently has a lease with Fredericks Electronics, a subsidiary of Plantronics. Additional bus parking space is needed and the current lease will expire on November 30th. An increase of 3% in monthly rent, which equals \$2,217.30, was requested.

ACTION: MOTION: DIRECTOR FITZMAURICE SECOND: DIRECTOR KEOGH

Approve lease agreement with Fredericks Electronics for parking lot space for buses.

Motion passed unanimously with Directors Almquist and Rios absent.

16. CONSIDERATION OF ACQUISITION OF UP TO TWENTY USED BUSES FROM FOOTHILL TRANSIT

Summary:

Mark Dorfman reported that staff originally requested approval to purchase fifteen used buses. Staff is now requesting approval to purchase twenty used buses from Foothill Transit to supplement the fleet during the repowering process and when the 1981 buses are retired. The cost of each bus will be \$5,000 plus \$1,000 each for the remaining tire mileage.

Discussion:

Mr. Dorfman reviewed the additional costs associated with the bus purchase and confirmed that various items, such as fareboxes, radios and tie-downs, could be removed from the buses upon retirement. Director Arthur suggested that any of these buses that would be wrapped in advertising, might not require painting.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR FITZMAURICE

Approve request to purchase an additional five used buses from Foothill Transit bringing the total up to twenty used buses and approve the attached revised resolution to initiate the process. Defer decision for the optional painting of these buses.

Motion passed unanimously with Directors Almquist and Rios absent.

17. REVIEW OF URBAN TRANSIT BUS FLEET RULE TO REDUCE HARMFUL ENGINE AND FUEL AIR EMISSIONS FROM URBAN TRANSIT BUSES

Summary:

Robert Nguyen of the California Air Resource Board (CARB) made a presentation to the Board on the regulation which addresses low emission standards and the timelines to achieve these standards. A copy of this regulation is available on the CARB website or can be obtained from Mr. Nguyen. Mr. Nguyen reviewed the two-path approach: alternative fuel and diesel. Both paths lead to zero or near-zero emissions. It was noted that the only reason for the diesel path is to accommodate a quicker transition, otherwise everyone would need to go the CNG path. It was further added that the 2004 standards will be much more stringent. Also, eighty-five percent (85%) of new bus purchases must be alternative fuel through the year 2015. CNG buses will still be eligible for incentive funding to cover incremental costs.

Discussion:

The Board requested a breakdown of where the District is today, where it will be if staff follows the fleet plan and what its recommendation will be. This will be brought to the Board in December.

By October 1, 2002, agencies will be required to bring their fleet's NOx down to 4.8g/bhp-hr NOx. Les White reported that the District fleet would need to be repowered in order to bring it to 4.8 NOx. Mr. Nguyen reviewed the 3-tier program for retrofitting in-use fleet vehicles:

- 1) 1990 model year and older buses need to be retrofitted by January 1, 2003.
- 2) 1991-1995 model year buses need to be retrofitted by January 1, 2004 for diesel path fleets and by January 1, 2005 for alternative fuel path fleets.
- 3) 1996-2002 model year buses need to be retrofitted by January 1, 2007 for diesel path fleets and by January 1, 2009 for alternative fuel path fleets.

Mr. Nguyen stated that CARB representatives would meet with District staff to discuss the specific path needs for the District. He explained the new NOx and PM standards from the

current year through 2007, as well as explaining the alternative compliance strategy that will achieve greater emissions benefits.

Following are the reporting requirements for all agencies:

- 1) Report on path chosen by January 31, 2001
- 2) Report on annual bus purchases/leases through 2015.
- 3) Report on achieving a 4.8 NOx fleet. Report by January 31, 2003 on final status of 4.8 NOx.

The Board directed staff to meet with CARB representatives to review the general overall policies that affect the District.

18. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION

Summary:

Chairperson Beutz reported that Les White, General Manager, would receive his performance evaluation in Closed Session. Margaret Gallagher, District Counsel, will be evaluated in December.

SECTION IV: CLOSED SESSION

Chairperson Beutz adjourned to Closed Session at 11:37 a.m. and reconvened to Open Session at 1:30 p.m.

SECTION V: WORKSHOP SESSION

1. REVIEW OF PRELIMINARY FINDINGS OF THE RECERTIFICATION STUDY AND THE PRELIMINARY FINDINGS OF THE COMPREHENSIVE OPERATIONAL & FINANCIAL ANALYSIS OF METRO'S PARATRANSIT SERVICES AS PROVIDED FOR IN THE AMERICANS WITH DISABILITIES ACT

Summary:

Lynn Everett-Leigh of MultiSystems presented a draft report of the first thirteen tasks involved in the Comprehensive Operational and Financial Audit. The last task, "Best Practices" is preliminary at this time. The following topics were discussed: a) how the project is organized; b) findings and recommendations; c) compliance matrix regarding how the District and Food & Nutrition are performing; d) alternative service structures and costs.

Ms. Everett-Leigh stated that the RFP incorporated fourteen tasks. Each task was divided into three groups:

- 1) Passenger Intake
- 2) Operations, service performance, drivers, maintenance, vehicle standards, on-time performance standards
- 3) Administration and management of the program.

MultiSystems has been working on this project since July 2000 and spent two weeks on-site with Food and Nutrition Services (FNS) and visiting with taxicab subcontractors. Ms. Everett-Leigh also met with community groups, such as, the E&D TAC committee, MUG, MASTF, and the Center for Independent Living.

A complete report of MultiSystems' draft findings is on file at the District's Administration Office. Topics covered in this workshop meeting ranged from the customer database, handling and analysis of complaints, reservations/scheduling, trip denials, the Lift Line fleet, contract administration with Food & Nutrition Services, and temporary certification.

MultiSystems recommends the following: 1) That FNS be retained for all sub-contractor training; 2) That future contracts reflect that the District will monitor FNS and FNS will monitor their sub-contractors; 3) Sub-contracts should be specific in their expectations regarding service quality, driver training, service documentation and reporting; 4) Policy decisions regarding temporary eligibility should be made in a public forum. All handouts from this workshop session are available at the Administration Office.

Ryan Larsen of Trapeze Software Group stated that the District is a landmark case in getting MultiSystems and Trapeze to work together. Ms. Larsen investigated how Lift Line uses this software for automated scheduling. The goal of this product is to increase productivity.

Trapeze recommends the following: 1) Bring implementation team on-site to provide training with FNS and Lift Line staff; 2) Take advantage of the six free days offered at the Trapeze training center; 3) Begin using the automated features of PASS; 4) Reconcile to PASS manifests; 5) Establish a simulation environment; 6) Begin using the Trapeze reporting package; 7) Investigate feasibility of using the Certification Workstation which allows staff to tie into the FNS database.

Mr. Larsen informed the Board that the Trapeze software is not currently being used due to the fact that the employees who were initially trained on it are no longer with FNS. Chairperson Beautz asked if there is a charge for re-training and was informed that there is. There was discussion regarding door-to-door service vs. curbside service and varying rates from different programs.

Bonnie Nelson of Nelson Nygaard stated that their project goal is to focus on the ADA eligibility process and to maximize service available to ADA eligible passengers. Ms. Nelson informed the Board of the project overview as follows:

- 1) Conducted analysis of fixed route service.
- 2) Performed on-site observations at Lift Line and Metro.
- 3) Held community forums throughout the area.
- 4) She will return to review some of the questions that remain.

Ms. Nelson stated that the paratransit costs are increasing over 25% annually. If no action is taken, the paratransit program will automatically drive the District's fixed route program. Areas of discussion were: temporary I.D. numbers given out, professional verification of disability, communication between Metro's Customer Service staff and Lift Line, Metro customer service

communication with caller requesting eligibility and/or Lift Line reservation, irregular training, and conditional eligibility.

Nelson Nygaard recommends the following: 1) Provide uniform information and education so everyone who is eligible knows about the program.

Key decisions that need to be made:

- 1) Grandfathering
- 2) In-person assessments
- 3) Interviews or single assessments
- 4) Eligibility duration
- 5) Temporary eligibility
- 6) In-house service or contract out

Ms. Nelson reviewed timelines as follows:

- 1) Key decisions need to be made upon returning to the Board
- 2) Early January 2001 - Development of a full recertification package, including drafts of all materials that will be needed.
- 3) Late January 2001 - Present materials back to the community and get their final recommendations.
- 4) February 2001 - Bring to the Board the final results of the Recertification Program. Immediately begin initial training with eligibility recertification staff.

For the record, Director Fitzmaurice expressed his sentiments regarding Directors Beiers and Rotkin and stated that they will be missed.

ADJOURN

There being no further business, Chairperson Beautz adjourned the meeting at 4:32 p.m.

Respectfully submitted,

DALE CARR
Administrative Services Coordinator