

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

BOARD OF DIRECTORS SPECIAL MEETING AGENDA (REVISED)

OCTOBER 26, 2007

9:00 a.m.

*** CITY HALL COUNCIL CHAMBERS***

809 CENTER STREET

SANTA CRUZ, CALIFORNIA

SECTION I: OPEN SESSION

1. ROLL CALL
2. CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH ARNTZ BUILDERS, INC. EXTENDING THE CONTRACT EXPIRATION DATE FOR THE METROBASE SERVICE BUILDING TO DECEMBER 31, 2007, WHILE MAINTAINING THE CONSTRUCTION COMPLETION DATE OF JANUARY 9, 2007
3. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION
4. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

SECTION II: CLOSED SESSION

1. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION
(Significant exposure to litigation exists pursuant to Government Code Section 54956.9 (b) (1))
 - a. Number of Cases: One

SECTION III: RECONVENE TO OPEN SESSION

5. REPORT OF CLOSED SESSION IF ANY

ADJOURN

NOTICE TO PUBLIC

Members of the public may address the Board of Directors on a topic on the agenda by approaching the Board immediately after presentation of the staff report but before the Board of Directors' deliberation on the topic to be addressed. Presentations will be limited in time in accordance with District Resolution 69-2-1.

Members of the public may address the Board of Directors on the item on the Closed Session Agenda during consideration of Agenda Item #3 "Oral Communications

SPECIAL Board Meeting Agenda

October 26, 2007

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Regarding Closed Session.” Presentations will be limited in time in accordance with District Resolution 69-2-1.

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.

The Santa Cruz Metropolitan Transit District does not discriminate on the basis of disability. The Council Chambers are located in an accessible facility. Any person who requires an accommodation or an auxiliary aid or service to participate in the meeting, please contact Cindi Thomas 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 METRO regarding special requirements to participate in the Board meeting.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007 (SPECIAL MEETING)

TO: Board of Directors

FROM: Frank L. Cheng, Project Manager

SUBJECT: **CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH ARNTZ BUILDERS, INC. EXTENDING THE CONTRACT EXPIRATION DATE FOR THE METROBASE SERVICE BUILDING TO DECEMBER 31, 2007, WHILE MAINTAINING THE CONSTRUCTION COMPLETION DATE OF JANUARY 9, 2007.**

I. RECOMMENDED ACTION

That the Board of Directors approve an amendment to the contract with Arntz Builders Inc. that extends the contract expiration date to December 31, 2007, while maintaining the construction completion date of January 9, 2007.

II. SUMMARY OF ISSUES

- On December 16, 2005 the Board of Directors approved a contract with Arntz Builders, Inc. for the construction of the service-building component of the MetroBase Project.
- On July 27, 2007 the Board of Directors approved an amendment to the contract with Arntz Builders, Inc extending the contract expiration date for the MetroBase Service Building to October 31, 2007, while maintaining the construction completion date of January 9, 2007.
- The construction bid submitted by Arntz Builders identified a 365-day construction period and therefore the construction contract was written for a 365-day period commencing January 9, 2006 and ending January 9, 2007.
- In order to permit the continued payment of progress invoices, it is necessary to extend the contract completion date beyond the current October 31, 2007 expiration date.
- State permitting requirements and reviews, as well as weather, have resulted in a delay in the completion date for the construction of the service building.
- METRO is currently negotiating with Arntz Builders Inc. to determine how many days of delay will be allowed for the completion of construction.
- As construction activities are continuing it is necessary to amend the current contract with Arntz Builders to extend the expiration date of the contract in order for METRO to be able to pay the invoices for construction costs.

- It is recommended that the contract with Arntz Builders, Inc. be amended to extend the expiration date to December 31, 2007. This action will not change the construction completion date in the contract. A Change Order revising the date for the completion of construction, activities supporting the additional costs associated with delays, recognizing the assessment of liquidated damages, will be presented to the Board for consideration, once the negotiations with Arntz Builders, Inc are completed.

III. DISCUSSION

On December 16, 2005 the Board of Directors approved a contract with Arntz Builders, Inc. for the construction of the service-building component of the MetroBase Project. The construction bid submitted by Arntz Builders identified a 365-day construction period and therefore the construction contract was written for a 365-day period commencing January 9, 2006 and ending January 9, 2007. In order to permit the continued payment of progress invoices, it is necessary to extend the contract completion date beyond the current October 31, 2007 expiration date. State permitting requirements and reviews, as well as weather, have resulted in a delay in the completion date for the construction of the service building. METRO is currently negotiating with Arntz Builders Inc. to determine how many days of delay will be allowed for the completion of construction. As construction activities are continuing it is necessary to amend the current contract with Arntz Builders to extend the expiration date of the contract in order for METRO to be able to pay the invoices for construction costs.

On July 27, 2007 the Board of Directors approved an amendment to the contract with Arntz Builders, Inc extending the contract expiration date for the MetroBase Service Building to October 31, 2007, while maintaining the construction completion date of January 9, 2007. It is recommended that the contract with Arntz Builders, Inc. be amended to extend the expiration date to December 31, 2007. This action will not change the construction completion date in the contract. A Change Order revising the date for the completion of construction, activities supporting the additional costs associated with delays, recognizing the assessment of liquidated damages, will be presented to the Board for consideration, once the negotiations with Arntz Builders, Inc are completed.

IV. FINANCIAL CONSIDERATIONS

The amendment of the contact with Arntz Builders, Inc. to extend the expiration date of the current contract will not have a financial impact on the MetroBase Project or the METRO Budget.

V. ATTACHMENTS

Attachment A: Contract Amendment #3-Arntz Builders, Inc./Santa Cruz Metropolitan Transit District

REVISED

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT THIRD AMENDMENT TO CONTRACT NO. 05-12 FOR CONSTRUCTION OF THE METROBASE FUELING AND SERVICING FACILITY AND RELATED SITE WORK

This Third Amendment to Contract No. 05-12 for construction of the MetroBase fueling and servicing facility and related site work is made effective July 31, 2007 between the SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, a political subdivision of the State of California (“District”) and ARNTZ BUILDERS, INC.(“Contractor”).

I. RECITALS

- 1.1 District and Contractor entered into a Contract for construction of the MetroBase fueling and servicing facility and related site work (“Contract”) on January 9, 2006.
- 1.2 District and Contractor extended the contract to October 31, 2007 on July 27, 2007.
- 1.3 District desires to extend the contract until December 31, 2007 without extending the project completion date.
- 1.4 District and Contractor are currently evaluating and negotiating potential time extension requests related to the project completion date filed by Contractor.

Therefore, District and Contractor amend the Contract as follows:

II. TERM

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

The term of this contract is extended to December 31, 2007. This action does not constitute an extension of the project completion date of January 9, 2007.

III. REMAINING TERMS AND CONDITIONS

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

IV. AUTHORITY

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

SIGNATURES ON NEXT PAGE

REVISED

Signed on _____

DISTRICT
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White
General Manager

CONTRACTOR
ARNTZ BUILDERS, INC.

By _____
Donald M. Arntz
President

Approved as to Form:

Margaret R. Gallagher
District Counsel

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

BOARD OF DIRECTORS REGULAR MEETING AGENDA
OCTOBER 26, 2007 (Fourth Friday of Each Month)

****SANTA CRUZ CITY COUNCIL CHAMBERS****

809 CENTER STREET

SANTA CRUZ, CALIFORNIA

9:00 a.m. – 12:00 p.m.

THE BOARD AGENDA PACKET CAN BE FOUND ONLINE AT WWW.SCMTD.COM

NOTE: This meeting will be interrupted briefly at 10:00 a.m. To hold the annual meeting of the Santa Cruz Civic Improvement Corporation

NOTE: THE BOARD CHAIR MAY TAKE ITEMS OUT OF ORDER

SECTION I: OPEN SESSION - 9:00 a.m.

1. ROLL CALL
2. ORAL AND WRITTEN COMMUNICATION TO THE BOARD OF DIRECTORS
 - a. Karena Pushnik, SCCRTC Re: METRO'S Short Range Transit Plan
 - b. Kathy Handford Re: Bus Service Improvements
 - c. Bill Donovan Re: Bus Service Improvements
3. LABOR ORGANIZATION COMMUNICATIONS
4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA

- 5-1. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF SEPTEMBER 2007
- 5-2. CONSIDERATION OF TORT CLAIMS: None
- 5-3. ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR OCTOBER 17, 2007 AND MINUTES OF AUGUST 15, 2007
- 5-4. ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF JULY 2007
- 5-5. ACCEPT AND FILE METROBASE STATUS REPORT

- 5-6. CONSIDERATION OF ADOPTING AN ANNUAL DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION RATE FOR FEDERALLY-FUNDED PROCUREMENTS IN 2008
- 5-7. APPROVE REGULAR BOARD MEETING MINUTES OF SEPTEMBER 14 & 28, 2007
- 5-8. ACCEPT AND FILE MINUTES REFLECTING VOTING RESULTS FROM APPOINTEES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR THE SEPTEMBER 2007 MEETING(S)
- 5-9. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT EXTENSION WITH PAT PIRAS CONSULTING FOR EVALUATION OF DISTRICT'S ADA/504 PROGRAMS & ACTIVITIES AND TO EXTEND THE PROGRAM DEADLINE
- 5-10. ACCEPT AND FILE SEPTEMBER 2007 RIDERSHIP REPORT
- 5-11. CONSIDERATION OF APPROVAL OF REVISED RIDERSHIP REPORT FORMAT
- 5-12. ACCEPT AND FILE INFORMATION REGARDING INCIDENT AT SCOTTS VALLEY CAVALLARO TRANSIT CENTER
- 5-13. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR MONTH OF SEPTEMBER 2007

REGULAR AGENDA

6. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS
Presented by: Chair Tavantzis
Staff Report: Attached
7. CONSIDERATION OF APPROVAL OF **RESOLUTION** OF APPRECIATION FOR THE SERVICES OF STEVEN A. PAULSON AS THE PARATRANSIT ADMINISTRATOR FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
Presented By: Chair Tavantzis
8. **PUBLIC HEARING:** CONSIDERATION OF SERVICE REVISIONS FOR WINTER 2007
Presented By: Mark Dorfman, Assistant General Manager
PUBLIC HEARING WILL TAKE PLACE AT 9:00 A.M.
9. CONSIDERATION OF APPROVAL OF **RESOLUTION** OF APPRECIATION FOR THE SERVICES OF JOHN H. MELLON AS THE LEAD PARTS CLERK FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
Presented By: Chair Tavantzis

10. CONSIDERATION OF APPROVAL OF **RESOLUTION** AUTHORIZING AN AMENDED CLAIM TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR FY 2008 STATE TRANSIT ASSISTANCE (STA) FUNDS AND TRANSPORTATION DEVELOPMENT ACT (TDA) FUNDS
Presented By: Mark Dorfman, Assistant General Manager
11. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT WITH MHN, INC. FOR EMPLOYEE ASSISTANCE PROGRAM SERVICES
Presented By: Tom Stickel, Maintenance Manager
12. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A MEMORANDUM OF UNDERSTANDING WITH THE CITY OF SANTA CRUZ FOR THE PACIFIC STATION PROJECT
Presented By: Leslie R. White, General Manager
13. ACCEPT AND FILE REPORT ON 2007 APTA ANNUAL CONFERENCE
Presented By: Leslie R. White, General Manager
14. ORAL ANNOUNCEMENT: NOTIFICATION OF MEETING LOCATION FOR NOVEMBER 16, 2007 – WATSONVILLE CITY COUNCIL CHAMBERS, 250 MAIN STREET, WATSONVILLE
Presented By: Chair Tavantzis
15. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION: District Counsel
16. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

SECTION II: CLOSED SESSION

1. CONFERENCE WITH LABOR NEGOTIATORS
(Pursuant to Government Code Section 54957.6)
 - a. Agency Negotiators Robyn Slater, Human Resources Manager,
Chief Spokesperson
Ciro Aguirre, Operations Manager
Angela Aitken, Finance Manager
Mary Ferrick, Base Superintendent
 1. Employee Organization United Transportation Union (UTU), Local
23, Fixed Route

2. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION
(Pursuant to Government Code Section 54956.9)

- a. Name of Case: Richard Dollente vs. Santa Cruz Metropolitan Transit District
(Before the Workers' Compensation Appeals Board)
- b. Potential Claim of Aiping Zhang and Po Zhao

SECTION III: RECONVENE TO OPEN SESSION

17. REPORT OF CLOSED SESSION

ADJOURN

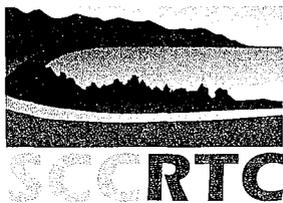
NOTICE TO PUBLIC

Members of the public may address the Board of Directors on a topic not on the agenda but within the jurisdiction of the Board of Directors or on the consent agenda by approaching the Board during consideration of Agenda Item #2 "Oral and Written Communications", under Section I. Presentations will be limited in time in accordance with District Resolution 69-2-1.

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.

Members of the public may address the Board of Directors on a topic on the agenda by approaching the Board immediately after presentation of the staff report but before the Board of Directors' deliberation on the topic to be addressed. Presentations will be limited in time in accordance with District Resolution 69-2-1.

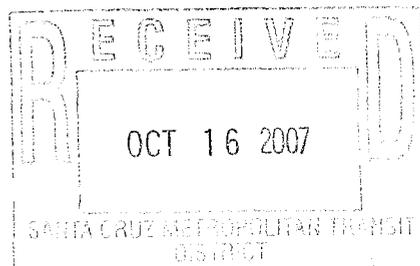
The Santa Cruz Metropolitan Transit District does not discriminate on the basis of disability. The City Council Chambers is located in an accessible facility. Any person who requires an accommodation or an auxiliary aid or service to participate in the meeting, please contact Cindi Thomas at 831-426-6080 as soon as possible in advance of the Board of Directors meeting. Hearing impaired individuals should call 711 for assistance in contacting METRO regarding special requirements to participate in the Board meeting. A Spanish Language Interpreter will be available during "Oral Communications" and for any other agenda item for which these services are needed. This meeting will be broadcast live by Community Television of Santa Cruz on Channel 26.



SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

1523 Pacific Ave., Santa Cruz, CA 95060-3911 • (831) 460-3200 FAX (831) 460-3215 EMAIL info@sccrtc.org

October 12, 2007
Santa Cruz Metropolitan Transit District
370 Encinal, Suite 100
Santa Cruz, CA 95060



RE: Comments on Transit Service

Dear Chair Rotkin:

Two pieces of correspondence were received by the Santa Cruz County Regional Transportation Commission or its committees which relate to transit service. Although the latter was previously sent to Metro staff, both are forwarded to be considered in the development of the Short Range Transit Plan.

The following correspondence is enclosed:

- Letter from Sue Gilcrest, Director of CareerWorks, the workforce development service with the Human Resources Agency of Santa Cruz County, requesting later evening and weekend bus service (Route 4) to the Emeline complex (9/25/07).
- Letter from Barbie Schaller, Senior's Commissioner, requesting direct Metro service from the Feliz, Balckburn and Chestnut Street neighborhoods and other parts of the community (6/12/07).

Thank you.

Sincerely,

Karena Pushnik, Senior Transportation Planner
Staff to the Elderly and Disabled Transportation Advisory Committee

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CAREERWORKS

WORKFORCE DEVELOPMENT SERVICES
HUMAN RESOURCES AGENCY
SANTA CRUZ COUNTY

September 25, 2007

George Dondero
Executive Director
Santa Cruz County Regional Transportation Commission
1523 Pacific Avenue
Santa Cruz, Ca 95060

Dear Mr. Dondero:

I am writing on behalf of the County's CareerWorks Division at 1040 Emeline Avenue. We serve approximately 1000 CalWORKs clients at this site who must meet with case managers and attend activities in order to receive assistance. These clients are receiving assistance because they are responsible for children under 18 and they have limited income. As you can imagine many of our clients rely on public transportation. The last bus leaves this area at 4:56 pm (route 4). As a result we are unable to schedule appointments with clients later than 4pm. In addition many of our clients work at the same time as they receive aid and it is difficult for them to meet with case managers during the hours that the bus service currently runs. If there were evening bus services we could then provide better service to these clients.

Please add additional evening and weekend hours to Route 4. It would make it possible to improve our ability to assist low income families in becoming self sufficient.

Please let me know if you have any questions as regards to this request. And thank you for your consideration.

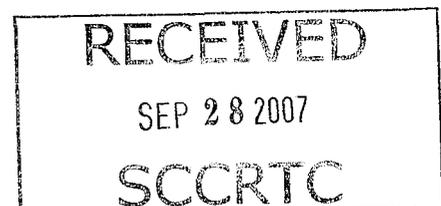
Sincerely,


Sue Gilchrist, Director, CareerWorks

cc. Rama Khalsa, Ph.D., Director, Health Services Agency
Neal Coonerty, Board of Supervisors
Ellen Pirie, Board of Supervisors
Jan Beautz, Board of Supervisors
Mark Stone, Board of Supervisors
Tony Campos, Board of Supervisors
Commission on Disabilities
Cecilia Espinola, Director, Human Resources Agency

A Service of The Human Resource Agency of Santa Cruz County

1040 Emeline Avenue, Santa Cruz, CA. 95060 • (831) 454-4080 • FAX (831) 454-4651
18 West Beach Street, Watsonville, CA. 95076 • (831) 763-8700 • FAX (831) 763-8702
2045 40th Avenue, Suite B, Capitola, CA. 95010 • (831) 464-6286 • FAX (831) 462-4369
www.hra.co.santa-cruz.ca.us



2-a.2

REPORT TO EANS D TAC – JUNE 12. 2007

My name is Barbara (Barbie) Schaller. I have been a member of the Senior's Commission for seven years, and have reported on the needs of seniors for affordable and accessible transportation to that commission at each meeting.

One of my concerns has always been the lack of easy access to bus transportation in several areas of the county,

I often attend Loudon Nelson at lunchtime and other seniors have told me of the lack of accessible bus transportation

in their area.. I will report some of these problems to you at future meeting, but , Street, and Chestnut Street,

all of which are tributaries of Laurel Street, .This Metro bus route, which is serviced by FIVE ! different buses:

s 13, 15 16 & 19& 20 all of which have different schedules from the Metro to UCSC, but all go up and down Laurel, Street and are accessible to potential riders, who are physically able to walk from their homes to the existing bus stops, But many people who live on Felix, Blackburn or Chestnut Streets are physically unable to walk to the bus stop

The first Transportation group on which I served, seven years ago, was MUG. I had been informed that

There was a regular bus schedule several years ago that routed buses thru the three streets I have mentioned. At a MUG meeting I asked why this portion of the route (or routes) was discontinued, the answer from a METRO

top employee was "the earth quake, which broke up the streets and sidewalks". I inquired, "Why didn't Metro

start that part of the route again?" " It did" was the reply. "For how long?" I asked. "Ten days" was my answer.

"Did you advertise? Did you put it in the newspaper-did you let people know?"

"No, we didn't" he answered"

Since the earth quake, I have been told, and it is obvious that on these three streets there has been approximately 50% more housing constructed, and the population has more than doubled.. It would take a very few minutes for 2 or 3 of the daily buses to take a detour thru this very populated neighborhood ,and when the change to the bus schedule was announce d(and I would be glad to gather a group of the residents to spread the good news) the "ridership "on these routes would grow fast enough to convince the METRO that they had made an excellent decision..

Thank you for listening. I hope we can persuade the METRO to make this small but much needed change.

Barbara (Barbie)

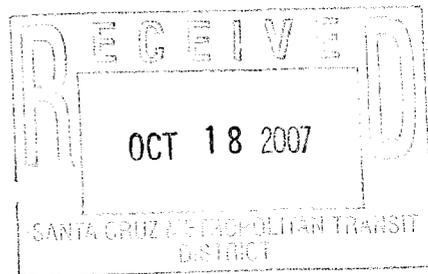
Schaller

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In

Page 1 of 1

From: "Kathy Handforth" <kahandforth@earthlink.net>
To: cthomas@scmtd.com
Subject: bus routes



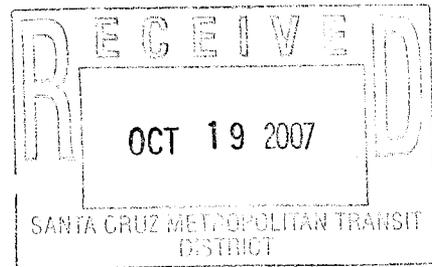
I heard input is desired and hope that really is true. I speak for at least a dozen county, city and regular employees that TRY to use the bus system and have seen poorer and poorer service by the year. The buses seem to cater to the schools and Hwy 17. Regular people trying to get into Santa Cruz from SLV and Scotts Valley are treated very very badly, The routes are designed so you either get to your 8:00 am job way too early or 10 to 15 minutes late. The school kids and their backpacks are all that matters, it seems. You took the 36 away and changed the time on the 35 to destroy good service for workers. Then, we must stand at that horrible shack by starbucks as you refuse to run the bus through the safe, lighted dry transit center except for 17 and school kids. We also cannot buy passes in Scotts valley - another way of cheating the area of service.

There you go. This has all been said before many times. Do you really want to fix it? Or give the bus service to some other group to run - like Salinas.

Kathy Handforth

2-b.1

To: Cindy Thomas, Santa Cruz Metro Transit District
October 19, 2007



Dear Ms. Thomas,

This message concerns the residents of Boulder Creek who use both the 35 line and Highway 17 services each weekday. Due to the recent schedule changes made to the Highway 17 schedules, that route no longer stops in Scotts Valley at (approximately) 6:25 a.m. This has impacted the lives of at least four people who rely on public transportation to get to work.

Because the Highway 17 route no longer stops in Scotts Valley at 6:25, I and my colleagues who have connections in San Jose are now required to take the first 35 line to the Pasatiempo stop in hopes of catching the Highway 17 bus that leaves from the Santa Cruz Metro at 6:20. This has caused the following problems:

Each day I and my colleagues have to ask the 35 route driver to contact the Highway 17 driver to let them know we are on our way, and to please wait at the Pasatiempo bus stop until we arrive. Sometimes the drivers are happy to make this call. Other drivers are not or will not make the call. This also means that if the 35 bus late *at all*, those of us trying to make this connection will miss it. That means our connections in San Jose are then missed, the upshot being that now we may be up to one hour late arriving at our final destinations. If and when I and my colleagues arrive at Pasatiempo (at approximately 6:27) the Highway 17 bus is usually there and waiting.

I and my colleagues wish at this time, to thank all the drivers who make the extra effort to call ahead for us and those who wait for us, sometimes for minutes, to catch the bus. On the times that our bus has arrived too late to catch this bus, I and my colleagues have no choice but to wait at the darkened bus stop and swear about the driver who made us late because he had to get coffee or, for some other reason, began the 35 route late. This happened Friday, October 5th, our driver took time to stop in Boulder Creek to get coffee, completely unaware or unconcerned that there were connections requiring a timely departure. He arrived at the Lomond and Laurel stop in Boulder creek 5 minute late. That day we missed our connection.

Another issue that has occurred due to the schedule change has a much more sobering effect than simply missing a connection...

Due to the new schedule, myself and my companions who catch the Highway 17 bus at Pasatiempo are now forced *to run*, like refugees, crossing a poorly guarded border, to catch this bus. You may not be familiar with the intersection in question, Ms. Thomas, so let me describe it:

Pasatiempo bus stop (Northbound) is completely dark at 6:25 a.m. There is a footbridge for pedestrian crossing over the highway, but when that ends, the intersection gets extremely dangerous for pedestrians, as there are NO crosswalks or safe ways to cross

2-c.1

that intersection. Pedestrians attempting to reach the bus stop from across the highway have to cross traffic lanes at least twice, or to cross traffic *diagonally* as the intersection has traffic coming from the south and the east simultaneously, with only stop signs to regulate traffic. The upshot of this mess is that bus riders trying to make the connection to the Highway 17 bus run straight into traffic while it is dark as night outside. There are no streetlights on the paths we must cross to reach this bus. This is the most dangerous part of the day that I and my colleagues face; having to cross the Pasatiempo intersection, at a run, in the dark, with no streetlights, with traffic coming from two different directions. That is how people *die*, Ms. Thomas, or get struck by cars—running to try and make a bus in the dark under less than ideal conditions. If you don't believe this is true, send an SCMTD representative to this area at 6:25 a.m. any weekday, to witness this phenomenon. They will see a group of adults running—like rats exiting a burning building—across the bridge, directly into oncoming traffic, in the pitch blackness of pre-dawn, just to catch a bus. It might be funny to watch, if it weren't so dangerous...

On Thursday, October 4th, 2007, I and my colleagues witnessed one of our party slip and fall on the blacktop while running for the (already waiting) Highway 17 bus. The woman cut her knee open and began bleeding from the wound. That driver waited, yes, but he was unable or unwilling to render assistance to the injured passenger, who was attended to by other passengers, who supplied napkins and paper towels while she bled all the way to San Jose. That wound required medical attention; all this because the Santa Cruz Metro Transit District changed service to Scotts Valley.

This recent schedule change has impacted our lives greatly Ms. Thomas, to the point where I and the other riders have considered alternatives to this route, such as, for example carpooling. We are faithful users of the bus service, and we purchase Highway 17 passes every month. I have taken this route since before 2000. We are starting to wonder whether you value our ridership. Conditions now are, at best very difficult, and at worst, a dangerous, nightmarish situation where pedestrians are running headlong into oncoming traffic in the dark. To this end I and my colleagues request you and the SCMTD consider making one of the following changes:

- 1) Move the 35 schedule ahead approximately 10 minutes (e.g. leave Highway 9 and Lomond in Boulder Creek at **5:48** instead of **5:58** (current)). This would likely ensure that we made our connection at Pasatiempo with time to spare, (on most days) rather than late, which causes us to run, which as I illustrated above, is a situation where an accident may occur.
- 2) Have the Highway 17 bus that departs Santa Cruz at 6:20 stop at Scotts Valley, then continue to San Jose so we can make the connections we used to be able to make with no problem.
- 3) If you cannot make either change mentioned above, we would request you make it known *to all drivers*, that we have a connection to make in Pasatiempo that is almost impossible if a driver is even one minute late. In other words, we request that the Highway 17 bus does not leave Pasatiempo until the Route 35 bus had

2-c.2

stopped at Pasatiempo and discharged its passengers. Again, as discussed above, I and my fellow riders have to ask the Route 35 driver to call ahead every day and ask the Highway 17 driver to wait. Presently, Monday thru Thursday, the driver knows we, the commuters to San Jose, have a connection to make at Pasatiempo and that connection is extremely tight. On Friday, a new driver arrives, and when I tell him "We are trying to make a connection to the Highway 17 bus at Pasatiempo, I need you to get us there, and I need you to call ahead." I am often met with a questioning look. It's as if the driver has no idea what we are talking about. Again, we already arrive at Pasatiempo at approximately 6:27, when the Highway 17 bus has already been waiting for a minute or more.

- 4) Return to the schedule that had the Highway 17 bus stop in Scotts Valley at approximately 6:25, i.e. revert to the schedule we had for the last 5 1/2 years.

As a faithful user of your services, I respect that there are issues which cause changes in the schedule. The new schedule changed has impacted me and my fellow residents who live in the San Lorenzo valley and work in San Jose negatively, and I appreciate the opportunity to make this known to you. I also respectfully request you address the situation I put before you in this letter. I would appreciate a response from you that I can pass onto my companions who now share my daily commuting grief. I recognize that I am only one rider, but again, I write this message to you at the request of my fellow travelers who have been negatively impacted as well by the schedule change. In summation, we did not request this change, it was thrust upon us. Now that it has happened, it has placed us in a situation where it is now dangerous to catch the bus, and I would like to be able to commute without worrying about 1) catching the bus and, 2) incurring personal injury in the scariest, darkest, most dangerous intersection in Santa Cruz; i.e. Pasatiempo at 6:25 a.m. My address, E-mail address, and telephone numbers are included below. Again let me take this opportunity to express my gratitude to the regular Highway 17 drivers who wait for us every day, and to those Route 35 drivers who struggle daily to get us there as quickly as possible. Please consider making one of the changes suggested in items 1-4 above.

Sincerely,

Bill Donovan

2-c.3

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 CHECK JOURNAL DETAIL BY CHECK NUMBER
 ALL CHECKS FOR COAST COMMERCIAL BANK

DATE: 09/01/07 THRU 09/30/07

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
22971	09/07/07	54.50	886	ALL PURE WATER		14289	OFFICE SUPPLY/FLT	54.50	
22972	09/07/07	130.07	294	ANDY'S AUTO SUPPLY		13918	REV VEH PTS/FLT	130.07	
22973	09/07/07	3,992.73	001A	AT&T/MCI		14196	AUG PHONES/PT	494.50	
						14197	AUG PHONES/PT	52.43	
						14231	AUG PHONES	1,966.35	
						14284	AUG PHONES/IT	1,479.45	
22974	09/07/07	4,139.39	876	ATCHISON, BARISONE, CONDOTTI &		14280	MB COPIES	0.50	
						14281	LEGAL SVC/VERNON ST	603.50	
						14282	LEGAL SVC/FRONT ST	1,747.60	
						14283	LEGAL SVC/RIVER ST	1,787.79	
22975	09/07/07	507.54	002689	B & B SMALL ENGINE		13815	SMALL TOOL/FAC	507.54	
22976	09/07/07	149.40	685	BROOKS INTERNET SOFTWARE, INC.		13940	OUT REPAIR/EQUIP/IT	149.40	
22977	09/07/07	5.00	561	CITY OF SANTA CRUZ-POLICE DEPT		14237	FIRE ALARM REG.	5.00	
22978	09/07/07	705.00	001113	CLARKE, SUSAN		13990	EXT BUS ANNOUNC/AUD	705.00	
22979	09/07/07	4,099.16	909	CLASSIC GRAPHICS		13814	OUT RPR/REV VEH	1,950.19	
						13931	OUT RPR REV VEH	2,148.97	
22980	09/07/07	619.81	002609	CLEANSOURCE		13922	CLEANING SUPPLIES	584.82	
						14047	CLEANING SUPPLIES	34.99	
22981	09/07/07	9.38	002063	COSTCO		14188	PHOTO PROCESS/OPS	3.23	
						14189	PHOTO PROCESS/OPS	6.15	
22982	09/07/07	10.00	E257	COTRONEO, MICHAEL		14269	DMV FEES	10.00	
22983	09/07/07	991.58	002814	CREATIVE BUS SALES, INC.		14291	REV VEH PARTS/PT	223.80	
						14292	REV VEH PARTS/PT	767.78	
22984	09/07/07	2,161.14	R496	CSAA-IIB		14277	SETTLEMENT/RISK	2,161.14	
22985	09/07/07	1,736.38	001000	DAIMLER CHRYSLER		14071	REV VEH PARTS/FLT	14.91	
						14077	REV VEH PARTS/FLT	1,721.47	
22986	09/07/07	1,165.83	480	DIESEL MARINE ELECTRIC, INC.		13805	REV VEH PTS/FLT	1,165.83	
22988	09/07/07	14,598.34	085	DIXON & SON TIRE, INC.		13993	TIRES & TUBES/FLT	394.18	
						13994	TIRES & TUBES/FLT	2,515.55	
						13995	TIRES & TUBES/FLT	1,003.50	
						13996	TIRES & TUBES/FLT	1,173.17	
						14247	TIRES & TUBES/FLT	15.00	
						14248	TIRES & TUBES/FLT	508.00	
						14249	TIRES & TUBES/FLT	33.00	
						14250	TIRES & TUBES/FLT	15.00	
						14251	TIRES & TUBES/FLT	204.31	
						14252	TIRES & TUBES/FLT	449.68	
						14253	TIRES & TUBES/FLT	829.73	
						14254	TIRES & TUBES/FLT	33.00	
						14255	TIRES & TUBES/FLT	2,508.75	
						14256	TIRES & TUBES/FLT	2,156.19	
						14257	TIRES & TUBES/FLT	2,759.28	
22989	09/07/07	231.00	001492	EVERGREEN OIL INC.		13883	HAZ WASTE DISP	231.00	
22990	09/07/07	1,622.66	432	EXPRESS PERSONNEL SERVICES		14270	TEMP/FIN W/E 8/19	1,622.66	
22991	09/07/07	1,429.88	282	GRAINGER		13921	REPAIRS/MAINTENANCE	403.71	
						13930	REPAIRS/MAINTENANCE	103.38	
						14055	REPAIRS/MAINTENANCE	922.79	
22992	09/07/07	60,850.45	001035	HARRIS & ASSOCIATES		14276	MB JUL 07 PROF SVCS	60,850.45	
22993	09/07/07	451.39	166	HOSE SHOP, THE		13933	PARTS & SUPPLIES/FLT	81.30	
						13934	PARTS & SUPPLIES/FLT	160.24	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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						14091	REV VEH PARTS/FLT	181.28	
						14092	REV VEH PARTS/FLT	16.20	
						14186	PARTS & SUPPLY/FLT	12.37	
22994	09/07/07	162.23	215	IKON OFFICE SOLUTIONS		14192	7/19-8/19 MAINT/ADM	162.23	
22995	09/07/07	99.16	1117	KELLEY'S SERVICE INC.		14085	REV VEH PARTS/FLT	99.16	
22996	09/07/07	34.77	036	KELLY-MOORE PAINT CO., INC.		14285	REPAIRS/MAINTENANCE	34.77	
22997	09/07/07	361.55	074	KENVILLE LOCKSMITHS	7	13796	OUT RPR/BLD & MAINT	361.55	
22998	09/07/07	431.42	039	KINKO'S INC.		14130	AUG PRINTING/OPS	431.42	
22999	09/07/07	1,240.18	852	LAW OFFICES OF MARIE F. SANG	7	13948	WORKERS COMP CLAIM	168.18	
						13949	WORKERS COMP CLAIM	208.00	
						13953	WORKERS COMP CLAIM	80.00	
						14128	WORKERS COMP CLAIM	784.00	
23000	09/07/07	447.78	196	LIFT-U-INC.		14046	OUT RPR REV VEH	447.78	
23001	09/07/07	73.23	107A	LUMBERMENS		13806	PARTS & SUPPLY/FLT	7.12	
						13820	REPAIRS/MAINTENANCE	47.21	
						13868	REPAIRS/MAINTENANCE	18.90	
23002	09/07/07	1,200.87	001052	MID VALLEY SUPPLY		14226	CLEANING SUPPLY/FAC	71.68	
						14286	CLEANING SUPPLY/FAC	780.54	
						14288	CLEANING SUPPLY/FLT	348.65	
23003	09/07/07	629.21	041	MISSION UNIFORM		13818	UNIF/LAUNDRY/FAC	79.13	
						13856	UNIF/LAUNDRY/FLT	154.84	
						13857	UNIF/LAUNDRY/FLT	44.78	
						13858	UNIF/LAUNDRY/FLT	58.68	
						13859	UNIF/LAUNDRY/FLT	291.78	
23004	09/07/07	853.76	001063	NEW FLYER INDUSTRIES LIMITED		14051	REV VEH PARTS	401.60	
						14052	REV VEH PARTS	452.16	
23005	09/07/07	834.71	001627	NEW PIG CORPORATION		14094	REPAIRS/MAINTENANCE	834.71	
23006	09/07/07	1,615.88	002721	NEXTEL COMMUNICATIONS		14198	AUG PHONES/PT	1,615.88	
23007	09/07/07	18.73	004	NORTH BAY FORD LINC-MERCURY		14224	REV VEH PARTS/FLT	18.73	
23008	09/07/07	7,254.76	009	PACIFIC GAS & ELECTRIC		14230	8/1-8/28 ENCINAL	87.82	
						14260	8/1-8/28 115 DUBOIS	30.10	
						14263	8/1-8/28 115 DUBOIS	194.00	
						14264	8/1-8/27 1200 RIVER	1,505.52	
						14265	8/1-8/28 115 DUBOIS	11.81	
						14271	8/1-8/28 FLEET	5,215.10	
						14272	7/31-8/27 1122 RIVER	210.41	
23009	09/07/07	897.82	872	PACIFIC MATERIAL HANDLING SOL.		14208	OUT RPR EQUIP/FLT	897.82	
23010	09/07/07	3,305.83	043	PALACE ART & OFFICE SUPPLY		13999	OFFICE SUPPLIES/PT	1,219.98	
						14166	OFFICE SUPPLIES/IT	1,534.52	
						14266	OFFICE SUPPLIES/FIN	551.33	
23011	09/07/07	226.77	001125	PD BACKFLOW SERVICES		14287	OUT RPR BLDG & IMP	226.77	
23012	09/07/07	932.83	156	PRINT GALLERY, THE		14227	PRINT ROUTE STICKERS	932.83	
23013	09/07/07	238.70	882	PRINT SHOP SANTA CRUZ		13945	PRINTING/ADM	238.70	
23014	09/07/07	177.00	592	R & S ERECTION OF		13924	OUT RPR-BLDG & IMPR	177.00	
23015	09/07/07	73.03	087	RECOGNITION SERVICES		13938	EMP INCENTIVE 60	73.03	
23016	09/07/07	113.88	061A	REGISTER PAJARONIAN		13881	CLASS ADV-FLT	113.88	
23017	09/07/07	23,017.38	904	RNL DESIGN		14274	SVCS THRU 7/31 MB	21,968.61	
						14275	SVCS THRU 7/31 MB	1,048.77	
23018	09/07/07	4,150.00	001098	ROBERT HALF MANAGMENT RESOURCE		14258	TEMP/FIN W/E 8/24	2,150.00	
						14259	TEMP/FIN W/E 8/17	2,000.00	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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23019	09/07/07	1,476.00	623	ROSSBRO ENGINEERING LTD.		13919	REV VEH PARTS	1,476.00	
23020	09/07/07	5,383.97	018	SALINAS VALLEY FORD SALES		14290	REV VEH PARTS/FLT	5,383.97	
23021	09/07/07	157.23	135	SANTA CRUZ AUTO PARTS, INC.		13860	PARTS & SUPPLY/FLT	1.97	
						13861	REV VEH PTS/FLT	55.99	
						13879	REV VEH PTS/FLT	13.79	
						14020	REV VEH PTS/PT	85.48	
23022	09/07/07	2,661.04	079	SANTA CRUZ MUNICIPAL UTILITIES		14261	7/28-8/27 PACIFIC	2,571.67	
						14262	7/28-8/27 PACIFIC	89.37	
23023	09/07/07	5,879.32	174	SAYLOR & HILL COMPANY		14168	VERNON 08 PROP INS	5,879.32	
23024	09/07/07	813.71	002459	SCOTT'S VALLEY WATER DISTRICT		14273	6/8-8/9 KINGS VLG	813.71	
23025	09/07/07	246.00	957	SECURITY SHORING & STEEL PLT		13855	6/28-7/27 PLT RENTAL	246.00	
23026	09/07/07	30.00	880	SEISINT, INC.		14236	PROF/TECH SVC/RISK	30.00	
23027	09/07/07	1,925.07	002607	STAVELEY SERVICES FLUIDS		13880	OUT RPR REV VEH	1,925.07	
23028	09/07/07	3,339.40	002805	TELEPATH CORPORATION		14066	REV VEH PARTS/FLT	1,339.40	
						14194	OUT RPR EQUIP	2,000.00	
23029	09/07/07	273.42	002504	TIFCO INDUSTRIES		14124	PARTS & SUPPLY/FLT	34.71	
						14125	PARTS & SUPPLY/FLT	47.50	
						14184	PARTS & SUPPLY/FLT	191.21	
23030	09/07/07	2,728.07	001038	TWINVISION NA INC.		14035	REV VEH PTS/FLT	2,728.07	
23031	09/07/07	9,144.72	057	U.S. BANK		14293	4246044555645971	195.42	
						14294	4246044555645971	-49.00	
						14295	4246044555645971	2,629.13	
						14296	4246044555645971	1,959.45	
						14297	4246044555645971	961.41	
						14298	4246044555645971	3,448.31	
23032	09/07/07	54.26	007	UNITED PARCEL SERVICE		14209	FRT OUT/FLT	54.26	
23033	09/07/07	10.83	946	UNITED SITE SERVICES		14187	FENCE RENT/DUBOIS	10.83	
23034	09/07/07	17,614.66	002829	VALLEY POWER SYSTEMS, INC.		14042	OUT RPR REV VEH	5,872.00	
						14043	OUT RPR REV VEH	7,362.62	
						14088	OUT RPR REV VEH	4,380.04	
23035	09/07/07	1,000.00	162	WASHINGTON LETTER ON TRANSPORT		14268	10/07-9/08 RENEWAL	1,000.00	
23036	09/07/07	3,443.42	001083	WATSONVILLE TRANSPORTATION, INC		14022	AUG 07 PT SVCS	3,443.42	
23037	09/07/07	1,597.30	001506	WESTERN STATES OIL CO., INC.		14214	FUEL & LUBE/FLT	1,597.30	
23038	09/07/07	12.55	186	WILSON, GEORGE H., INC.		13864	REPAIRS/MAINTENANCE	12.55	
23039	09/07/07	828.00	915	WORKIN.COM, INC.		14267	5 JOB POSTINGS	828.00	
23040	09/14/07	484.08	382	AIRTEC SERVICE		14107	OUT RPR/BLDG & IMPR	172.08	
						14371	SERVICE/920 PACIFIC	312.00	
23041	09/14/07	625.00	001062	ALLTERRA ENVIRONMENTAL INC.		14078	MAR INSP/GOLF CLUB	125.00	
						14079	APR INSP-GOLF CLUB	125.00	
						14080	MAY INSP-GOLF CLUB	125.00	
						14081	JUNE INSP-GOLF CLUB	125.00	
						14082	JULY INSP-GOLF CLUB	125.00	
23042	09/14/07	10.00	E620	ANDRADE, GERALD		14379	DMV FEES	10.00	
23043	09/14/07	10.00	E624	ANDREWS, JASON		14376	DMV FEES	10.00	
23044	09/14/07	55.69	294	ANDY'S AUTO SUPPLY		14072	PARTS & SUPPLY/FLT	39.41	
						14121	PARTS & SUPPLY/FLT	16.28	
23045	09/14/07	121,941.33	948	ARNTZ BUILDERS, INC.		14385	CONST SVC MB TO 7/31	121,941.33	
23046	09/14/07	16,867.99	941	ASSURANT EMPLOYEE BENEFITS		14339	SEPT LTD INS	16,867.99	
23047	09/14/07	988.74	002802	BATTERY SYSTEMS		14114	REV VEH PARTS/FLT	988.74	
23048	09/14/07	353.23	001856	BAY COMMUNICATIONS	7	14402	OUT REPAIR EQUIP	150.00	

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						14403	OUT REPAIR EQUIP	203.23	
23049	09/14/07	17,500.00	616	BROWN ARMSTRONG		14390	AUDIT SERVICES	17,500.00	
23050	09/14/07	1,196.00	002287	CALIFORNIA SERVICE EMPLOYEES		14377	SEPT MEDICAL	1,196.00	
23051	09/14/07	836.71	739	CENTURY CHEVROLET		14098	REV VEH PARTS/FLT	624.25	
						14101	OUT RPR REV VEH/PT	212.46	
23052	09/14/07	1,082.05	733	CLAREMONT BEHAVIORAL SERVICES		14350	SEPT EAP PREMIUM	1,082.05	
23053	09/14/07	1,350.32	909	CLASSIC GRAPHICS		14073	OUT RPR REV VEH	1,350.32	
23054	09/14/07	95.77	075	COAST PAPER & SUPPLY INC.		14083	CLEANING SUPPLIES/FAC	95.77	
23055	09/14/07	428.89	002063	COSTCO		13961	OFFICE SUPPLIES/FIN	252.99	
						14341	OFFICE SUPPLIES/OPS	147.51	
						14342	PHOTO PROCESS/OPS	1.92	
						14343	PHOTO PROCESS/OPS	8.06	
						14344	PHOTO PROCESS/OPS	4.73	
						14345	PHOTO PROCESS/OPS	8.79	
						14346	PHOTO PROCESS/OPS	4.89	
23056	09/14/07	1,259.35	001048	CRUZ CAR WASH		14369	AUG VEH WASH/PT	1,259.35	
23057	09/14/07	74.00	002495	CURIALE DELLAVERSON HIRSCHFELD	7	14375	AUG LEGAL SVCS	74.00	
23058	09/14/07	234.36	001000	DAIMLER CHRYSLER		14112	REV VEH PARTS/FLT	234.36	
23059	09/14/07	38,725.98	800	DELTA DENTAL PLAN		14348	SEPT DENTAL	38,725.98	
23060	09/14/07	24,207.22	001316	DEVCO OIL		14240	FUEL FLT 8/28-8/31	24,207.22	
23061	09/14/07	4,217.35	085	DIXON & SON TIRE, INC.		13998	TIRES & TUBES/PT	208.81	
						14067	TIRES & TUBES/FLT	400.05	
						14068	TIRES & TUBES/FLT	622.30	
						14069	TIRES & TUBES/FLT	1,349.01	
						14100	TIRES & TUBES/PT	387.61	
						14182	TIRES & TUBES/FLT	800.10	
						14183	TIRES & TUBES/FLT	416.47	
						14246	TIRES & TUBES/FLT	33.00	
23062	09/14/07	82.00	002388	DOGHERRA'S	7	14102	TOWING #207/PT	82.00	
23063	09/14/07	315.00	001492	EVERGREEN OIL INC.		14108	HAZ WAST DISP	315.00	
23064	09/14/07	1,550.00	432	EXPRESS PERSONNEL SERVICES		14328	TEMP/FIN W/E 8/26	1,550.00	
23065	09/14/07	8,156.64	912	FOLGER GRAPHICS		14228	PRINTING/HEADWAYS	8,156.64	
23066	09/14/07	10.00	784	FRANCHISE TAX BOARD		14393	2006 CA EXEPT FEE	10.00	
23067	09/14/07	178.18	117	GILLIG CORPORATION		14176	REV VEH PARTS/FLT	178.18	
23068	09/14/07	421.23	282	GRAINGER		13997	PARTS & SUPPLIES	7.60	
						14034	PARTS & SUPPLIES	7.14	
						14172	REPAIRS/MAINTENANCE	406.49	
23069	09/14/07	390.08	001097	GREENWASTE RECOVERY, INC.		14351	AUG RESEARCH PARK	170.56	
						14352	AUG KINGS VILLAGE	161.92	
						14353	AUG MT HERMON/KINGS	57.60	
23070	09/14/07	41.04	510A	HASLER, INC.		14368	10/1-10/31 RENTAL/PT	41.04	
23071	09/14/07	781.20	215A	IKON FINANCIAL SERVICES		14347	LEASE 10/01-12/31/OP	781.20	
23072	09/14/07	108.23	039	KINKO'S INC.		14169	AUG PRINTING/MTC	108.23	
23073	09/14/07	171.50	001093	KROLL LABORATORY SPECIALISTS		14193	JULY-AUG DRUG TESTS	171.50	
23074	09/14/07	672.00	852	LAW OFFICES OF MARIE F. SANG	7	14232	WORKERS COMP CLAIM	208.00	
						14233	WORKERS COMP CLAIM	112.00	
						14234	WORKERS COMP CLAIM	64.00	
						14235	WORKERS COMP CLAIM	288.00	
23075	09/14/07	227.65	107A	LUMBERMENS		14087	REV VEH PARTS/FLT	19.15	
						14115	REV VEH PARTS /FLT	208.50	

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23076	09/14/07	1,392.28	001358	MARINA MOTOR COMPANY		14025	OUT RPR REV VEH/PT	1,382.55	
						14116	REV VEH PARTS/FLT	9.73	
23077	09/14/07	1,837.91	001052	MID VALLEY SUPPLY		14320	CLEANING SUPPLY/FAC	1,548.38	
						14326	CLEANING SUPPLY/FLT	289.53	
23079	09/14/07	1,408.07	041	MISSION UNIFORM		13932	UNIF/LAUNDRY/FAC	80.84	
						14021	UNIF/LAUNDRY/PT	47.47	
						14036	UNIF/LAUNDRY/FLT	35.20	
						14037	UNIF/LAUNDRY/FLT	58.68	
						14038	UNIF/LAUNDRY/FLT	134.22	
						14039	UNIF/LAUNDRY/FLT	295.95	
						14040	UNIF/LAUNDRY/FLT	21.65	
						14064	UNIF/LAUNDRY-FAC	80.66	
						14117	UNIF/LAUNDRY/FLT	41.08	
						14118	UNIF/LAUNDRY/FLT	58.68	
						14119	UNIF/LAUNDRY/FLT	129.35	
						14120	UNIF/LAUNDRY/FLT	278.34	
						14359	UNIF/LAUNDRY/FLT	12.66	
						14364	UNIF/LAUNDRY/FAC	18.32	
						14366	UNIF/LAUNDRY/FAC	18.32	
						14367	UNIF/LAUNDRY/FAC	18.32	
						14399	UNIF/LAUNDRY/FAC	78.33	
23080	09/14/07	158.97	001454	MONTEREY BAY OFFICE PRODUCTS		14167	9/1-11/30 COPIER/ADM	158.97	
23081	09/14/07	1,182.00	469	MONTEREY BAY UNIFIED AIR		14394	EMERG. GENERATOR/MB	1,182.00	
23082	09/14/07	375.05	288	MUNCIE TRANSIT SUPPLY		14113	REV VEH PARTS/FLT	375.05	
23083	09/14/07	2,087.12	002721	NEXTEL COMMUNICATIONS		14370	8/4-9/3 PHONES/PT	2,087.12	
23084	09/14/07	174.00	T148	NICHOLS, JACQUELYN		14389	58 PREPAID COUPON/PT	174.00	
23085	09/14/07	67.69	004	NORTH BAY FORD LINC-MERCURY		14065	REV VEH PARTS/FLT	67.69	
23086	09/14/07	192.35	042	WFCB-OSH COMMERCIAL SERVICES		14372	REPAIRS/MAINTENANCE	12.62	
						14373	REPAIRS/MAINTENANCE	179.73	
23087	09/14/07	2,108.82	009	PACIFIC GAS & ELECTRIC		14354	8/4-9/4 920 PACIFIC	2,108.82	
23088	09/14/07	79.00	043	PALACE ART & OFFICE SUPPLY		14024	OFFICE SUPPLIES/PT	9.85	
						14074	OFFICE SUPPLIES/FLT	69.15	
23089	09/14/07	627.00	950	PARADISE LANDSCAPE	7	14336	SEPT MAINTENANCE	627.00	
23090	09/14/07	10.00	E152	PENA, LEONARDO		14380	DMV FEES	10.00	
23091	09/14/07	89.00	001126	RAGAN COMMUNICATIONS, INC.		14308	MNGR INTELL. REPORT	89.00	
23092	09/14/07	10.00	E623	REED, KATHLEEN		14381	DMB FEES	10.00	
23093	09/14/07	809.37	018	SALINAS VALLEY FORD SALES		14325	REV VEH PARTS/FLT	809.37	
23094	09/14/07	363.95	002713	SANTA CRUZ AUTO TECH, INC.		14103	OUT RPR REV VEH/PT	85.40	
						14104	OUT RPR REV VEH/PT	56.60	
						14105	OUT RPR REV VEH/PT	221.95	
23095	09/14/07	134.86	135	SANTA CRUZ AUTO PARTS, INC.		13991	REV VEH PTS/FLT	31.29	
						14086	PARTS & SUPPLY/FLT	15.23	
						14097	REV VEH PARTS/PT	60.00	
						14122	PARTS & SUPPLY/FLT	17.50	
						14123	PARTS & SUPPLY/FLT	10.84	
23096	09/14/07	350.00	260	SANTA CRUZ GLASS CO., INC.		14174	OUT REPAIR/BLDG/IMP	350.00	
23097	09/14/07	206.10	149	SANTA CRUZ SENTINEL		14387	AUG HEARING NOTICE	206.10	
23098	09/14/07	402.66	788	SCMTD PETTY CASH - FINANCE		14300	PETTY CASH/FINANCE	34.06	
						14301	PETTY CASH/FINANCE	66.98	
						14302	PETTY CASH/FINANCE	111.48	

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						14303	PETTY CASH/FINANCE	3.06	
						14304	PETTY CASH/FINANCE	56.00	
						14305	PETTY CASH/FINANCE	62.00	
						14306	PETTY CASH/FINANCE	20.00	
						14307	PETTY CASH/FINANCE	49.08	
23099	09/14/07	10.00	E622	SELLS, MARY		14382	DMV FEES	10.00	
23100	09/14/07	25.56	002447	SETON IDENTIFICATION PRODUCTS		14207	NAMEPLATE/FAC	25.56	
23101	09/14/07	2,500.00	002267	SHAW & YODER, INC.		14388	JULY LEGISLATIVE SVC	2,500.00	
23102	09/14/07	4,006.20	001036	STANDARD INSURANCE COMPANY		14338	SEPT LIFE/AD&D INS	4,006.20	
23103	09/14/07	37.08	E002	STICKEL, TOM		14384	8/29 TRAVEL/STICKEL	37.08	
23104	09/14/07	10.00	E621	TABAG, SERGIO		14378	DMV FEES	10.00	
23105	09/14/07	2,776.91	002805	TELEPATH CORPORATION		14111	SEPT RPR/EQUIP	2,707.41	
						14175	OUT REPAIR EQUIP	69.50	
23106	09/14/07	663.15	001800	THERMO KING OF SALINAS, INC		14374	REV VEH PARTS/FLT	663.15	
23107	09/14/07	484.51	083	THYSSENKRUPP ELEVATOR		13386	JULY-SEPT 07 MAINT	484.51	
23108	09/14/07	385.72	170	TOWNSEND'S AUTO PARTS		14053	SAFETY SUPPLY/FLT	85.72	
						14054	SAFETY SUPPLIES/FLT	300.00	
23109	09/14/07	1,460.65	068	UNITED LABORATORIES		13992	REPAIRS/MAINTENANCE	921.42	
						14173	REPAIRS/MAINTENANCE	539.23	
23110	09/14/07	10,977.54	001043	VISION SERVICE PLAN		14349	SEPT VISION INS	10,977.54	
23111	09/14/07	6,398.90	001083	WATSONVILLE TRANSPORTATION, INC		14023	AUG 07 PT SVCS	3,935.22	
						14099	8/16-8/20 PT SVCS	2,463.68	
23112	09/14/07	298.58	002817	WATSONVILLE BLUEPRINT		14327	PRINTING/CHINA GRADE	298.58	
23113	09/14/07	70.00	682	WEISS, AMY L.	7	14191	AUG INTERPRETER	70.00	
23114	09/14/07	13,549.04	948A	WESTAMERICA BANK TRUST DEPT		14386	JUN/JUL RETAINAGE/MB	13,549.04	
23115	09/14/07	16.67	186	WILSON, GEORGE H., INC.		14084	REPAIRS/MAINTENANCE	16.67	
23116	09/21/07	328.11	020	ADT SECURITY SERVICES INC.		14515	OCT ALARMS	58.67	
						14516	OCT ALARMS	44.23	
						14517	OCT ALARMS	44.23	
						14518	OCT ALARMS	79.40	
						14519	OCT ALARMS	40.48	
						14520	OCT ALARMS	61.10	
23117	09/21/07	55.00	R497	ALMAN, MICHAEL		14478	SETTLEMENT/RISK	55.00	
23118	09/21/07	120.61	294	ANDY'S AUTO SUPPLY		14180	REV VEH PARTS/FLT	120.61	
23119	09/21/07	728.62	001A	AT&T/MCI		14496	AUG PHONES/FAC	728.62	
23120	09/21/07	134.68	001856	BAY COMMUNICATIONS	7	14401	OUT REPAIR EQUIP	134.68	
23121	09/21/07	2,183.86	664	BAY COUNTIES PITCOCK PETROLEUM		14522	FUEL & LUBE/FLT	2,183.86	
23122	09/21/07	392,965.87	502	CA PUBLIC EMPLOYEES'		14492	OCT MEDICAL INS	392,965.87	
23123	09/21/07	117,000.00	001089	CASEY PRINTING, INC		14477	110 VERNON ACQUIS	117,000.00	
23124	09/21/07	513.85	739	CENTURY CHEVROLET		14202	REV VEH PARTS/PT	513.85	
23125	09/21/07	5,000.00	002346	CHANEY, CAROLYN & ASSOC., INC.		14190	SEPT LEGISLATIVE SVC	5,000.00	
23126	09/21/07	10.34	130	CITY OF WATSONVILLE UTILITIES		14431	8/1-9/1 RODRIGUEZ	10.34	
23127	09/21/07	32,880.13	002569	COMERICA BANK		14195	WORK COMP FUND	32,880.13	
23128	09/21/07	184.00	367	COMMUNITY TELEVISION OF		14490	TV COVERAGE 8/24 MTG	184.00	
23129	09/21/07	847.00	002814	CREATIVE BUS SALES, INC.		14487	REV VEH PARTS	847.00	
23130	09/21/07	255.34	504	CUMMINS WEST, INC.		14222	REV VEH PARTS/FLT	255.34	
23131	09/21/07	1,073.41	798	D&D COMPRESSOR, INC		14505	OUT RPR BLDG/IMP	1,073.41	
23132	09/21/07	239.00	157	DELL MARKETING L.P.		14495	9/07-9/09 MAINT/IT	239.00	
23133	09/21/07	2,289.35	480	DIESEL MARINE ELECTRIC, INC.		14223	REV VEH PARTS/FLT	2,289.35	
23134	09/21/07	2,590.36	085	DIXON & SON TIRE, INC.		14199	TIRES & TUBES/PT	18.00	

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					14243	TIRES & TUBES/FLT	408.62	
					14244	TIRES & TUBES/FLT	449.68	
					14245	TIRES & TUBES/FLT	1,505.25	
					14314	TIRES & TUBES/PT	208.81	
23135	09/21/07	500.00	002862	ECOLOGICAL CONCERNS INC.	14493	WATER DRAINAGE/MB	500.00	
23136	09/21/07	1,675.72	001492	EVERGREEN OIL INC.	14508	HAZ WASTE DISPOSAL	980.00	
					14509	HAZ WASTE DISPOSAL	186.12	
					14510	HAZ WASTE DISPOSAL	89.60	
					14511	HAZ WASTE DISPOSAL	420.00	
23137	09/21/07	1,550.00	432	EXPRESS PERSONNEL SERVICES	14454	TEMP/FIN W/E 9/2	1,550.00	
23138	09/21/07	33.00	E397	GALLAGHER, MARGARET	14407	EMP TRAVEL/GALLAGHER	33.00	
23139	09/21/07	48.83	510A	HASLER, INC.	14476	10/1-10/31 RENTAL/AD	48.83	
23140	09/21/07	187.49	166	HOSE SHOP, THE	14413	PARTS & SUPPLY/FLT	19.31	
					14415	PARTS & SUPPLY/FLT	168.18	
23141	09/21/07	1,298.74	039	KINKO'S INC.	14229	AUG PRINTING/MTC	1,298.74	
23142	09/21/07	256.00	852	LAW OFFICES OF MARIE F. SANG	14334	WORKERS COMP CLAIM	160.00	
					14335	WORKERS COMP CLAIM	96.00	
23143	09/21/07	42,371.11	001059	LNI CUSTOM MANUFACTURING, INC.	14555	BUS SHELTERS	42,371.11	
23144	09/21/07	36.02	107A	LUMBERMENS	14170	REPAIRS/MAINTENANCE	7.74	
					14213	PARTS & SUPPLY/FLT	28.28	
23145	09/21/07	912.95	001358	MARINA MOTOR COMPANY	14201	REV VEH PARTS/PT	42.13	
					14206	OUT RPR REV VEH/PT	125.44	
					14315	OUT RPR REV VEH/PT	745.38	
23146	09/21/07	832.19	041	MISSION UNIFORM	14171	UNIF/LAUNDRY/FAC	82.37	
					14200	UNIF/LAUNDRY/PT	47.47	
					14215	UNIF/LAUNDRY/FLT	278.34	
					14217	UNIF/LAUNDRY/FLT	6.33	
					14218	UNIF/LAUNDRY/FLT	25.48	
					14219	UNIF/LAUNDRY/FLT	136.30	
					14220	UNIF/LAUNDRY/FLT	44.78	
					14221	UNIF/LAUNDRY/FLT	58.68	
					14358	UNIF/LAUNDRY/FLT	125.46	
					14365	UNIF/LAUNDRY/FAC	18.32	
					14523	UNIF/LAUNDRY/FLT	8.66	
23147	09/21/07	2,745.83	428	NEOWARE SYSTEMS, INC.	14499	2 YEAR TECH SUPPORT	2,745.83	
23148	09/21/07	12,046.50	001063	NEW FLYER INDUSTRIES LIMITED	14239	REV VEH PARTS/FLT	975.18	
					14324	REV VEH PARTS/FLT	8.36	
					14422	REV VEH PARTS	59.30	
					14423	REV VEH PARTS	118.60	
					14424	REV VEH PARTS	969.96	
					14425	REV VEH PARTS	3,266.86	
					14426	REV VEH PARTS	1,070.24	
					14427	REV VEH PARTS	213.36	
					14428	REV VEH PARTS	271.60	
					14429	REV VEH PARTS	67.64	
					14541	REV VEH PARTS	64.98	
					14542	REV VEH PARTS	3,458.17	
					14545	REV VEH PARTS	1,502.25	
23149	09/21/07	43.38	004	NORTH BAY FORD LINC-MERCURY	14225	REV VEH PARTS/FLT	43.38	
23150	09/21/07	51.95	002323	NORTHERN SAFETY CO., INC.	14502	SAFETY SUPPLIES	51.95	

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23151	09/21/07	64.43	161	OCEAN CHEVROLET		14181	REV VEH PARTS/FLT	64.43	
23152	09/21/07	104.97	001002	ORACLE CORPORATION		13946	SUPP/UPDATE 6/1-8/31	104.97	
23153	09/21/07	13,415.38	009	PACIFIC GAS & ELECTRIC		14430	7/14-9/8 KINGS VLG	2,300.09	
						14521	CNG SEPT/FLT	11,115.29	
23154	09/21/07	1,140.22	043	PALACE ART & OFFICE SUPPLY		14238	OFFICE SUPPLIES/OPS	1,050.86	
						14481	LOCAL MTG EXP/ADM	89.36	
23155	09/21/07	36.16	R499	PEREZ, JOHN J.		14553	SETTLEMENT/RISK	36.16	
23156	09/21/07	146.48	050	PITNEY BOWES INC.		13952	10/1-12/31 RENTAL/MC	146.48	
23157	09/21/07	2,277.85	156	PRINT GALLERY, THE		14395	PRINT ROUTE STICKERS	2,277.85	
23158	09/21/07	1,370.64	001120	PRO-PAK INDUSTRIES, INC		14405	SAFETY SUPPLY/FLT	1,370.64	
23159	09/21/07	4,400.00	001098	ROBERT HALF MANAGMENT RESOURCE		14455	TEMP/FIN W/E 8/10	2,000.00	
						14456	TEMP/FIN W/E 7/27	400.00	
						14457	TEMP/FIN W/E 8/3	2,000.00	
23160	09/21/07	376.64	002713	SANTA CRUZ AUTO TECH, INC.		14203	OUT RPR REV VEH/PT	50.15	
						14204	OUT RPR REV VEH/PT	50.15	
						14205	OUT RPR REV VEH/PT	50.15	
						14316	OUT RPR REV VEH/PT	176.04	
						14317	OUT RPR REV VEH/PT	50.15	
23161	09/21/07	523.62	135	SANTA CRUZ AUTO PARTS, INC.		14109	PARTS & SUPPLY/FLT	20.31	
						14177	REV VEH PARTS/FLT	114.58	
						14178	REV VEH PARTS/FLT	1.73	
						14179	REV VEH PARTS/FLT	69.07	
						14185	PARTS & SUPPLY/FLT	41.21	
						14210	PARTS & SUPPLY/FLT	7.81	
						14211	PARTS & SUPPLY/FLT	19.91	
						14212	PARTS & SUPPLY/FLT	3.52	
						14216	REV VEH PARTS/FLT	245.48	
23162	09/21/07	4.48	848	SANTA CRUZ ELECTRONICS, INC.		14299	COMPUTER SUPPLIES/IT	4.48	
23163	09/21/07	16.08	079	SANTA CRUZ MUNICIPAL UTILITIES		14458	8/1-8/31 LANDFILL	16.08	
23164	09/21/07	586.50	149	SANTA CRUZ SENTINEL		14435	CLASS ADV/FLT	586.50	
23165	09/21/07	15,901.75	977	SANTA CRUZ TRANSPORTATION, LLC		14450	AUG SVCS/PT	15,901.75	
23166	09/21/07	174.28	122	SCMTD PETTY CASH - OPS		14488	PETTY CASH/OPS	174.28	
23167	09/21/07	33.10	002447	SETON IDENTIFICATION PRODUCTS		14279	NAMEPLATE/LEGAL	33.10	
23168	09/21/07	10,476.43	001648	STEVE'S UNION SERVICE		14453	AUG FUEL/PT	10,476.43	
23169	09/21/07	37.20	R498	TAYLOR, THOMAS E.		14554	SETTLEMENT/RISK	37.20	
23170	09/21/07	220.18	002805	TELEPATH CORPORATION		14242	OUT RPR EQUIP	220.18	
23171	09/21/07	1,567.62	002504	TIFCO INDUSTRIES		14416	PARTS & SUPPLY/FLT	158.42	
						14417	PARTS & SUPPLY/FLT	43.99	
						14473	CREDIT MEMO	-4.32	
						14537	PARTS & SUPPLIES	1,369.53	
23172	09/21/07	98.39	170	TOWNSEND'S AUTO PARTS		14310	PARTS & SUPPLY/FLT	98.39	
23173	09/21/07	2,863.50	001038	TWINVISION NA INC.		14551	REV VEH PARTS	1,451.39	
						14552	REV VEH PARTS	1,412.11	
23174	09/21/07	23.94	007	UNITED PARCEL SERVICE		14556	FRT OUT/FLT	23.94	
23175	09/21/07	440.10	002829	VALLEY POWER SYSTEMS, INC.		14241	REV VEH PARTS/FLT	101.10	
						14321	REV VEH PARTS/FLT	339.00	
23176	09/21/07	1,627.72	221	VEHICLE MAINTENANCE PROGRAM		14323	REV VEH PARTS/FLT	1,627.72	
23177	09/21/07	3,516.60	001083	WATSONVILLE TRANSPORTATION, INC		14449	8/21-8/28 SVCS/PT	3,516.60	
23178	09/21/07	83.36	436	WEST PAYMENT CENTER		14391	AUG ACCESS CHGS	83.36	
23179	09/21/07	424.08	148	ZEP MANUFACTURING COMPANY		14404	CLEANING SUPPLY	424.08	

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23180M09/21/07		801.41	R502	OLANDER, JOY		14628	SETTLEMENT/RISK	801.41	MANUAL
23181M09/21/07		126.91	R501	THE HERTZ CORPORATION		14627	SETTLEMENT/RISK	126.91	MANUAL
23182 09/28/07		685.04	002876	AA AUTO COLLISION CENTER		14562	OUT RPR REV VEH	685.04	
23183 09/28/07		35.00	001088	ADVANCED MECHANICAL SERVICES		14612	BACKFLOW INSP	35.00	
23184 09/28/07		26,550.00	948	ARNTZ BUILDERS, INC.		14599	CONST SVC MB TO 8/31	26,550.00	
23185 09/28/07		48.42	M033	BAILEY, NEIL	7	9001258	MED PYMT SUPP	48.42	
23186 09/28/07		50.32	M068	BASS, BETTY	7	9001271	MED PYMT SUPP	50.32	
23187 09/28/07		114.12	M077	BRADFORD, THOMAS	7	14337	MED PAYMENT SUPP	35.25	
						14632	MED PYMT SUPP	78.87	
23188 09/28/07		177.12	M072	BRIDINGER, CHRIS	7	9001274	MED PYMT SUPP	177.12	
23189 09/28/07		48.42	M078	BRIDINGER, DENISE	7	9001279	MED PYMT SUPP	48.42	
23190 09/28/07		22.79	001112	BRINKS AWARDS & SIGNS	7	14586	NAME BADGE/OPS	22.79	
23191 09/28/07		48.42	M079	BROGDON, ROY		9001280	MED PYMT SUPP	48.42	
23192 09/28/07		131.39	002189	BUS & EQUIPMENT		14445	REV VEH PARTS/PT	131.39	
23193 09/28/07		1,196.00	002287	CALIFORNIA SERVICE EMPLOYEES		14618	OCT MEDICAL	1,196.00	
23194 09/28/07		122.64	M022	CAPELLA, KATHLEEN	7	9001257	MED PYMT SUPP	122.64	
23195 09/28/07		24.22	M080	CARR, DALE	7	9001281	MED PYMT SUPP	24.22	
23196 09/28/07		61.33	M073	CENTER, DOUG	7	9001275	MED PYMT SUPP	61.33	
23197 09/28/07		197.00	002479	CENTRAL EQUIPMENT SERVICE CO.		14601	LIFT REPAIR	197.00	
23198 09/28/07		83.14	739	CENTURY CHEVROLET		14313	REV VEH PARTS/PT	83.14	
23199 09/28/07		24.22	M036	CERVANTES, GLORIA	7	9001259	MED PYMT SUPP	24.22	
23200 09/28/07		817.00	990	CIDDIO-MORRIS ASSOCIATES		14475	7/24-9/7 JOB ANALYST	817.00	
23201 09/28/07		1,082.05	733	CLAREMONT BEHAVIORAL SERVICES		14567	OCT EAP PREMIUM	1,082.05	
23202 09/28/07		32.30	M090	CLARKE, PATRICIA	7	9001287	MED PYMT SUPP	32.30	
23203 09/28/07		12.65	002063	COSTCO		14588	PHOTO PROCESS/OPS	1.69	
						14589	PHOTO PROCESS/OPS	1.35	
						14590	PHOTO PROCESS/OPS	8.35	
						14591	PHOTO PROCESS/OPS	1.26	
23204 09/28/07		72.86	M116	CRAMBLETT, LAWRENCE		9001304	MED PYMT SUPP	72.86	
23205 09/28/07		61.33	M092	CRAWFORD, TERRI	7	9001288	MED PYMT SUPP	61.33	
23206 09/28/07		2,202.15	504	CUMMINS WEST, INC.		14406	OUT REP REV VEH	2,202.15	
23207 09/28/07		24.22	M039	DAVILA, ANA MARIA	7	9001260	MED PYMT SUPP	24.22	
23208 09/28/07		40,732.12	800	DELTA DENTAL PLAN		14619	OCT DENTAL	40,732.12	
23209 09/28/07		56,226.65	001316	DEVCO OIL		14437	9/1-9/12 FUEL/FLT	56,226.65	
23210 09/28/07		61.33	M095	DIXON, GEORGE	7	9001289	MED PYMT SUPP	61.33	
23211 09/28/07		61.33	M096	DRAKE, JUDITH	7	9001290	MED PYMT SUPP	61.33	
23212 09/28/07		144.76	001020	EMED COMPANY		14524	SAFETY SUPPLIES	144.76	
23213 09/28/07		61.33	M098	FAUCI, SUSAN	7	9001291	MED PYMT SUPP	61.33	
23214 09/28/07		61.33	M099	FIKE, LOUIS	7	9001292	MED PYMT SUPP	61.33	
23215 09/28/07		154.94	M074	GABRIELE, BERNARD	7	9001276	MED PYMT SUPP	154.94	
23216 09/28/07		24.22	M040	GARBEZ, LINDA	7	9001261	MED PYMT SUPP	24.22	
23217 09/28/07		48.42	M100	GARCIA, SANTIAGO	7	9001293	MED PYMT SUPP	48.42	
23218 09/28/07		61.33	M101	GOES, ALAN	7	9001294	MED PYMT SUPP	61.33	
23219 09/28/07		6,809.10	001029	GOLDEN GATE SYSTEMS		14501	COMPUTER SUPPLIES/IT	6,809.10	
23220 09/28/07		48.42	M041	GOUVEIA, ROBERT	7	9001262	MED PYMT SUPP	48.42	
23221 09/28/07		49.93	546	GRANITE ROCK COMPANY		14576	REPAIRS/MAINTENANCE	49.93	
23222 09/28/07		48.42	M081	HALL, JAMES	7	9001282	MED PYMT SUPP	48.42	
23223 09/28/07		241.33	M016	HICKLIN, DONALD KENT	7	9001256	MED PYMT SUPP	241.33	

5-1.9

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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 ALL CHECKS FOR COAST COMMERCIAL BANK

DATE: 09/01/07 THRU 09/30/07

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
23224	09/28/07	24.25	M082	HINDIN, LENORE	7	9001283	MED PYMT SUPP	24.25	
23225	09/28/07	28,000.00	002116	HINSHAW, EDWARD & BARBARA	7	9001250	370 ENCINAL RENT	28,000.00	
23226	09/28/07	62.96	M043	HOLODNICK, JAMES	7	9001263	MED PYMT SUPP	62.96	
23227	09/28/07	88.67	166	HOSE SHOP, THE		14414	PARTS & SUPPLY/FLT	88.67	
23228	09/28/07	72.86	M075	HOWARD, CAROL	7	9001277	MED SUPP PYMT	72.86	
23229	09/28/07	14,214.64	002117	IULIANO	7	9001251	111 DUBOIS RENT	11,214.64	
						9001252	115 DUBOIS RENT	3,000.00	
23230	09/28/07	61.33	M069	JACOBS, KENNETH	7	9001272	MED PYMT SUPP	61.33	
23231	09/28/07	32.30	M103	JEMISON, MAURICE	7	9001295	MED PYMT SUPP	32.30	
23232	09/28/07	2,706.85	110	JESSICA GROCERY STORE, INC.		9001253	CUSTODIAL SERVICES	2,706.85	
23233	09/28/07	61.33	M104	JUSSEL, PETE	7	9001296	MED PYMT SUPP	61.33	
23234	09/28/07	377.09	M061	KAMEDA, TERRY	7	9001269	MED PYMT SUPP	377.09	
23235	09/28/07	63.33	036	KELLY-MOORE PAINT CO., INC.		14397	REPAIRS/MAINTENANCE	35.12	
						14398	REPAIRS/MAINTENANCE	28.21	
23236	09/28/07	1,921.25	039	KINKO'S INC.		14594	AUG PRINTING/MC	337.57	
						14595	AUG PRINTING/MC	173.18	
						14596	AUG PRINTING/MC	1,410.50	
23237	09/28/07	32.30	M105	KOHAMA, MARY	7	9001297	MED PYMT SUPP	32.30	
23238	09/28/07	330.75	852	LAW OFFICES OF MARIE F. SANG	7	14480	WORKERS COMP CLAIM	330.75	
23239	09/28/07	95.06	E103	LONGNECKER, LLOYD		14626	9/20 TRAVEL/RTCC MTG	95.06	
23240	09/28/07	137.57	107A	LUMBERMENS		14311	PARTS & SUPPLY/FLT	83.33	
						14361	PARTS & SUPPLY/FLT	-54.24	
						14362	PARTS & SUPPLY/FLT	108.48	
23241	09/28/07	32.30	M106	LYALL, JOHN	7	9001298	MED PYMT SUPP	32.30	
23242	09/28/07	1,407.00	001119	MACERICH PARTNERSHIP LP	7	9001249	CAPITOLA MALL RENT	1,407.00	
23243	09/28/07	217.51	764	MERCURY METALS		14444	OUT RPR REV VEH	60.00	
						14486	OUT RPR REV VEH	157.51	
23244	09/28/07	61.33	M108	MILLER, FOREST	7	9001299	MED PYMT SUPP	61.33	
23245	09/28/07	687.07	041	MISSION UNIFORM		14333	UNIF/LAUNDRY/FAC	80.66	
						14355	UNIF/LAUNDRY/FLT	282.75	
						14356	UNIF/LAUNDRY/FLT	129.35	
						14357	UNIF/LAUNDRY/FLT	135.63	
						14360	UNIF/LAUNDRY/FLT	58.68	
23246	09/28/07	199.88	001454	MONTEREY BAY OFFICE PRODUCTS		14489	6/1-8/31 COPIER/ADM	199.88	
23247	09/28/07	28,448.40	002891	NCLN20, INC.		14585	AUG SECURITY	28,448.40	
23248	09/28/07	1,468.02	001063	NEW FLYER INDUSTRIES LIMITED		14544	REV VEH PARTS	552.30	
						14550	REV VEH PARTS	915.72	
23249	09/28/07	47.08	004	NORTH BAY FORD LINC-MERCURY		14421	REV VEH PARTS/FLT	47.08	
23250	09/28/07	24.22	M050	O'MARA, KATHLEEN	7	9001264	MED PYMT SUPP	24.22	
23251	09/28/07	80.00	E294	OWENS, ROLAND		14631	EMP TRAVEL/OWENS	80.00	
23252	09/28/07	4,212.64	009	PACIFIC GAS & ELECTRIC		14561	8/14-9/13 RESEARCH	1,157.58	
						14617	8/1-8/28 370 ENCINAL	3,055.06	
23253	09/28/07	325.46	043	PALACE ART & OFFICE SUPPLY		14340	OFFICE SUPPLIES/OPS	290.78	
						14440	OFFICE SUPPLY/FLT	34.68	
23254	09/28/07	346.62	M057	PARHAM, WALLACE	7	9001267	MED PYMT SUPP	346.62	
23255	09/28/07	48.42	M051	PENDRAGON, LINDA	7	9001265	MED PYMT SUPP	48.42	
23256	09/28/07	62.96	M109	PEREZ, CHERYL		9001300	MED PYMT SUPP	62.96	
23257	09/28/07	308.52	M064	PETERS, TERRIE	7	9001270	MED PYMT SUPP	308.52	
23258	09/28/07	61.33	M070	PICARELLA, FRANCIS	7	9001273	MED PYMT SUPP	61.33	
23259	09/28/07	61.33	M117	POLANCO, ANDRES		9001305	MED PYMT SUPP	61.33	

5-1.10

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 CHECK JOURNAL DETAIL BY CHECK NUMBER
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DATE: 09/01/07 THRU 09/30/07

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
23260	09/28/07	346.62	M058	POTEETE, BEVERLY	7	9001268	MED PYMT SUPP	346.62	
23261	09/28/07	113.87	061A	REGISTER PAJARONIAN		14436	CLASS ADV/FLT	113.87	
23262	09/28/07	33,590.52	904	RNL DESIGN		14615	SVCS THRU 8/31 MB	1,482.13	
						14616	SVCS THRU 8/31 MB	32,108.39	
23263	09/28/07	315.76	M005	ROSS, EMERY	7	9001254	MED PYMT SUPP	315.76	
23264	09/28/07	48.42	M085	ROSSI, DENISE	7	9001284	MED PYMT SUPP	48.42	
23265	09/28/07	1,973.81	018	SALINAS VALLEY FORD SALES		14438	REV VEH PARTS	1,973.81	
23266	09/28/07	32.30	M111	SANCHEZ, FELIX	7	9001301	MED PYMT SUPP	32.30	
23268	09/28/07	721.45	002713	SANTA CRUZ AUTO TECH, INC.		14459	OUT RPR REV VEH	56.60	
						14460	OUT RPR REV VEH	56.60	
						14461	OUT RPR REV VEH	56.60	
						14462	OUT RPR REV VEH	50.15	
						14463	OUT RPR REV VEH	50.15	
						14464	OUT RPR REV VEH	50.15	
						14465	OUT RPR REV VEH	50.15	
						14466	OUT RPR REV VEH	50.15	
						14467	OUT RPR REV VEH	50.15	
						14468	OUT RPR REV VEH	50.15	
						14469	OUT RPR REV VEH	50.15	
						14470	OUT RPR REV VEH	50.15	
						14471	OUT RPR REV VEH	50.15	
						14472	OUT RPR REV VEH	50.15	
23269	09/28/07	641.11	135	SANTA CRUZ AUTO PARTS, INC.		14309	PARTS & SUPPLY/FLT	64.43	
						14312	REV VEH PARTS/PT	120.96	
						14322	SAFETY SUPPLY/FLT	432.50	
						14329	PARTS & SUPPLY/FLT	10.85	
						14363	PARTS & SUPPLY/FLT	12.37	
23270	09/28/07	18.31	848	SANTA CRUZ ELECTRONICS, INC.		14498	COMPUTER SUPPLIES/IT	18.31	
23271	09/28/07	100.00	260	SANTA CRUZ GLASS CO., INC.		14506	DOOR RPR/PACIFIC	100.00	
23272	09/28/07	786.79	174	SAYLOR & HILL COMPANY		14383	CONT. COVERAGE/VERNON	786.79	
23273	09/28/07	479.04	001	SBC		14592	AUG REPEATERS/OPS	86.60	
						14593	SEPT REPEATERS/OPS	392.44	
23274	09/28/07	363.97	M010	SHORT, SLOAN	7	9001255	MED PYMT SUPP	363.97	
23275	09/28/07	61.33	M112	SILVA, EDUARDO	7	9001302	MED PYMT SUPP	61.33	
23276	09/28/07	100.00	B016	SKILLICORN, DALE	7	14620	SEPT BOARD MTGS	100.00	
23277	09/28/07	48.42	M054	SLOAN, FRANCIS	7	9001266	MED PYMT SUPP	48.42	
23278	09/28/07	11,948.71	001075	SOQUEL III ASSOCIATES	7	14278	RENT INCR.RESEARCH	297.60	
						9001248	RESEARCH PARK RENT	11,651.11	
23279	09/28/07	75.00	989	STUCKER, NANCY K.	7	14392	SEPT BILINGUAL TESTS	75.00	
23280	09/28/07	1,066.80	017	SUN MICROSYSTEMS, INC.		14497	10/01-12/31 SVCS	1,066.80	
23281	09/28/07	3,897.84	970	THE MECHANICS BANK		14598	AUG RETAINAGE/MB	3,897.84	
23282	09/28/07	76.28	002504	TIFCO INDUSTRIES		14536	PARTS & SUPPLIES	76.28	
23283	09/28/07	24.22	M086	TOLINE, DONALD	7	9001285	MED PYMT SUPP	24.22	
23284	09/28/07	352.71	170	TOWNSEND'S AUTO PARTS		14330	PARTS & SUPPLY/FLT	134.37	
						14331	PARTS & SUPPLY/ FLT	165.66	
						14332	PARTS & SUPPLY/FLT	52.68	
23285	09/28/07	1,054.17	R500	USAA INSURANCE		14557	SETTLEMENT/RISK	1,054.17	
23286	09/28/07	80.00	E483	VALDEZ, DAVID		14630	EMP TRAVEL/VALDEZ	80.00	
23287	09/28/07	60.80	434	VERIZON WIRELESS		14625	WIRELESS PC CARD	60.80	
23288	09/28/07	177.12	M076	VONWAL, YVETTE	7	9001278	MED PYMT SUPP	177.12	

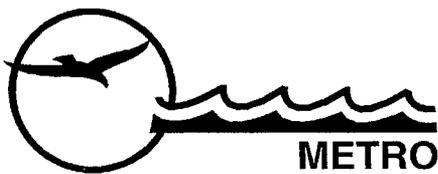
5-1.11

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
 CHECK JOURNAL DETAIL BY CHECK NUMBER
 ALL CHECKS FOR COAST COMMERCIAL BANK

DATE: 09/01/07 THRU 09/30/07

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
23289	09/28/07	3,613.86	001083	WATSONVILLE TRANSPORTATION, INC		14447	9/1-9/5 SERVICES/PT	1,893.68	
						14448	8/29-8/31 SVC/PT	1,720.18	
23290	09/28/07	35,080.56	002887	WEST BAY BUILDERS, INC.		14597	CONST SVC MB TO 8/31	35,080.56	
23291	09/28/07	2,950.00	948A	WESTAMERICA BANK TRUST DEPT		14600	AUG RETAINAGE/MB	2,950.00	
23292	09/28/07	72.86	M115	WILLIAMS, CHRIS	7	9001303	MED PYMT SUPP	72.86	
23293	09/28/07	99.65	E404	WILSON, BONNIE		14629	EMPLOYEE TRAINING	99.65	
23294	09/28/07	24.22	M088	YAGI, RANDY	7	9001286	MED PYMT SUPP	24.22	
23295	09/28/07	104.38	147	ZEE MEDICAL SERVICE CO.		14318	SAFETY SUPPLY/FAC	59.95	
						14319	SAFETY SUPPLY/FAC	44.43	
TOTAL		1,522,568.50		COAST COMMERCIAL BANK			TOTAL CHECKS	322	1,522,568.50

5-1.12



Agenda
METRO Advisory Committee
6:00 pm
October 17, 2007
920 Pacific Avenue
Santa Cruz, California

1. Roll Call
2. Agenda Additions/Deletions
3. Oral/Written Communication
4. Consideration of Minutes of September 2007
5. Ridership Report for August 2007
6. ParaCruz Operations Status Report for June 2007
7. Discussion of MAC Members Attending the Work Session with METRO Board of Directors and Wilbur Smith Associates on October 19, 2007.
8. Election of Vice Chair
9. Presentation by SCCRTC Staff on the Freeway Service Patrol (FSP) Program and the use of METRO Park & Ride Facilities
10. Discussion of Inbound / Outbound Route Schedules on Bus Stops
11. Discussion of MAC Bylaws Regarding Conflict of Interest for MAC Membership
12. Discussion of MAC Bylaws Regarding the Excused and Unexcused Absentee Definitions
13. Communications to METRO General Manager
14. Communications to METRO Board of Directors
15. Items for Next Meeting Agenda
16. Adjournment

Next Meeting: Wednesday, November 21, 2007 @ 6:00 pm
Santa Cruz Metro Center Conference Room

5-3.1

**** REVISED ****
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes - METRO Advisory Committee (MAC)

August 15, 2007

A Regular Meeting of the METRO Advisory Committee (MAC) met on Wednesday, August 15, 2007 at the METRO Center Conference Room, 920 Pacific Avenue, Santa Cruz, CA.

Chair Robert Yount called the meeting to order at 6:17 p.m.

1. ROLL CALL:

MEMBERS PRESENT

Naomi Gunther
Paul Marcelin-Sampson, Vice Chair
Mara Murphy
Dennis Papadopulo
Stuart Rosenstein
Dave Williams
Robert Yount, Chair

VISITORS PRESENT

Steve Prince, UTU
Karena Pushnik, SCCRTC

MEMBERS ABSENT

Dan Alper
Mara Murphy
Lesley Wright

STAFF PRESENT

Ciro Aguirre, Operations Manager
Ian McFadden, Transit Planner
Steve Paulson, Paratransit Administrator
Les White, General Manager

2. AGENDA ADDITIONS/DELETIONS

None

3. ORAL/WRITTEN COMMUNICATION

Oral: Chair Robert Yount referred to the following handouts; 2 Sample Data Layouts of the Ridership report, the June 2006 Ridership report, and a revised MAC Membership Appointments chart, which are attached to the file copy of these minutes.

Oral: Vice Chair Paul Marcelin-Sampson reported his intention of resignation from the METRO Advisory Committee (MAC) as of August 15, 2007 due to his relocation to Monterey, CA. Mr. Marcelin-Sampson thanked the MAC Members and voiced his satisfaction working with METRO and the transportation industry of Santa Cruz County.

Oral: Chair Robert Yount reported that a previous MAC Member, Matthew Melzer, had moved to Washington D.C. and is currently working for the railroad.

4. CONSIDERATION OF MINUTES OF JULY 20, 2007 AND THE PROPOSED REVISION TO MINUTES OF MAY 16, 2007

ACTION: MOTION: DENNIS PAPADOPULO SECOND: PAUL MARCELIN-SAMPSON

5-3.2

ACCEPT AND FILE MINUTES OF THE MAY 16, 2007 MEETING WITH THE PROPOSED REVISION.

Motion passed unanimously with Dan Alper, Mara Murphy, and Lesley Wright being absent.

ACTION: MOTION: NAOMI GUNTHER SECOND: PAUL MARCELIN-SAMPSON

ACCEPT AND FILE MINUTES OF THE JULY 18, 2007 MEETING AS PRESENTED.

Motion passed with Dave Williams abstaining and Dan Alper, Mara Murphy, and Lesley Wright being absent.

5. RIDERSHIP REPORT FOR JUNE 2007

Les White reported that the purpose of the sample Ridership Report layouts is to verify that all the requested information is contained in the report and to seek approval from MAC and the METRO Board of Directors to reformat the report. Mr. White explained that the layouts were mock-ups for revision purposes only and that the data was not the actual data from May 2007.

Ian McFadden reported that the most significant changes were the additions of columns for Passengers per Mile (Passengers/Mile) and Passengers per Hour (Passengers/Hour).

Vice Chair Paul Marcelin-Sampson suggested that an asterisk be placed at the Route 17 row and that verbiage be associated with the asterisk clarifying that the variance of Passengers per Mile / Hour and the revenue generated from Route 17 is not directly comparable to the local routes due to the higher fare for Route 17.

Vice Chair Paul Marcelin-Sampson suggested that terminology be added to the Day Pass column to distinguish it from the Senior/Disabled (S/D) Day Pass. Ian McFadden stated that the term Regular could be added to the Day Pass column.

Vice Chair Paul Marcelin-Sampson suggested that the Wheelchair (W/C) and Bike columns could be somehow distinguished from the other columns in order to signify that the data in these columns is already included in other columns and should not be considered for the overall ridership total. Ian McFadden stated that these columns could be moved to the right of the Passengers/Hour column. Chair Robert Yount stated that moving these columns would set them apart so that the data would not be duplicated when making calculations.

Vice Chair Paul Marcelin-Sampson suggested that the RIDERSHIP column be moved to the left side of the Passengers/Mile column.

Naomi Gunther suggested that a key be added to the report for instructional purposes and to provide information on how the data is calculated. Vice Chair Paul Marcelin-Sampson stated that he would provide METRO Staff with a key he had previously created to include on the report.

Vice Chair Paul Marcelin-Sampson suggested adding the term Regular or Full to the Cash column and renaming the S/D Riders column to S/D Cash. Les White suggested using the term Full Fare instead of Regular for column headings.

Ian McFadden described some of the limitations of providing certain informational data on the report and how comparing reports from previous months and years may not provide actual performance changes due to the number of school days, service changes, and other variables. Les White stated that Days of Service would also vary.

6. PARACRUZ OPERATIONS STATUS REPORT FOR APRIL 2007

Chair Robert Yount Stated that the ParaCruz service is constantly showing improvement and commended Steve Paulson for his involvement. Steve Paulson thanked MAC for the recognition.

7. CONSIDERATION OF REPORTS GENERATED BY CONSULTANTS PAT PIRAS CONSULTING AND WILBUR SMITH ASSOCIATES, INC.

Deferred to September 19, 2007 MAC Meeting

8. CONSIDERATION OF SANTA CRUZ METRO'S COMMENTS TO THE ACCESS BOARD'S PROPOSED DRAFT REVISIONS TO THE ADA ACCESSIBILITY GUIDELINES FOR BUSES & VANS (36 CODE OF FEDERAL REGULATIONS PART 1192)

Deferred to September 19, 2007 meeting.

9. CONSIDERATION AND PRIORITIZATION OF LIST OF UNMET TRANSIT NEEDS FOR SUBMISSION TO SCCRTC

Chair Robert Yount referred to the "Draft 2007 Unmet Transit/Paratransit Needs-METRO BOARD LIST REVISION #2" handout, which is attached to the file copy of these minutes. Les White explained the meaning and purpose of Unmet Needs and the development of the revised list. Mr. White stated he had provided the SCCRTC "Draft List of Unmet Specialized Transportation/Transit Needs June 2007" and "Draft 2007 Unmet Needs-METRO" at the July MAC meeting so that MAC Members could review them in order to make suggestions for additions and/or deletions from the list at this MAC Meeting. Mr. White described the routing process and time line for developing and submitting the list.

Les White explained that the "Draft 2007 Unmet Transit/Paratransit Needs-METRO BOARD LIST REVISION #2" contains items that do not have funding and may never be implemented unless funding should become available. Mr. White stated that the concept of the list is to attach a level of importance to the items should funding become available.

ACTION: MOTION: STUART ROSENSTEIN SECOND: PAUL MARCELIN-SAMPSON

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGES: MOVE “HOLIDAY SERVICE ON ALL HOLIDAYS” FROM LOW PRIORITY TO HIGH PRIORITY, ADD “ADDITIONAL HIGHWAY 17 NORTH AND SOUTH TRIPS AT LATER TIMES ON WEEKENDS” TO HIGH PRIORITY, AND THE USE OF A CRITERIA TO SELECT ITEMS THAT WOULD BENEFIT THE MOST RIDERS IF FUNDING SHOULD BECOME AVAILABLE.

Motion passed unanimously with Dan Alper, Mara Murphy, and Lesley Wright being absent.

STUART ROSENSTEIN LEFT AT THIS TIME

ACTION: MOTION: NAOMI GUNTHER SECOND: PAUL MARCELIN-SAMPSON

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGES: MOVE “REVISE AND IMPROVE WEB SITE TO ENHANCE EFFECTIVENESS AND VISIBILITY” FROM VERY HIGH PRIORITY TO HIGH PRIORITY, MOVE “INCREASED HEADWAYS FOR ROUTE 71 EVENING SERVICE: 2X AN HOUR UNTIL 9PM VS. 7PM” FROM VERY HIGH PRIORITY TO MODERATE PRIORITY, MOVE “REDEVELOP SANTA CRUZ METRO CENTER AS MIXED USE FACILITY INCORPORATING LOCAL TRANSIT SERVICE, PARATRANSIT SERVICE, INTERCITY BUS SERVICE, COMMERCIAL OFFICE FUNCTIONS, PASSENGER SERVICE FACILITIES, PARKING FACILITIES, AND BOTH MARKET RATE AND AFFORDABLE HOUSING” FROM VERY HIGH PRIORITY TO MODERATE PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: DENNIS PAPADOPULO SECOND: PAUL MARCELIN-SAMPSON

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGES: ELIMINATE “BI-DIRECTIONAL SERVICE ON LOCAL WATSONVILLE ROUTES” AND REPLACE WITH “ADD BUS STOPS AND ADDITIONAL LOCAL SERVICE TO THE WATSONVILLE AREA” AND MOVE TO HIGH PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: NAOMI GUNTHER SECOND: PAUL MARCELIN-SAMPSON

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGE: MOVE “BRAILLE AND RAISED NUMBERS ON BUS SIGNAGE AT BUS STOPS INDICATING WHICH BUS ROUTES ARE BEING OFFERED AT EACH STOP” FROM MODERATE TO HIGH PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: PAUL MARCELIN-SAMPSON SECOND: DENNIS PAPADOPULO

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGE: REMOVE “SERVICE FROM SANTA CRUZ COUNTY TO LOS GATOS” FROM LIST.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: PAUL MARCELIN-SAMPSON SECOND: NAOMI GUNTHER

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGES: ELIMINATE “ADD EARLY MORNING ROUTE 70 SERVICE TO CABRILLO COLLEGE” AND REPLACE WITH “EARLIER START TIMES ON ALL ROUTES WHERE NECESSARY” AND MOVE TO HIGH PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: NAOMI GUNTHER SECOND: DENNIS PAPADOPULO

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGES: REVISE “EXPANDED EVENING AND LATE NIGHT SERVICE ON MAJOR FIXED ROUTES TO IMPROVE SERVICE ACCESSIBILITY” TO READ, “EXPANDED EVENING AND LATER SERVICE ON MAJOR FIXED ROUTES TO IMPROVE SERVICE ACCESSIBILITY” AND MOVE FROM MODERATE PRIORITY TO HIGH PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: ROBERT YOUNT SECOND: DENNIS PAPADOPULO

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGES: MOVE “ PURCHASE AUTOMATED VEHICLE LOCATION/PASSENGER COUNTING SYSTEM” AND “INSTALLATION OF TRANSPONDERS ON ALL BUSES FOR PREEMPTIVE SIGNAL CONTROL ON MAJOR CORRIDORS IMPROVING TRAFFIC FLOW, REDUCING TRAVEL TIME, AND IMPROVING ON-TIME PERFORMANCE” FROM HIGH PRIORITY TO VERY HIGH PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: PAUL MARCELIN-SAMPSON SECOND: NAOMI GUNTHER

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGE: MOVE “IMPLEMENT CIRCULATOR SERVICE IN SANTA CRUZ, WATSONVILLE, CAPITOLA, AND SCOTTS VALLEY” FROM HIGH PRIORITY TO LOW PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

ACTION: MOTION: ROBERT YOUNT SECOND: PAUL MARCELIN-SAMPSON

MAC RECOMMENDS TO THE BOARD OF DIRECTORS THAT THE DRAFT 2007 UNMET TRANSIT/PARATRANSIT NEEDS-METRO LIST BE REVISED TO REFLECT THE FOLLOWING CHANGE: ADD “REPLACEMENT OF THIRTY (30) 1998 FIXED-ROUTE BUSES” TO VERY HIGH PRIORITY.

Motion passed unanimously with Dan Alper, Mara Murphy, Stuart Rosenstein, and Lesley Wright being absent.

Karena Pushnik reported that the Santa Cruz County Regional Transportation Commission (SCCRTC) has mailed out a notice to community organizations informing them of the Unmet Needs Public Hearing that will be held at the September 6, 2007, SCCRTC regular meeting. Ms. Pushnik informed MAC and METRO Staff that the notice included the Elderly and Disabled Transportation Advisory Committee (E&D TAC) Unmet Needs list and a previous Unmet Needs list from METRO and that an email containing these items was also sent. Ms. Pushnik stated that if METRO presented SCCRTC with a revised list including prioritization that it could be included in a future email. Les White stated that he would provide SCCRTC with an updated list from the METRO Board of Directors.

10. DISCUSSION OF USAGE RULES FOR PARK & RIDE FACILITIES

Deferred to September 19, 2007 meeting.

11. DISCUSSION OF MAC BYLAWS REGARDING CONFLICT OF INTEREST FOR MAC MEMBERSHIP

Deferred to September 19, 2007 meeting.

12. DISCUSSION OF MAC BYLAWS REGARDING THE EXCUSED AND UNEXCUSED ABSENTEE DEFINITIONS

Deferred to September 19, 2007 meeting.

13. DISCUSSION OF CHANGE MACHINES AND TICKET VENDING MACHINES

Deferred to September 19, 2007 meeting.

14. COMMUNICATIONS TO METRO GENERAL MANAGER

None.

15. COMMUNICATIONS TO METRO BOARD OF DIRECTORS

None.

16. ITEMS FOR NEXT MEETING AGENDA

- Ridership Report
- ParaCruz Operations Status Report
- Consideration of Reports Generated by Consultants Pat Piras Consulting and Wilbur Smith Associates, Inc.
- Consideration of Santa Cruz METRO's Comments to the Access Board's Proposed Draft Revisions to the ADA Accessibility Guidelines for Buses & Vans (36 Code of Federal Regulations Part 1192)
- Discussion of Usage Rules for Park & Ride Facilities
- Discussion of MAC Bylaws Regarding Conflict of Interest for MAC Membership
- Discussion of MAC Bylaws Regarding the Excused and Unexcused Absentee Definitions
- Discussion of Change Machines and Ticket Vending Machines
- Consideration of Recommending an Alternate/Replacement Representative to the Transportation Funding Task Force (TFTF) for Paul Marcelin-Sampson

ADJOURN

There being no further business, Chair Robert Yount thanked everyone for participating, and he adjourned the meeting at 7:57 p.m.

Respectfully submitted,



DALE HAMILTON
Administrative Assistant

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Steve Paulson, Paratransit Administrator
SUBJECT: METRO PARACRUZ OPERATIONS STATUS REPORT

I. RECOMMENDED ACTION

This report is for information only- no action requested

II. SUMMARY OF ISSUES

- METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door demand-response transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.
- METRO assumed direct operation of paratransit services November 1, 2004.
- Operating Statistics and customer feedback information reported are for the month of July 2007.
- A breakdown of pick-up times beyond the ready window is included.

III. DISCUSSION

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

METRO began direct operation of ADA paratransit service (METRO ParaCruz) beginning November 1, 2004. This service had been delivered under contract since 1992.

There has been discussion regarding ParaCruz on-time performance. It was noted that most statistical data continues to show improvement, the reported percentage of pick ups performed within the "ready window" has remained relatively consistent, hovering at roughly 90%. Staff was requested to provide a break down the pick-ups beyond the "ready window".

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The table below displays the percentage of pick-ups within the “ready window” and a breakdown in 5-minute increments for pick-ups beyond the “ready window”.

	July 2006	July 2007
Total pick ups	6683	6826
Percent in “ready window”	90.56%	93.96%
1 to 5 minutes late	3.16%	2.46%
6 to 10 minutes late	2.26%	1.35%
11 to 15 minutes late	1.17%	1.03%
16 to 20 minutes late	1.00%	.51%
21 to 25 minutes late	.55%	.35%
26 to 30 minutes late	.37%	.13%
31 to 35 minutes late	.16%	.09%
36 to 40 minutes late	.25%	.10%
41 or more minutes late (excessively late/missed trips)	.19%	.07%
Total beyond “ready window”	9.44%	6.04%

During the month of July, ParaCruz received seven (7) service complaints and one (1) compliment. Four (4) of the complaints were found to be “not valid”. Three (3) of the valid service complaints were related to a late pick-up.

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Comparative Operating Statistics This Fiscal Year, Last Fiscal Year through July

	July 06	July 07	Fiscal 07	Fiscal 08
Requested	7311	7163	7311	7163
Performed	6683	6826	6683	6826
Cancels	18.59%	15.61%	18.59%	15.61%
No Shows	2.28%	2.22%	2.28%	2.22%
Total miles	47981	45120	47981	45120
Av trip miles	5.16	5.20	5.16	5.20
Within ready window	90.56%	93.96%	90.56%	93.96%
Excessively late/missed trips	13	5	13	5
Call center volume	5838	5868	5838	5868
Call average seconds to answer	24	30	24	30
Hold times less than 2 minutes	95%	95%	95%	95%
Distinct riders	795	746	795	746
Most frequent rider	54 rides	46 rides	54	46
Shared rides	67.3%	63.4%	67.3%	63.4%
Passengers per rev hour	1.62	2.32	1.62	2.32
Rides by supplemental providers	5.97%	22.78%	5.97%	22.78%
Vendor cost per ride	\$22.14	\$23.22	\$22.14	\$23.22
ParaCruz driver cost per ride (estimated)	\$24.27	\$24.17	\$24.27	\$24.17
Rides < 10 miles	81.40%	83.16%	81.40%	83.16%
Rides > 10	18.60%	16.84%	18.60%	16.84%

IV. FINANCIAL CONSIDERATIONS

NONE

V. ATTACHMENTS

NONE

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Frank L. Cheng, Project Manager
SUBJECT: CONSIDERATION OF METROBASE STATUS REPORT

I. RECOMMENDED ACTION

That the Board of Directors accept and file the MetroBase Status Report.

II. SUMMARY OF ISSUES

- Service Building work
 - Arntz Builders working on punch-list items and providing training to METRO employees.
 - City of Santa Cruz Fire Department received training for the Fueling&Service facility
 - On September 28, the Board of Directors approved a Change Order of \$363,054 for issues relating to needed items for the Service & Fueling Building Component of the MetroBase Project.
- Maintenance Building
 - West Bay Builders continuing site work on 120 Golf Club Drive property
 - Tilt-up panels and steel framework have been installed.
 - Storm Sewer connection work has started on Golf Club Drive.
 - PG&E to provide more information for site work.
 - AT&T working on telecom plans.

III. DISCUSSION

Service & Fueling Building work is continuing on 1122 River Street. Current work consists of punch-list items and providing training to METRO employees. Multiple training sessions have occurred. Arntz Builders is going through a punch-list to finalize building and have been working on them. City of Santa Cruz Fire Department has requested several training sessions for the purpose of familiarizing themselves with fueling facility. On September 28, the Board of Directors approved a Change Order of \$363,054 for issues relating to needed items for the Service & Fueling Building Component of the MetroBase Project. Main items of work include Caltrans Encroachment Right of Way, PG&E, and AT&T work.

West Bay Builders is continuing site work on 120 Golf Club Drive property. The tilt-up panels and steel framework have been installed. West Bay Builders have begun work on Golf Club Drive for storm sewer work.

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Other work occurring on the site is the site work for PG&E transformer. PG&E will be providing cut sheets and drawings for the transformer and platform that will be placed on the Vernon side area. Also, AT&T is working on their telecom plans for the site.

Information for the MetroBase Project can be viewed at <http://www.scmtd.com/metrobase>
Information on the project, contact information, and MetroBase Hotline number (831) 621-9568 can be viewed on the website.

New updates on the MetroBase Project:

- City of Santa Cruz Fire Department requested training for the Service&Fueling Facility.
- West Bay Builders continuing site work on 120 Golf Club Drive property.
- West Bay Builders has installed tilt-up panels and steel framework.
- PG&E to provide more information for site work.
- AT&T working on Maintenance Building telecom plans.

Previous information regarding the MetroBase Project:

A. Service & Fueling Building (IFB 05-12)

- Arntz Builders completed trash enclosure and street repaving of Highway 9.
- On January 26, 2007, Board of Directors went on a tour of the MetroBase Project.
- Received Caltrans Encroachment Permit. Work completed.
- Department of Fish&Game approved work on outfall construction completed.
- Concrete Driven Piles completed end of May 2006.
- Arntz Builders providing training to METRO employees.
- Public Outreach Newsletter sent to areas possibly affected by construction.
- Notice to Proceed issue effective January 9, 2006 with 365 calendar day construction period.
- Weekly Construction Meetings

B. Maintenance Building (IFB 06-01)

- On November 20, 2006, METRO received signed copies of IFB 06-01 from West Bay Builders including agreement to Labor Harmony provisions included in award letter.
- IFB 06-01 Maintenance Building awarded to West Bay Builders for \$15,195,000 contingent upon Labor Harmony provision in award letter.
- Tilt-up panels poured and cured.
- RNL contract modified for added Maintenance Building scope
- Harris & Associates contract modified for added Maintenance Building scope.
- Weekly Construction Meetings.

IV. FINANCIAL CONSIDERATIONS

Funds for the construction of the Service & Fueling, and Maintenance Building Components of the MetroBase Project are available within the funds the METRO has secured for the Project.

V. ATTACHMENTS

Attachment A: None

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark J. Dorfman, Assistant General Manager
SUBJECT: **CONSIDERATION OF ADOPTING AN ANNUAL DBE PARTICIPATION RATE OF 1.38% FOR FEDERALLY FUNDED PROCUREMENTS IN FY2008.**

I. RECOMMENDED ACTION

Adopt an annual DBE participation rate of 1.38% for Fiscal Year 2008.

II. SUMMARY OF ISSUES

- The Department of Transportation requires the District to have a Disadvantaged Business Enterprise (DBE) Program and to set an annual goal to ensure that small, minority- and women-owned businesses are not discriminated against in District procurements.
- Code of Federal Regulations Title 49, Part 26 (49 CFR 26) prescribes the annual DBE goal calculation method.
- The proposed FY 2008 goal establishes an adjusted DBE participation rate of 1.38% for METRO procurements.
- The District will accept public comments on the proposed goal until December 15, 2007.

III. DISCUSSION

In 1983, the United States Congress enacted the first Disadvantaged Business Enterprise statutes to end discrimination contract awards funded with Federal assistance. As required by the Department of Transportation since then, the Santa Cruz Metropolitan Transit District annually establishes a goal and tracks DBE participation in its own procurement activities. The intent of the goal is to attain the same rate of participation by small, minority and women-owned business in procurements which could be expected in the absence of discrimination.

The Code of Federal Regulations (49 CFR 26) prescribes the method for calculating the annual goal for DBE participation. Both the US Bureau of Census and the California Department of Transportation's Unified Certification Program maintain extremely specific and uniform data on business activity and ownership by county. Both data sources use the North American Industry Classification System (NAIC), which categorizes business activities into hundreds of six-digit

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classification codes. Caltrans also uses the NAIC in its DBE Vendor Directory, enabling METRO staff to accurately calculate a DBE goal conforming to a preferred method.

METRO staff used the base DBE participation rate indicated using the October, 2007 DBE Vendor Directory. Caltrans' DBE vendor directory yielded a base rate of 1.02% for overall DBE participation from within the 14-county area which furnishes most of METRO's vendors. Because of large construction procurements for MetroBase and Pacific Station, contractors and subcontractors may be drawn from outside the typical market area. To accommodate this wider appeal, staff increased the rate of DBE participation in construction activities from 1.16%, the portion of DBE vendors in the METRO market area, to 1.54%, the portion of DBE vendors in construction statewide. Similarly, the rates for Wholesale and Business Services procurement were increased to the statewide rates. These adjustments increased the overall DBE goal from 1.02% to 1.38%.

In July, 2007, The Federal Transit Administration conducted a triennial review of METRO's federal program administration and found METRO's DBE program to comply with the federal requirements.

In April, 2006, the Ninth Circuit Court of Appeals ruled that absent evidence of specific racial discrimination in contract awards, procurements could no longer specify contract-specific, or "race-conscious" goals for contracts. The California Department of Transportation on May 1, 2006, instituted a "race-neutral" DBE program, and Santa Cruz METRO will continue to implement a race-neutral DBE program in accordance with guidance from Caltrans.

The District will accept public input for 45 days after announcing the new goal. Public comments and the District's response will be included in the annual goal statement submitted to the Federal Transit Administration for ultimate approval. Staff will accept comments through December 15, 2007.

The attached *Annual DBE Program Goal Fiscal Year 2008* contains the methodology for setting the DBE participation rate at 1.38%. Adopting the goal commits the District's procurement efforts to attain a DBE participation rate of 1.38% for the Federal Fiscal Year beginning October 1, 2007.

III. FINANCIAL CONSIDERATIONS

Adopting the *Annual DBE Program Goal Fiscal Year 2008* has no financial impact; however, contracts funded with FTA assistance will be monitored for DBE goal achievement.

V. ATTACHMENTS

Attachment A: *Santa Cruz Metropolitan Transit District Annual DBE Program Goal Fiscal Year 2008*

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Santa Cruz Metropolitan Transit District

Annual DBE Program Goal

Fiscal Year 2008

October, 2007

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Introduction

The Santa Cruz Metropolitan Transit District (METRO) has maintained a Disadvantaged Business Enterprise (DBE) Program in accordance with the U.S. Department of Transportation (DOT) as required in 49 CFR Part 23. The purpose of the METRO DBE program is to ensure that small firms competing for DOT sponsored contracts are not disadvantaged by unlawful discrimination. Initially, the program applied to minority owned businesses. In 1987, Congress expanded the DBE program to include small women-owned businesses as well.

In February 1999, the U.S. Congress passed a new regulation for Disadvantaged Business Enterprises in response to the Supreme Court's 1995 opinion (*Adarand vs. Pena*) that affirmative action programs must be narrowly tailored to serve a compelling government interest. In order to streamline DBE program administration and to incorporate the new rules, the Department of Transportation codified the revised DBE requirements in a new section, 49 CFR 26.

The Santa Cruz Metropolitan Transit District DBE Program - 49 CFR Part 26 contains the complete DBE program including policies, requirements, remedies, and records except for the amount of DBE participation to be determined each year. The Program conforms to Participation by Disadvantaged Business Enterprises in Department of Transportation Programs; Final Rule as published in the Federal Register of February 2, 1999. The METRO Board of Directors adopted the Program on July 21, 2000 and submitted it to the Federal Transit Administration for approval on July 25, 2000. The complete Program is available upon request from District's DBE Liaison Officer at the address listed on the last page of this Annual Update.

The Santa Cruz Metropolitan Transit District Annual DBE Program Goals FY 2008 comprises the annually updated part of the comprehensive DBE Program. Each year, the Santa Cruz Metropolitan Transit District will review its goal accomplishment for Disadvantaged Business Enterprise participation in DOT assisted contracts and recalculate the goal for the coming year, if indicated, based upon demonstrable evidence relevant to the District's marketplace. This document presents the annual goal, describes the methodology behind it and discusses race-neutral and race-conscious measures that the District anticipates using to reach the goal.

Declarations

The Santa Cruz Metropolitan Transit District receives Federal financial assistance from the Department of Transportation, and, as a condition of receiving this assistance, has signed an assurance that it will comply with 49 CFR Part 26. The Santa Cruz Metropolitan District will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by 49 CFR Part 26 on the basis of race, color, sex, or national origin.

In administering its DBE Program, the Santa Cruz Metropolitan Transit District will not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the DBE program with respect to individuals of a particular race, color, sex, or national origin.

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Annual Goal Methodology

METRO's annual goal-setting methodology follows the prescribed method in 49 CFR §26.45 and draws upon relevant market data particular to the geographic area in which METRO typically contracts. In step one, METRO uses the US Bureau of Census County Business Patterns and the California Department of Transportation's statewide directory of eligible DBE vendors in its Unified Certification Program to estimate the number of DBEs which might be available in METRO's contracting area. Step two narrowly tailors the estimate to the actual market conditions for DBEs in METRO's procurement areas.

METRO's annual goal calculation is based upon very specific data available on business ownership in the area and is narrowly tailored to the characteristics of the market area in which METRO contracts. Since 2005, Caltrans has identified its certified DBE vendors by county using the 6-digit North American Industry Classification System, which corresponds exactly to the classification system used by the U.S. Census Bureau's County Business Pattern data. METRO now derives its goal from the actual count of DBE vendors within a narrow range of industrial classification codes and compares it to the count of all businesses in the exact same classifications in the County Business Patterns. The subsequent goals can be considered more reliable and more relevant to this area than those calculated before FY 2005.

In order to be considered a Disadvantaged Business Enterprise for the purpose of participating in federally funded procurements, a firm must be certified by an agency receiving assistance from one of the federal transportation agencies. In California, each certified firm is catalogued in the statewide DBE directory, which Caltrans updates weekly, giving an accurate count of certified DBE firms in the market area.

Apparently, few minority and women owned businesses register for DBE certification. Whether for privacy reasons, excessive income or due to the success of the DBE program in enabling small DBE firms to grow beyond the maximum allowable income threshold for the program, minority and women-owned businesses do not apply for DBE status at the rate which might be expected, and the DBE Directory represents a portion of all businesses estimated to be owned by minorities or women. While other small, minority- or woman-owned businesses may exist, this goal-setting methodology accounts only for those businesses certified and listed in the directory to calculate the annual participation goal.

STEP 1: ESTABLISHING THE BASE FIGURE

In order to estimate the potential DBE participation rate in the absence of discrimination, staff first categorized previous METRO contracts according to the North American Industry Classification System (NAIC), which classifies business activity in Canada, Mexico and the United States into distinct groups for purposes of statistical comparison.¹ Each business activity is assigned a 2 to 6 digit number within a hierarchy of increasing specificity based upon the number of digits. For example, construction activity is grouped generally under the 2-digit category "23". Special construction trades are further categorized in "238", with Drywall contractors in NAIC code "238210" and Painters categorized in NAIC code "238220". Other business groupings follow the same pattern.

Examination of METRO's previous DOT assisted contracts revealed that contract work occurs in construction, paratransit service, wholesale procurement and business services such as finance, planning environmental consulting and engineering. To achieve the greatest specificity and eliminate related areas in which METRO has no contract opportunities, METRO staff sometimes chose the full 6-digit code and at other times used only 3 or 2 digits when all related subcategories also had contract opportunities. The NAIC codes incorporating relevant contract areas would be: Construction, 236; Heavy Construction, 237; Special trade contractors, 238; Paratransit and special passenger transportation, 485; Wholesale goods, 423, 4241, 441, 443, 447, 45321, 454319; and Business Services, 517, 5241, 5313, 5324, 54, 561, 562, 6211, 6215, 811 and 812331. Disadvantaged Business Enterprises (DBEs) could then be compared with all firms by NAIC by county using US Census Data and the California Department of Transportation's (Caltrans) certified DBE Vendor Directory maintained for the statewide Unified Certification Program.

In the next step, staff defined a market area to represent the likely area in which most procurement contracts would be awarded. With proximity to San Francisco and San Jose, many contracts are awarded in the San Francisco and Monterey Bay Areas. In order to establish geographic consistency with the Caltrans DBE vendor directory, staff expanded the market area definition to include all of Caltrans Districts 04 and 05, which extends the market area boundary north to Sonoma and south to Santa Barbara. For this exercise, METRO's market area includes the following counties: Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano and Sonoma. While a fraction of contracts may lie beyond, this area includes the second and fourth largest cities in the State, San Jose and San Francisco, both of which have diverse economies with strong service, retail and wholesale sectors.

The current Caltrans DBE Vendor Directory maintained for the California Unified Certified Program is a reliable inventory of DBE certified firms within the market area. The percentage of DBEs in the geographic area and in the NAICs in which METRO contracts can be computed by simply dividing the number of DBE firms listed in the relevant categories in Caltrans Districts 4 and 5 by the number of all firms in those counties in the same categories as counted by US Bureau of Census County Business Patterns for 2002. The following table calculates the percentage of DBE firms in each contract area in each county.

¹ <http://www.census.gov/epcd/www/naics.html>

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Table 1. METRO Market Area Firms by NAIC and DBEs in UCP Directory

	Construction 236,237,238	Transport. 485	Wholesale 423,4241,441,443,44 4,454319,453214541	Services 517,5241,5313,53 24,54,561, 562,6211,6215,81 2331	#Firms in NAICs
County					
Caltrans District 04					
Alameda	2,784	43	4,375	9,000	16,202
Contra Costa	2,315	39	1,932	6,397	10,683
Marin	1,054	11	874	2,992	4,931
Napa	507	13	332	828	1,680
San Francisco	1,539	73	2,224	8,755	12,591
San Mateo	1,906	62	1,991	5,216	9,175
Santa Clara	3,337	60	4,630	13,038	21,065
Solano	740	19	648	1,259	2,666
Sonoma	2,003	25	1,241	3,047	6,316
Caltrans District 05					
Monterey	982	12	907	1,835	3,736
San Benito	184	2	93	213	492
San Luis Obispo	1,031	19	652	1,597	3,299
Santa Barbara	1,087	21	981	2,613	4,702
Santa Cruz	866	9	623	1,630	3,128
District 04 & 05 TOTAL	20,335	408	21,503	58,420	100,666
Certified DBE Firms					
Market Area	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	SUM DBEs
Districts 04 & 05	237	4	27	369	637
%DBE	1.17%	0.98%	0.13%	0.63%	0.63%

Sources: US Bureau of the Census, County Business Patterns, 2002
 CA Dept. of Transportation, UCP Directory of DBEs, October, 2007.

This table enables the percentage of DBE vendors within the METRO marketplace to be calculated. From the last row of Table 1, the DBE vendor participation rate which could be expected in each of the four NAIC groups in the absence of discrimination would be: 1.17% for construction trades; 0.98% for contract transportation services; 0.13% for wholesale goods; and 0.63% for services. Overall, DBEs represent less than one percent of all firms in the NAICs in which METRO contracts.

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The base figure for the DBE goal is determined by multiplying the percentage of contract procurements in each category (total procurements=100%) by the DBE participation rate expected in each category and summing the four products. Table 2 below shows the data used to calculate the base figure for the overall DBE goal.

Table 2: Base DBE Contract Goal

	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	SUM TOTAL
%DBE in Market Area	1.165%	0.980%	0.126%	0.63%	2.90%
Fed Assisted Contract \$	\$3,051,346	\$20,766	\$403,709	\$246,021	\$3,721,843
% of Contract Funds	81.98%	0.56%	10.85%	6.61%	100%
% Contracts * %DBE	0.96%	0.01%	0.014%	0.04%	1.02%
METRO Ops Budget:	\$38,778,000	FTA Ops.:		\$4,026,335	
METRO Ops. Procurement:	\$6,457,616	Procurable		\$670,497	
METRO Cap Budget: (non-veh)	\$15,972,584	FTA Cap		\$3,051,346	
Procurement TOTAL	\$22,430,200	total FTA:		\$3,721,843	
construction [CAPITAL]	\$15,972,584	1.00000		\$3,051,346	
transportation	200,000	0.03097		\$20,766	
wholesale	3,888,161	0.60210		\$403,709	
business services	2,369,455	0.36692		\$246,021	

Applying the same four categories to METRO's FY 2008 budget, the proportion of FTA operating assistance available for procurement is first determined using the same ratio of procurement dollars to the overall operating budget as shown in the first two rows of the first column of the grid under Table 2. Next, FTA capital assistance, excluding allocations for vehicles, is allocated to contract procurement according to project descriptions, with 100% allocated to the construction category including capital items. There are no FTA funded business services in FY 2008. Then, FTA operating assistance dollars are distributed across the other 3 categories in the same proportion as non-construction procurements to the operating budget. This is shown in the bottom three rows of the grid under Table 2. The resultant percentages are applied to the amount of FTA operating assistance available for procurement in order to calculate federal dollars available for DBE vendor contracting.

Next, the percentage of FTA procurement dollars in each of the four categories is multiplied by the estimated percentage of available DBEs from Table 1 to determine a percentage participation rate in each NAIC group. Finally these four percentages are added to reach the un-adjusted base goal of 1.02% for DBE participation in FY 2008.

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STEP 2: ADJUSTMENT TO THE BASE DBE CONTRACT GOAL

In reviewing the coming year's contract opportunities, the greatest amount by far of FTA funds will be spent in construction. METRO's past experience shows that contractors on large engineering projects tend to subcontract portions of the procurement, yielding more opportunities for small businesses to participate, which in turn increases the opportunity for DBEs since they are by definition small businesses. Furthermore, substantial contract dollars available in MetroBase and Pacific Station construction would tend to attract contractors from outside the typical market area. Rather than using 0.96% for the market share in construction for the level of DBE participation anticipated in the absence of discrimination, this amount is increased to 1.54%, the statewide percentage of DBEs in construction trades as shown in Table 3 (below). This amount will be substituted for the local market percentage of anticipated DBE participation to determine the adjusted in goal in Table 4, following. To raise the goal for DBE participation in Wholesale and Services procurements, the Adjusted DBE Contract Goal borrows the higher statewide percentage rates. These three adjusted rates then become factors to calculate METRO's 2008 DBE Goal. Because METRO allocates such a small portion of procurements to contract transportation since taking ParaCruz in-house, the Adjusted Goal keeps the market area percentage for DBE participation in Transportation.

Table 3. Statewide Certified DBE Firms

	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	SUM DBEs
State Total	69,093	1,430	91,050	174,140	335,713
Certified DBEs in State	1,066	43	264	2,009	3,382
%DBE	1.54%	3.01%	0.29%	1.15%	1.01%

Annual Goal

The annual goal is adjusted to consider the impact of large construction projects, wholesale and services procurements which could attract contractors from beyond METRO's typical market area. Increasing the anticipated DBE participation rate for construction, wholesale and services increases the overall DBE goal from 1.01% to 1.38%.

Table 4: Adjusted DBE Contract Goal

Available DBEs	Construction NAICs	Transport. NAICs	Wholesale NAICs	Services NAICs	All Contract Opportunity
METRO Market Area	1.54%	0.98%	0.29%	1.15%	
Federal Contract \$ FY'08	\$3,051,346	\$20,766	\$403,709	\$246,021	\$3,721,843
% of FTA Funds	81.98%	0.56%	10.85%	6.61%	18.02%
% Contracts * %DBE	1.26%	0.01%	0.03%	0.08%	1.38%
				=DBE	\$ 51,290

5-6.a10

Santa Cruz Metropolitan Transit District's overall goal for FY 2008 is to extend 1.38%~~Error! Not a valid link.~~ of its Federal financial assistance to Disadvantaged Business Enterprises in DOT-assisted contracts, excluding FTA funds used to purchase rolling stock. Santa Cruz Metropolitan Transit District expects to spend \$51,290 federal dollars with DBE vendors during the fiscal year.

Breakout of Estimated Race-Neutral and Race-Conscious Measures

The U.S. DOT Regulations require that the maximum feasible portion of the DBE overall annual goal be met by using race-neutral methods. Race neutral methods include efforts made to assure that bidding and contracting requirements facilitate participation by DBE's and other small businesses by unbundling large contracts to make them more accessible, encouraging prime contractors to subcontract portions of the work, and providing technical assistance, outreach and communications programs. Race-neutral DBE participation includes any time a DBE wins a prime contract through customary competitive procurement procedures, or when a DBE is awarded a subcontract on a prime contract that does not carry a DBE goal.

METRO's FY 2008 DBE Goal includes only race neutral measures to achieve DBE participation.

Process

Each year, Santa Cruz Metropolitan Transit District staff reviews the previous year's DBE achievement and submits an overall goal for the upcoming year to the DOT.

METRO has published a notice of the proposed annual DBE goal to inform the public that the proposed goal and its rationale are available for inspection for 30 days following the date of the notice. METRO will accept comments on the goals for 45 days from the date of the notice. This notice will be published in the Santa Cruz Sentinel newspaper and in Passenger Transport. For FY 2008, public comments will be accepted through December 15, 2007. The goal and methodology will be available at the Main Branch of the Santa Cruz Public Library and during business hours at 370 Encinal Street, Suite 100, Santa Cruz, California.

METRO's annual goal submission to the Federal Transit Administration will include a summary of comments received during this public participation process and METRO's responses.

METRO will monitor DBE participation in procurement contracts beginning October 1.

Comments

Please direct comments on the Annual DBE Goals or the METRO DBE Program to:

Thomas Hiltner, Grants/Legislative Analyst
Santa Cruz Metropolitan Transit District
370 Encinal, Suite 100
Santa Cruz, CA 95060
831-426-6080
thiltner@scmtd.com

5-6.211

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

September 14, 2007

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, September 14, 2007 at the District's Administrative Office, 370 Encinal Street, Santa Cruz, CA.

Vice Chair Beautz called the meeting to order at 9:05 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Jan Beautz
Donald Hagen
Michelle Hinkle
Kirby Nicol
Emily Reilly
Mike Rotkin
Dale Skillicorn
Pat Spence
Mark Stone
Marcela Tavantzis

DIRECTORS ABSENT

Dene Bustichi
Ex-Officio Donna Blitzer

STAFF PRESENT

Ciro Aguirre, Operations Manager
Angela Aitken, Finance Manager
Frank Cheng, MetroBase Project Manager
Mark Dorfman, Assistant General Manager
Mary Ferrick, Base Superintendent

Margaret Gallagher, District Counsel
Robyn Slater, Human Resources Manager
Tom Stickel, Maintenance Manager
Les White, General Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO VOLUNTARILY INDICATED THEY WERE PRESENT

Kathleen Johnson, Advocacy Inc.
Dave Moreau, PSA

Bob Yount, MAC

2. ORAL AND WRITTEN COMMUNICATION TO THE BOARD OF DIRECTORS

Written:

None.

5-7.1

Oral:

Kathleen Johnson, Advocacy Inc., expressed concern regarding residents of Pleasant Care and the ParaCruz Eligibility Assessment process. Ms. Johnson requested that the Board agendaize this issue to review the entire process including who makes the determination of whether a person is allowed on a ParaCruz vehicle to be transported to the eligibility assessment appointment.

Director Rotkin requested that Ms. Johnson provide a list of incidents and asked that METRO staff meet with the Board Chair regarding METRO's response to this concern.

Les White replied that staff would be happy to meet with the Board Chair on this and clarified that Ciro Aguirre has met with Pleasant Care staff regarding the ongoing problem centered around this facility. However, the situation has not improved and neither side is satisfied. Mr. White added that this year's budget already includes a line item for an assessment of METRO's ParaCruz Eligibility Assessment process by an outside consultant, so the timing is good.

3. LABOR ORGANIZATION COMMUNICATIONS

None.

4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

None.

CONSENT AGENDA

5-1. APPROVE REGULAR BOARD MEETING MINUTES OF AUGUST 10 & 24, 2007

No questions or comments.

5-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF AUGUST 2007

No questions or comments.

5-3. CONSIDERATION OF TORT CLAIMS: None

No questions or comments.

5-4. ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR SEPTEMBER 19, 2007 AND MINUTES OF JULY 18, 2007

No questions or comments.

5-7.2

5-5. ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF JUNE 2007

No questions or comments.

5-6. ACCEPT AND FILE METROBASE STATUS REPORT

No questions or comments.

REGULAR AGENDA

7. CONSIDERATION OF APPROVING A RESOLUTION TERMINATING THE CALIFORNIA PUBLIC ENTITY INSURANCE AUTHORITY (CPEIA) JOINT POWERS AGREEMENT

Summary:

Margaret Gallagher reported that METRO no longer has a need to be a member of the CPEIA as it is now allowed to be a participating member of the California State Association of Counties (CSAC) to access excess workers' compensation insurance directly through CSAC.

8. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE AN ASSIGNMENT OF THE LEASE AGREEMENT OF THE CHINESE RESTAURANT AT THE WATSONVILLE TRANSIT CENTER TO YU NING HE AND ELAINE WANG, SUBJECT TO ALL RENTS, OBLIGATIONS, INTEREST AND LATE CHARGES BEING PAID TO METRO

Summary:

Margaret Gallagher reported that this restaurant space at the Watsonville Transit Center has a history of tenants unable to sustain their businesses financially. The current tenants have defaulted on the lease agreement and left the premises closed for the last 6+ months, now owing METRO over \$16k, which will be paid in full to METRO upon the close of escrow on the sale of the business to the proposed new owners. Staff recommends that the Board approve the lease assignment and the proposed new owners' requests that a fence and gate be installed around the space (if acceptable to the Fire Marshall), that the first two months be rent-free, and the ability to put up a sign.

Discussion:

There was a discussion about METRO helping the business succeed and encouraging the new owners to attend a Small Business Development course.

ACTION: MOTION: DIRECTOR NICOL SECOND: DIRECTOR SKILLICORN

Authorize the General Manager to execute an assignment of the Lease Agreement of the Chinese restaurant, previously Delicious Fast Foods, to Yu Ning He and Elaine Wang, while

5-7.3

retaining all former tenants as obligors on the lease, subject to all rents, obligations, interest and late charges being paid to METRO

Discussion:

There was a discussion and consensus authorizing staff flexibility to negotiate rent and to encourage new tenant to participate in Small Business education.

Motion passed unanimously with Director Bustichi being absent.

9. CONSIDERATION OF APPOINTMENT OF HEIDI CURRY TO THE METRO ADVISORY COMMITTEE (MAC) BY DIRECTOR KIRBY NICOL TO FILL THE POSITION OF PAUL MARCELIN-SAMPSON

ACTION: MOTION: DIRECTOR NICOL SECOND: DIRECTOR SKILLICORN

Approve the appointment of Heidi Curry to the METRO Advisory Committee (MAC) as the appointment of Director Nicol

Motion passed unanimously with Director Bustichi being absent.

10. CONSIDERATION OF APPROVING THE RECOMMENDATION OF THE BUS STOP ADVISORY COMMITTEE FOR THE LOCATION OF BUS SHELTERS THAT ARE READY TO BE INSTALLED

Summary:

Les White and Tom Stickel reported that the Bus Stop Advisory Committee has developed an overall priority list of locations for bus shelter installation. The first ten shelters have arrived and are ready to be installed at the locations listed as shelter-ready beginning next week. Other locations all require varying degrees of permits, engineering and construction activity. Once the first ten shelters are installed, another ten will be ordered.

ACTION: MOTION: DIRECTOR TAVANTZIS SECOND: DIRECTOR ROTKIN

Approve the recommendations of the Bus Stop Advisory Committee for the location of bus shelters that are now ready to be installed

Motion passed unanimously with Director Bustichi being absent.

11. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO ENTER INTO A ONE-YEAR CONTRACT EXTENSION WITH DEVCO OIL, INC. FOR DIESEL AND GASOLINE FUEL

5-7.4

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR NICOL

Authorize the General Manager to execute a one-year contract extension with Devco Oil, Inc. for diesel and gasoline fuel

Motion passed unanimously with Director Bustichi being absent.

12. CONSIDERATION OF CHANGE IN PAYPHONE SERVICE PROVIDER

Summary:

Angela Aitken reported that AT&T has found it no longer feasible to maintain payphones at certain locations, including all of METRO's payphones. AT&T provided an alternative option to continue service with Pacific Telemanagement Services (PTS), which staff recommends as the most economic solution.

ACTION: MOTION: DIRECTOR NICOL SECOND: DIRECTOR SKILLICORN

Approve the transfer of payphone service from AT&T to Pacific Telemanagement Services (PTS)

Motion passed unanimously with Director Bustichi being absent.

13. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION: District Counsel

Margaret Gallagher reported that the Board would have a conference with its Legal Counsel regarding the workers' compensation claim of Johnny Chavarria and that the Board would be conducting Public Employee Performance Evaluations of the District Counsel and General Manager.

14. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

None.

SECTION II: CLOSED SESSION

Vice Chair Beutz adjourned to Closed Session at 9:45 a.m. and reconvened to Open Session at 10:40 a.m.

SECTION III: RECONVENE TO OPEN SESSION

15. REPORT OF CLOSED SESSION

Director Rotkin reported that the Board took no reportable action in Closed Session.

ADJOURN

5-7.5

There being no further business, Vice Chair Beautz adjourned the meeting at 10:40 a.m.

Respectfully submitted,



CINDI THOMAS
Administrative Services Coordinator

DRAFT

5-7.6

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

September 28, 2007

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, September 14, 2007 at the Santa Cruz City Council Chambers, 809 Center Street, Santa Cruz, CA.

Chair Tavantzis called the meeting to order at 9:01 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Jan Beautz (arrived after roll call)
Donald Hagen
Michelle Hinkle
Kirby Nicol
Emily Reilly
Mike Rotkin
Dale Skillicorn
Pat Spence
Mark Stone
Marcela Tavantzis
Ex-Officio Donna Blitzer

DIRECTORS ABSENT

Dene Bustichi

STAFF PRESENT

Angela Aitken, Finance Manager
Frank Cheng, MetroBase Project Manager
Mark Dorfman, Assistant General Manager

Robyn Slater, Human Resources Manager
Tom Stickel, Maintenance Manager
Les White, General Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO VOLUNTARILY INDICATED THEY WERE PRESENT

Anna M. Gouveia, Transit Supervisor
Ian McFadden, Transit Planner
Stacy Patyk, Seacliff Drive Resident

Dana Van Horn, Harris & Associates
Amy Weiss, Spanish Interpreter

2. ORAL AND WRITTEN COMMUNICATION TO THE BOARD OF DIRECTORS

Written:

a. Seacliff Drive Residents

Re: Routes 54 & 55 Vehicle Size

5-7.7

Oral:

Stacy Patyk, a Seacliff Drive resident, spoke on behalf of all of the residents on the letter listed as Item #2-a on today's Agenda. Ms. Patyk stated that the County Board of Supervisors informed her that they have no jurisdiction in this matter, so she is presenting it to the METRO Board directly. She expressed concern regarding full size buses on Routes 54 & 55 causing structural damage to Seacliff Drive and urged the Board to take immediate action to replace the buses with smaller Paratransit size vehicles or ending the Seacliff routes altogether. Ms. Patyk stated that the residents are retaining the services of a geologist and stated the results would be forwarded to Ellen Pirie and METRO.

Director Nicol reported that the current issue of *METRO Magazine* lists the Top 100 Transit Fleets in the country and that several cities are using feeder routes to bring passengers to hubs where express routes are available. Director Nicol urged staff to look into this approach for the future. Les White responded that a joint Board/MAC work session is being proposed to be held on Friday, October 19, 2007 at 9:00 at METRO's Administration Offices, where Wilbur Smith and Associates will make presentations regarding METRO's Short Range Transit Plan, which will address this issue.

Director Rotkin requested a Staff Report on Routes #54 & #55 ridership data next month.

3. LABOR ORGANIZATION COMMUNICATIONS

None.

4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Attachment "A" for Item #5-16 was distributed at today's meeting which is attached to the file copy of these minutes.

CONSENT AGENDA

- 5-1. **APPROVE REGULAR BOARD MEETING MINUTES OF AUGUST 10 & 24, 2007**
- 5-2. **ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF AUGUST 2007**
- 5-3. **CONSIDERATION OF TORT CLAIMS: None**
- 5-4. **ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR SEPTEMBER 19, 2007 AND MINUTES OF JULY 18, 2007**
- 5-5. **ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF JUNE 2007**
- 5-6. **ACCEPT AND FILE METROBASE STATUS REPORT**
- 5-7. **ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR JUNE 2007**
- 5-8. **ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR MONTH OF AUGUST 2007**
- 5-9. **ACCEPT AND FILE AUGUST 2007 RIDERSHIP REPORT**

5-7.8

- 5-10. ACCEPT AND FILE MINUTES REFLECTING VOTING RESULTS FROM APPOINTEES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR THE AUGUST 2007 MEETING(S)
- 5-11. CONSIDERATION OF REVISING THE MANAGEMENT COMPENSATION PLAN
- 5-12. CONSIDERATION OF APPROVAL OF BUDGET TRANSFER REINSTATING EMPLOYEE INCENTIVE PROGRAM
- 5-13. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT EXTENSION WITH WILBUR SMITH ASSOCIATES FOR THE PREPARATION OF A SHORT RANGE TRANSIT PLAN
- 5-14. CONSIDERATION OF AUTHORIZING METRO TO ACQUIRE A USED FORKLIFT FROM CASEY PRINTING FOR \$1,250.00
- 5-15. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT FOR TWO JOHN DEERE NATURAL GAS BUS ENGINES WITH VALLEY POWER SYSTEMS, INC.

Chair Tavantzis pulled Item #5-16 and placed it at the end of the Regular Agenda as Item #13 and also explained that Item #5-11, a Revision to the Management Compensation Plan would be effective on the plan's implementation date of July 1, 2006 in order to comply with CalPERS.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR REILLY

Approve the remainder of the Consent Agenda including that Item #5-11 becomes effective on July 1, 2006

Motion passed unanimously with Directors Beautz and Bustichi being absent.

VICE CHAIR BEAUTZ ARRIVED

REGULAR AGENDA

6. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

The following employees were awarded longevity certificates for their years of service:

TEN YEARS

Byron L. Watson, Bus Operator

TWENTY YEARS

Eduardo Biddlecome, Bus Operator
Cynthia A. Cummings, Bus Operator
Anna M. Gouveia, Transit Supervisor

7. CONSIDERATION OF APPROVING A RESOLUTION TERMINATING THE CALIFORNIA PUBLIC ENTITY INSURANCE AUTHORITY (CPEIA) JOINT POWERS AGREEMENT

5-7.9

Summary:

Les White reported that METRO no longer has a need to be a member of the CPEIA as it is now allowed to be a participating member of the California State Association of Counties (CSAC) to access excess workers' compensation insurance directly through CSAC.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR HINKLE

Approve the Resolution terminating the California Public Agency Insurance Authority Joint Powers Agreement (CPEIA)

Motion passed unanimously with Director Bustichi being absent.

8. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT WITH PARVUS CORPORATION FOR WIRELESS INTERNET SERVICES (WI-FI) FOR THE HIGHWAY 17 EXPRESS

Summary:

Mark Dorfman reported that this was a joint project of MST & METRO utilizing a Monterey Bay Unified Air Pollution Control District grant.

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR SPENCE

Authorize the General Manager to execute a contract with Parvus Corporation for Wireless Internet Service (Wi-Fi) for the Highway 17 Express

Motion passed unanimously with Director Bustichi being absent.

9. CONSIDERATION OF A CONTRACT AMENDMENT WITH LESLIE R. WHITE TO SERVE AS GENERAL MANAGER FOR THE PERIOD DECEMBER 1, 2004 THROUGH DECEMBER 31, 2010

Summary:

Director Rotkin reported that the Board is giving Mr. White a small enhancement in his compensation in exchange for his willingness to stay for an additional year. Director Rotkin also reported that the Board is unanimously pleased with Mr. White's incredible performance as General Manager.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR REILLY

Authorize the Board Chair to execute a contract amendment with Leslie R. White to serve as General Manager for the period of December 1, 2004 through December 31, 2010

Motion passed unanimously with Director Bustichi being absent.

5-7.10

10. CONSIDERATION OF THE BOARD OF DIRECTORS MEETING SCHEDULE AND LOCATIONS FOR 2008

Summary:

Chair Tavantzis reported that the Board would resume meeting once per year in Scotts Valley and increase the number of meetings held in Watsonville from one to three per year.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR BEAUTZ

Approve the Regular Board Meeting Date and Location Schedule for 2008

Motion passed unanimously with Director Bustichi being absent.

11. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CHANGE ORDER WITH ARNTZ BUILDERS IN THE AMOUNT OF \$363,054.00 FOR THE SERVICE & FUELING BUILDING COMPONENT OF THE METROBASE PROJECT

Summary:

Frank Cheng reported that Arntz Builders has submitted a Change Order Request which includes all outstanding work items with the exception of delay related costs.

Discussion:

Chair Tavantzis stated that the MetroBase Board Committee felt some of the extra costs incurred were design issues and there were questions of responsibility. Les White agreed and explained that there are areas that METRO believes will be recovered from RNL, Caltrans, and PG&E. Staff recommends making Arntz whole by compensating them for the work they did and then pursuing recovery from the responsible parties afterwards.

ACTION: MOTION: DIRECTOR HAGEN SECOND: DIRECTOR ROTKIN

Authorize the General Manager to execute a Change Order with Arntz Builders in the amount of \$363,054.00 for the Service & Fueling Building Component of the MetroBase Project

Motion passed unanimously with Director Bustichi being absent.

12. CONSIDERATION OF SERVICE REVISIONS FOR WINTER 2007

Summary:

Ian McFadden reported that no action is requested today and that a Public Hearing will be held next month to get public input on the proposal to eliminate the Paradise Park loop on Route 4 due to low ridership and operational needs. Staff is also proposing a modification to the first southbound trip of Route 35 to restore connection to Highway 17.

5-7.11

Discussion:

Chair Tavantzis express concern that eliminating fixed route to Paradise Park would impact ParaCruz service as well. Mr. McFadden replied that staff would notify Paradise Park management and contact any ParaCruz customer directly that would be affected.

13. CONSIDERATION OF EXECUTING AN EXTENSION AND MODIFICATION TO THE MEMORANDUM OF UNDERSTANDING FOR THE OPERATION OF THE HIGHWAY 17 EXPRESS AND THE AGREEMENT WITH AMTRAK FOR PAYMENT THROUGH SEPTEMBER 30, 2010

Summary:

Mark Dorfman reported that the parties have been negotiating a more equitable arrangement over the past several months. Staff recommends that the Board approve the extension of the MOU using the revised formula for cost sharing and also to extend the agreement with AMTRAK which provides the mechanism for payments to METRO, subject to review and approval by District Counsel.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR BEAUTZ

Authorize the General Manager to execute an Extension of the Memorandum of Understanding for the funding and operation of the Highway 17 Express Service using the revised formula for cost sharing and also extend the Agreement with AMTRAK for payment through September 30, 2010, subject to review and approval by District Counsel

Motion passed unanimously with Director Bustichi being absent.

ADJOURN

There being no further business, Chair Tavantzis adjourned the meeting at 9:50 a.m.

Respectfully submitted,



CINDI THOMAS
Administrative Services Coordinator

5-7.12

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark J. Dorfman, Assistant General Manager
SUBJECT: ACCEPT AND FILE VOTING RESULTS FROM APPOINTEES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR PREVIOUS MEETINGS

I. RECOMMENDED ACTION

That the Board of Directors accept and file the voting results from appointees to the Santa Cruz County Regional Transportation Commission.

II. SUMMARY OF ISSUES

- Per the action taken by the Board of Directors, staff is providing the minutes from the most recent meetings of the Santa Cruz County Regional Transportation Commission.
- Each month staff will provide the minutes from the previous month's SCCRTC meetings.

III. DISCUSSION

The Board requested that staff include in the Board Packet information relating to the voting results from the appointees to the Santa Cruz County Regional Transportation Commission. Staff is enclosing the minutes from these meetings as a mechanism of complying with this request.

IV. FINANCIAL CONSIDERATIONS

There is no cost impact from this action.

V. ATTACHMENTS

- Attachment A:** Minutes of the September 6, 2007 Regular SCCRTC Meeting
Attachment B: Minutes of the September 20, 2007 Transportation Policy Workshop

5-8.1

SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
AND
SERVICE AUTHORITY FOR FREEWAY EMERGENCIES

MINUTES

Thursday
September 6, 2007
9:00 a.m.

Board of Supervisors Chambers
701 Ocean Street
Santa Cruz, CA 95060

1. Roll Call

Jan Beautz	Ed Porter (Alt.)
Dene Bustichi	Antonio Rivas
Tony Campos	Dale Skillicorn (Alt.)
Neal Coonerty	Patricia Spence
Randy Johnson	Mark Stone
Ellen Pirie	David Murray (Alt.)

Staff Present:

George Dondero	Yesenia Parra
Luis Mendez	Pamela Peck
Cory Caletti	Karena Pushnik
Jeffrey Banks	Rachel Moriconi
Kim Shultz	

2. Oral Communications - None

3. Additions or Deletions to Consent and Regular Agendas

Executive Director George Dondero reported that there are additional handouts: a substitute page for page 3 of the agenda, the Director's Report, and add on pages for items 18 and 20.

Deputy Director Luis Mendez stated that pages 12-9 to 12-12 are comments for item 18.

CONSENT AGENDA Approved as amended (Pirie/Rivas) Commissioner Alternate Porter abstained from items 4 and 5.

4. Approved Minutes of the August 2, 2007 Regular SCCRTC Meeting as amended: Commissioner Beautz clarified her comment made at the August 2 Commission

5-8.a1

meeting regarding the candidate STIP projects. She stated that her comment was that there are other potential jurisdiction specific that should be added to the STIP funding list and that she would like to see the RTC move to a formula driven distributing of STIP funds. Executive Director Dondero commented that formula driven fund distribution was very difficult to accomplish.

5. Approved Minutes of the August 16, 2007 Transportation Policy Workshop Meeting

COMMISSION BUDGET AND EXPENDITURES

6. Accepted FY2006-2007 SCCRTC Annual Internal Financial Statements

ADMINISTRATION

7. Approved Community of RTC Employees ("CORE") SEIU Local 5210 MOU with Cleanup Revisions

COMMITTEE MINUTES

8. Accepted Draft Minutes of the August 13, 2007 Bicycle Committee Meeting

INFORMATION/OTHER

9. Accepted Monthly Meeting Schedule
10. Accepted Correspondence Log
11. Accepted Letters from SCCRTC Committees and Staff to Other Agencies -NONE
12. Accepted Miscellaneous Written Comments from the Public on SCCRTC Projects and Transportation Issues
13. Accepted Information Items
 - a. 2006-2007 Bike Smart Annual Report

REGULAR AGENDA

14a. Commissioner Reports

Commissioner Johnson commented on the August 16th tour with Mr. Carl Guardino of some transportation projects in our region. He expressed his gratitude for Mr. Guardino's advocacy for transportation and suggested that Mr. Guardino be considered a resource for the RTC.

5-8.a2

14b. Director's Report

Executive Director George Dondero reported that as the legislative session is coming to a close the legislature is working on clean up legislation and SB 88, a budget trailer bill for distribution of local streets and roads funds from bond proceeds; informed the RTC that the California Transportation Commission (CTC) allocated funds for the El Rancho Road and Freeway Service Patrol projects; introduced temporary staff members Jeff Banks, Transportation Planner, and Pamela Peck, Administrative Assistant; stated that staff and consultants are working to complete the transportation polling before the next meeting of the Transportation Funding Task Force (TFTF) on October 29th; announced that he and Karena Pushnik will attend the annual Focus on the Future conference in San Francisco; and invited everyone to attend the September 20th Transportation Policy Workshop (TPW) meeting where Bob McCleary of the Contra Costa Transportation Authority (CCTA) will share his experience on bonding for transportation projects included in a local sales tax measure.

Commissioner Alternate Dale Skillicorn reported that he had just been informed that the State would be served with a lawsuit for diversion of transportation funds.

15. CalTrans Report

David Murray, Caltrans District 5, gave a brief status report. He reported that the Hwy 9 project completion date has been moved to October and that the Hwy 152 project will be completed well before the expected completion date.

16. Highway 1 HOV & Auxiliary Lanes Projects Quarterly Progress Report

Nolte Associates consultant Chris Metzger gave an update with a PowerPoint presentation on the status of the Highway 1 HOV Lanes PAVED project.

Mr. Metzger reported that verbal agreements have been reached with Caltrans regarding the median widths; that the Transportation System Management (TSM) alternative has been defined and is under review by Caltrans; that a tentative agreement has been reached on a design for the Soquel Avenue interchange that maintains access to Commercial Way; that Caltrans approved the Traffic Operations Report; that Nolte is conducting a complete review of project costs considering the new alternatives; that mobility studies have been completed and submitted for review; that the administrative draft of the environmental document was completed and is being reviewed by Caltrans and RTC staff; and that a newsletter, which will be translated to Spanish, is ready for printing and distribution. He reviewed the areas proposed for reduced shoulders and noted that the Soquel Avenue design will impact commercial sites in the area.

Following the presentation Commissioners discussed various aspects of the report and posed questions to Mr. Metzger. In response to questions Mr. Metzger and staff

5-8.43

stated that the railroad crossings will need to be rebuilt and will include space for a pedestrian path adjacent to the rail bridge; that 83% of the budget has been expended and a plan for completion of the project is being developed; and that copies of the newsletter will be available within the next two weeks.

Parag Mehta, Nolte Associates, presented the Highway 1 Soquel to Morrissey Auxiliary Lanes project reporting that extension of the Ocean St. Auxiliary Lane to Soquel Ave design option was chosen as the preferred alternative; and that the preferred alternative will avoid impacting the sound walls recently installed for the Hwy 1/17 project. Mr. Mehta added that since the last RTC meeting in June the proposed improvements at the Morrissey Blvd Interchange have been limited to ramps only. Mr. Mehta reported that the plan is to do public outreach in winter 2008 and the current schedule shows a construction start date of 2010.

In response to questions from Commissioners, Mr. Mehta stated that a traffic signal is proposed to provide safer bicycle and pedestrian crossing on the north side of the Morrissey Blvd. Interchange with intersecting local streets; that a noise study will be prepared and sound walls will be constructed as needed; that the consultants and staff are working with Caltrans to advance the design of this project, and coordinate this project with the Highway 1/17 project; and that none of the construction made by the Highway 1/17 project is expected to be thrown away.

17. Elderly and Disabled Transportation Advisory Committee Annual Report

John Daugherty, Chair of the Elderly & Disabled Transportation Advisory Committee (E/D TAC) provided a summary of the work of the activities of the E/D TAC during 2007 and summarized the membership and role of the Committee. He shared some personal information regarding how public transportation assisted him to attend and graduate from UCSC. He still takes advantage of public transportation as a current employee of the transit district.

Commissioner Rivas asked that the data in the annual report be disaggregated in the future to provide information for specific cities and added that he has received complaints regarding transportation to the hospital and medical appointments.

Commissioner Stone thanked the committee for their volunteer work and requested that the annual report include the member names so that everyone is recognized for all their hard work.

Commissioner Johnson shared that his brother had polio and was unable to take advantage of public transportation for a long time including transportation to school. Fortunately, that has changed and his brother went on to become a professor; however, he agrees that transportation for seniors and people with disabilities needs improvement. He also thanked the committee for their work.

Commissioner Campos thanked Mr. Daugherty and all the committee members and

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asked that Commissioners put the concerns of their jurisdictions in writing and forward them to the E/D TAC. He also asked Mr. Daugherty for a copy of the letter regarding specialized transportation that was addressed to him so that he can share it with his colleagues.

A motion was made (Rivas/Pirie) to accept the annual report of the E/D TAC. The motion was passed unanimously.

18. 10:00 A.M. PUBLIC HEARING: 2007 Unmet Specialized Transportation and Transit Needs

Senior Planner Karena Pushnik briefly summarized the unmet needs process and clarified that because the Santa Cruz County funds are not used for streets and roads the process is different. She explained that although a public hearing is not mandated, the RTC has held the public hearings annually to assess issues and concerns from the community on existing transportation programs for people disabilities and seniors. She also commented that the hearing would be helpful in preparing the Coordinated Human Services Transportation Plan (CPTP) which is a requirement to receive SAFETEA-LU funding.

Ms. Pushnik added that the last census reported that about 1/3 of the county residents do not drive and that the population that is over 85 is projected to grow over 50% between 1990 and 2010. She also reported that the 2005 White House Conference on Aging ranked mobility as the third highest need.

Commissioners discussed the priorities of the draft unmet needs list, the possibility of dividing needs by jurisdiction, and the comment and distribution process for the draft unmet needs list.

PUBLIC HEARING:

Debbie Bulger, Santa Cruz resident, stated that there is a need for benches and chairs along major pedestrian corridors to accommodate elderly pedestrians trying to remain active by walking. These amenities were also identified in the Transportation Study for the City of Santa Cruz, and she believes citizen/community funding is possible. She recommended the first step to be an inventory of where benches are currently located, not including bus stop benches. The inventory could be done by volunteers, such as Scout Troops. Because this issue is in the City of Santa Cruz, Commissioner Campos suggested it be brought up to the City.

Donald Hagan stated that as a Senior Commissioner, the first and foremost need is to complete phases 1 and 2 of the Metro Base center. He also stated his concern for the impact of the Governor's budget on the local transit system, which he has experienced first hand from his elderly housing complex. He noted that more transit service is desperately needed, especially in South County, which lost many transportation services since the 1989 earthquake.

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Gloria Sushereba, Watsonville resident noted that there are many bus stops that are dangerous to wheelchair users. She listed the following as serious concerns: bus stops combined with small and sloped sidewalks make it difficult to descend from the bus, bus stops right in front of phone poles, garbage containers also make it dangerous and difficult to descend. She highlighted the Rodriguez Street bus stop in Watsonville which has several garbage cans right in front of the bus stop. The Auto Center Drive stop is also a concern because it has no corner ramp. Another concern is the bus stop on Green Valley by Home Depot. She requested that all cities pass an ordinance requiring people to cut their bushes along the sidewalks that have bus stops so they do not hang over fences and obscure the sidewalk. The City of Capitola is a major transgressor with regards to bushes and trees hanging over fences as well as bus stops with no ramps. She also requested handles on buses next to the wheelchair storage areas inside the buses. Gloria also asked to extend the 79 bus line to include weekends. Commissioner Campos asked her to leave her list to distribute to the appropriate jurisdictions.

Tom Davis, Seniors Council representative, also had a list of needs. He supports the unmet needs list but also wanted to address the lack of safe travel paths between senior and/or disabled living areas and bus stops.

Tom Reef introduced himself as the designated community agitator of the Gault Street area. He stated that he has presented petitions before the transit board before, and appeared at public venues. He stated that the bus service for the Gault and Broadway neighborhoods was cut impacting a very large senior community -- possibly the largest density in the county --, including La Posada, Dominican Hospital Rehabilitation Center, and Gault Street Senior Housing. He requested that services be restored to that area.

Lynn Gallagher, lives at the La Posada senior living complex. When she first moved in, she was very excited about transportation accessibility. Her concern is that since the direct bus service was discontinued, residents are literally stuck in their homes because many can not afford to use the costly ParaCruz service. La Posada residents have signed a petition with over 100 signatures and there have been many meetings trying to get the bus service back. Because there is no direct bus service, residents must travel through Soquel Avenue, which is very dangerous. Because of the effort it takes to travel through Soquel, the result is that La Posada residents don't go out. They just stay stuck in their homes. She is happy to see that reinstating services to the Gault/La Posada neighborhood is high on the priority list.

Barbara Schaller, lives at the Arbeco Senior Housing in the Blackburn Street neighborhood in the City of Santa Cruz. She said the neighborhood used to have direct bus service, but it was canceled after the 1989 earthquake. There are thousands of people who just can't get out. She also serves on the County Seniors Commission and asked to please consider reinstating bus service to this area.

5-8.26

Dennis Papadopulo, Watsonville resident, requested more curb cuts in sidewalks and sheltered bus stops, especially in the East Lake area of Watsonville.

Tom Crain, private citizen, requested that some type of specialized transportation service be available to the Dragon Slayer program in Nisene Marks Park in Aptos. The Program provides animal therapy to disabled children and adults. The student body there has been reduced drastically due to the lack of bus service and complementary ParaCruz service. Because of the lack of specialized transportation options, a worthwhile program serving people with disabilities is in danger of dying. He also requested better accessible transportation services to the Riverside area in Watsonville.

Judith Ain, appreciated the funding the RTC approved for more frequent rides on Lift Line's medical transport service. She feels a high priority for unmet needs should be to increase publicity about what is available, especially for the elderly or disabled including outreach to places such as churches. She requested that there be a policy requiring drivers of specialized transportation be fragrance free. She expressed strong concern about the price for ParaCruz, \$3 each way is beyond what she can regularly afford, and this makes it not accessible for low income people. She also noted that there is only one seat to accommodate people with walkers on the buses, which is problematic.

Mark Greenfield, expressed his concern about the 11:40 a.m. Hwy 17 bus inbound being cancelled. He stated that if a person misses the bus, they must wait 1 ½ - 2 hours before the next bus.

Bob Hall, depends on Lift Line and ParaCruz transportation often on holidays. He stated that in the past he has requested changes in his schedule and has been told by ParaCruz staff that accommodating his request is not possible. He requested that the policy be changed to allow for minor schedule changes.

Chuck Huddleston, spoke about the man who was killed on Mission St. - Highway 1, and expressed concern about the dangerous conditions for bicyclists on Mission Street from Cedar St. to Safeway. He requested that consideration be given for widening of the shoulder area and that drivers be asked to stay in their lane. He requested that all bicyclist be required to have rear view mirrors, and more importantly, that an alternative bike route be developed. He also suggested that bus service be offered to San Francisco on weekends.

Gail Bowen, visually impaired, requested a CD of the Guide for Specialized Transportation and the ParaCruz Guide. She spoke about how she bought a home in Lompico specifically because it was accessible by bus, but that service was canceled for the summer. She asked that the service be reinstated year-round.

Jeffrey noted that he has had major health issues since 2000 and is a frequent user of Lift Line because he is ineligible for ParaCruz. He expressed concern about the

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dramatic decrease in rides for Medi-Cal patients (as administered by the Central Coast Alliance for Health) and about transportation options for low-income individuals.

Commissioner Alternate Skillicorn motioned and Commissioner Pirie seconded to adopt the Unmet Specialized Transportation and Transit Needs list and also requested that the Unmet Needs List be forwarded to the Metro Transit District and all local jurisdictions. The motion passed unanimously.

19. Update on Fiscal Year (FY) 07-08 State Budget and Legislation:

Sr. Transportation Planner Rachel Moriconi reported that the State adopted a budget on August 24th. She also reported that over \$1.3 billion of public transportation funds have been diverted to the general fund. The language in the current trailer bill states that 50% of all future PTA spill over funds will go into the general fund, 33% to the State Transit Assistance Fund and 17% will go to the Public Transit Account fund. She reported that Caltrans has indicated that this diversion will not impact any of the 2007-2008 STIP projects. At the last California Transportation Commission (CTC) meeting it was projected that the cash balance would dip below \$0. This is a serious issue. Currently the commission spillover funding from last year is available, but this is not a dependable source from year to year.

Ms. Moriconi summarized the Bicycle Committee and staff recommendations on state legislation. Commissioners expressed concerns that some of the bills may create unfunded mandates.

Commissioner Beutz motioned and Commissioner Pirie seconded to accept staff recommendations to: Support AB478- Night Illumination; AB1581- Traffic Actuation Signal and AB1358-Complete Streets Act of 2007. The motioned passed unanimously.

11:15 am Commissioner Spence left the meeting

20. Improving Safety on Mission Street – Highway 1

Commissioner Coonerty summarized the concerns with the Mission street corridor and recommended that the RTC approve the recommendations listed in the joint letter from him and Commissioner Riley

Comments from the Public:

Daniel Kostelec, Chair of RTC Bicycle Committee stated that the Bicycle Committee is analyzing the issue of Mission St. He asked the commissioners to direct the Bicycle Committee to work with the City of Santa Cruz and Caltrans on this issue.

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Micah Posner, Director of people Power- expressed his concern with crossing Mission St and his opinion that it is a very unsafe corridor. He stated that bicyclists do not have many options when sharing the road with automobiles as the only safe and legal way to ride is to ride with traffic. He thanked Commissioner Coonerty and Reily for their concern and the support letter.

Peter Scott- lives 2 blocks from Mission St and must cross it daily. He thanked Commissioner Coonerty and Reily for their letter of concern and support. He also shared his concern regarding motorist speed on Mission St. He suggested that the commission might want to obtain more facts on accidents on Mission St. and he would also suggest posting these facts on the RTC website. He stated that he would like to see the Commission strengthen its efforts to acquire the Santa Cruz branch rail line.

Debbie Bulger, lives 2 blocks from Mission St. She wanted to share her concerns related to pedestrians and recommended the following:

- Install red-light cameras-she read an excerpt from an article in the San Francisco Chronicle which states that collision rates are cut in half.
- Caltrans to install transverse rumble strips as called out on their own booklet when a street is part of a freeway- coming into town before you get to swift and before you get to Mission Street school
- Landscaping in the medians at Swift St.
- Enhancing 3 pedestrian crossings already in Mission . She stated that she has a letter dated April 9, 2007 from Caltrans stating that they were "working on final approval for signage and striping for pedestrian crossings on mission street and that the work would be completed within the next 60-90 days. She would like to know what happened to the project.

Teresa Rogerson- Health Educator with Santa Cruz County Health Services, staff to Community Traffic Safety Coalition (CTSC), and a bike commuter. The Bicycle Committee and CTSC are working on educational efforts to bring awareness to all road users. She asked the commission to explore a road diet on Mission. She would also like to see the speed limit on Mission enforced, and landscaping increased. She would like to form an ad hoc committee to work with the Commission to address suggested improvements. She shared that the County Health Services Agency has a grant for bicycle safety that could be used for this type of work. She thanked the Commission for the letter.

Commissioner Beautz stated that she was on the commission when the improvements were done on Mission Street and that many concerns and recommendations were discussed very thoroughly and taken very seriously. She also expressed support for the recommendations in the letter from Commissioners Coonerty and Reily.

Commissioner Stone motioned and Commissioner Coonerty seconded to accept the recommendations of Commissioners Coonerty and Riley that: Caltrans in collaboration with the City of Santa Cruz re-evaluate all signage, signalization, pedestrian crosswalk

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placement, intersection turning radii, and the potential for spot improvements; that the California Highway Patrol consider sponsoring a safety program for Highway 1-Mission Street; that the City of Santa Cruz consider options for enhancing alternate bicycle routes on the west side parallel to Mission Street and to that the RTC continue efforts to acquire the Santa Cruz Branch Rail Line from Union Pacific Railroad. The motion passed unanimously.

21. Review of Items to be discussed in Closed Session-ED labor negotiations discussion with Consultant Ellen Aldridge no close session on Rail Acquisition.

22. Oral and Written Communications Regarding Closed Session

Rachel Moriconi, representing the SEIU Community of RTC Employees (CORE) stated that a better contract is critical for retaining and recruiting quality staff. She noted that reasonable cost of living increases are very important, especially given the increased cost of housing and other expenses. She stated that the employees are seeking minor parity adjustments consistent with the County Salary Study. She stated that based on the RTC's Guiding Principles for Autonomy, HR Policies and the Social Security Agreement employees who opt out of Social Security should receive compensation equivalent in value to shares currently paid by both employer & employees. She noted that the same-sex partners of employees are not eligible to receive Social Security benefits and that the RTC should offer a plan that is non-discriminatory. She also noted that removal of the retirement cap is very important to employees, because the current system makes it very unpredictable how much an individual's take home income will be. She invited board members to contact her or any of the staff if they had questions about these or any of the CORE unit proposals.

Open session adjourned at 11:42 am

CLOSED SESSION

23. Conference with Labor Negotiators Pursuant to Government Code 54957.6

Commission Negotiators: Ellen Aldridge and George Dondero

Bargaining Units: Mid-Management Unit and General Representation Unit

24. Conference with Real Property Negotiator for Acquisition of the Santa Cruz Branch Rail Line Property: Santa Cruz Branch Rail Line from Watsonville Junction to Davenport

Agency Negotiator: Kirk Trost, Miller, Owen & Trost

Negotiation Parties: SCCRTC, Union Pacific

Under Negotiation: Price and Terms

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25. Report on Closed Sessions- There were no reportable actions taken.

OPEN SESSION

26. Next Meetings/Adjournment- The meeting adjourned at 1:23 pm

The next Transportation Policy Workshop meeting is scheduled for Thursday, September 20, 2007 at 8:00 a.m. at the SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz, CA.

The next SCCRTC meeting is scheduled for Thursday, October 4, 2007 at 9:00 a.m. at the Board of Supervisors Chambers, 701 Ocean Street, 5th Floor, Santa Cruz, CA

Respectfully submitted,

Yesenia Parra, Staff

ATTENDEES

Mark Griffin	AMBAG
John Daugherty	E/D TAC & SCMTD
Charles T. Huddleston	
Thom Onan	E/D TAC
Les White	SC Metro
Chris Metzger	Nolte
Parag Mehta	Nolte
Tom Davis	Senior Commission
Bill Comfort	
Norm Hagen	Senior Commission
Barbara Flynn	
Bob Hull	
Donna Ziel	Commissioner Alternate
Catherine DaHerson Valdes	Lift Line/CTSA
Chris Schneider	City of Santa Cruz
Gloria Sushereba	Watsonville Resident
Bertha Andrade	
Judith Ain	
Dennis PapaDopulo	
Mark Greenfield	
Forrest Adkins	La Posada Resident
Daniel Kostelec	RTC Bike Committee Member
Maureen McCarty	Sen. Joe Simitian

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Peter Scott
Tom Reefee
Theresa Rogerson
Mark Dettle
Jim Burr
Lynn Gallaghen
Debbie Bielge
Cheryl Schmitt

CFST
Gault St Resident
CTSC
City of Santa Cruz
City of Santa Cruz
La Posada Resident
Mission St. Pedestrian
City of Santa Cruz, Public Works

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Santa Cruz County Regional Transportation Commission (SCCRTC)

Transportation Policy Workshop

MINUTES

Thursday September 20, 2007

9:00 a.m.

SCCRTC Conference Room
1523 Pacific Avenue, Santa Cruz

PRESENT:	Neal Coonerty	Dale Skillicorn
	Dene Bustichi	Donald Hagen
	Randy Johnson	Emily Reily
	Ellen Pirie	Tony Campos
	Kirby Nicol	David Koch
	Jan Beautz	Donna Ziel
STAFF:	George Dondero	Kim Shultz
	Luis Mendez	Jeffrey Banks
	Yesenia Parra	Tegan Speiser
	Karena Purshnik	

1. Introductions: Self introductions were made
2. Oral Communications:

Mark Greenfield reported that there will be a meeting of the Coast Rail Coordinating Council (CRCC) in Soledad and that he would be attending. He distributed copies of a brochure containing information on the Coast Daylight Train which the CRCC is working to implement. He is interested in having the train stop at the Pajaro Station. Deputy Director Luis Mendez stated that the RTC office has brochures available for anyone interested, reported that he will also be attending the meeting, and announced that Commissioner Campos is RTC's representative to the CRCC.

Executive Director George Dondero announced Bike to Work Day on October 4th and Senior Planner Karena Pushnik distributed Bike to Work Day posters.

3. Additions/Deletions to the Agenda

Executive Director George Dondero announced that there are three additional pieces of information: copies of an email note for item #4, copies of the PowerPoint slides for item #6, and copies of the new Highway 1 HOV Lanes

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project newsletter. He stated that extra copies are available for anyone interested in taking some for distribution.

He also announced that there will be two items for closed session one on the rail line acquisition and the other on labor negotiations.

Consent Agenda

4. Accept staff recommendations regarding support for the Bay Area to Central Valley High Speed Train (HST) Program Draft Environmental Impact Report (EIR)/Environmental Impact Statement (EIS)

Commissioner Coonerty pulled the item for discussion. He referred to the email from Gary Patton which points out environmental concerns with the Pacheco Pass alternative. Environmental concerns were not part of the staff report and he would like to discuss them..

Deputy Director Luis Mendez stated that there are environmental concerns with both alternatives. The Pacheco Pass alternative impacts farm land to create the corridor. There are also concerns that the alignment would impact Henry Coe State Park and induce development in the Los Baños/Santa Nella area. However the alignment would not go through the park and does not include any stations between Gilroy and Merced. The Altamont alternative would go through the Don Edwards National Wild Life Refuge which impacts wetlands and species that use those wetlands. He added that at the hearing in Stockton people did not speak in opposition to an alignment due to its environmental impacts but rather expressed support and listed benefits for service through their community.

Commissioners discussed environmental impacts of the High Speed Train alternatives, the benefits of the Pacheco Pass alternative and whether or not to take a position supporting one alternative. In response to questions from Commissioners, staff provided a summary of the environmental process for the overall project, informed the RTC that the comment period for this environmental document is likely to be increased by one month and that staff could return with additional information about the alternatives and their impacts, and stated that the Pacheco Pass alternative would include a station at either Morgan Hill or Gilroy but not both.

A motion was made (Bustichi/Nicol) to support the Pacheco Pass alternative. The motion carried with Commissioners Reily and Coonerty and Commissioner Alternate Ziel opposing.

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Regular Agenda

5. Update on State Legislation

Executive Director George Dondero reported that there is nothing new to report since the staff report was written and that Senior Planner Rachel Moriconi will continue to monitor state legislation and keep the Commission informed.

6. Roundtable Discussion with Bob McCleary, Executive Director of Contra Costa Transportation Authority on Bonding for Sales Tax Measures

Executive Director George Dondero introduced Bob McCleary, who has been the Executive Director of the Contra Costa Transportation Authority (CCTA) since 1989. He also served as Deputy Director for Project Management for the innovative Santa Clara County Traffic Authority. He was a key player in Contra Costa County's passage of Measure C in 1988 and the recent renewal which is known as Measure J.

Mr. McCleary gave a PowerPoint presentation providing a brief overview of Contra Costa County and the CCTA and detailed information on project delivery, strategic planning, sales tax revenue bond considerations, financing of Contra Costa's Measure C and implementation of sub-regional fee programs. Mr. McCleary highlighted the importance of understanding the flow of funds over time, knowing the bonding capacity of the agency, developing a strategic plan for the overall program, and accounting for the fundamental differences between projects and programs. He added that \$335 million in bonds allowed CCTA to secure other funds to build over \$800 million in projects and that building projects sooner saves money by minimizing inflation and other cost increases.

Commissioners discussed with Mr. McCleary the importance of communicating to the public an agency's track record in delivering projects as promised, ensuring that there is no opposition to secure a 2/3 vote, and driving projects with your own funds to create opportunities that secure additional funds. He added that CCTA could have completed over \$800 million in projects without an initial \$335 million in bond funds secured by the sales tax measure.

Commissioners and Mr. McCleary also discussed the possibility of passing a smaller transportation sales tax measure with the assumption that other funds will be secured to complete the projects and the ability for counties with sales tax measures not only to deliver projects but deliver them consistent with community priorities including mitigations.

In response to questions Mr. McCleary provided information regarding

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separate highway and transit sales tax measures in Sonoma and Marin Counties, CCTA assumptions for the growth rate of sales tax revenues and the development fees in Contra Costa County. Commissioners thanked Mr. McCleary for coming to Santa Cruz to share his expertise.

7. Oral and Written Communications Regarding Closed Session

Micah Posner presented the RTC with a stack of about 50 petition sheets with a maximum of 8 signatures per sheet supporting purchasing the Santa Cruz Branch Rail Line, supporting a transportation sales tax measure only if it includes a train and a trail, and supporting immediate construction of a trail facility to Felton.

Open Session ended at: 10:24 am

First Closed Session called to order at: 10:25 am

Reconvene to Open Session at 11:37 am

8. Report on Closed Session -- No reportable actions

9. Next Meetings / Adjournment --The meeting adjourned at **11:38 am**

The next regular RTC meeting will be held **Thursday, October 4 at 9:00 a.m.** at the County Board of Supervisors Chambers, 701 Ocean Street, 5th Floor, Santa Cruz, CA.

The next Transportation Policy Workshop will be held **Thursday, October 18, 2007 at 9:00 a.m.** at the RTC Office, 1523 Pacific Avenue, Santa Cruz, CA.

Respectfully submitted,

Yesenia Parra, Staff

ATTENDEES

Les White Santa Cruz Metro
Reed Searle PRT
Mark Greenfield
Bill Comfort
Micah Posner

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark J. Dorfman, Assistant General Manager
SUBJECT: CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT EXTENSION WITH PAT PIRAS CONSULTING FOR EVALUATION OF DISTRICT'S ADA/504 PROGRAMS & ACTIVITIES AND TO EXTEND PROGRAM DEADLINE

I. RECOMMENDED ACTION

It is recommended that the Board of Directors authorize the General Manager to execute a time only amendment to the contract with Pat Piras Consulting for ADA/504 review of Metro programs, activities and services to determine whether they are accessible to disabled individuals for the purposes of extending the completion date of the contract, and to extend the Program Deadline.

II. SUMMARY OF ISSUES

- The District entered into a contract with Pat Piras Consulting for ADA/504 review of Metro programs, activities and services to determine whether they are accessible to disabled individuals on July 1, 2005.
- On December 16, 2005, the Board of Directors revised Administrative Regulation AR-1002 to conduct a ADA/504 review of Metro's current services, programs and activities to complete the work and submit the findings to the Board of Directors.
- There have been some issues with the current Contractor being able to complete the project and an extension is required.
- District staff recommends that the Board of Directors authorize the General Manager to execute a time only amendment to the contract with Pat Piras Consulting for ADA/504 review of Metro programs, activities and services to extend the term of the contract to February 28, 2008, and to amend AR-1002 with the revised date.

III. DISCUSSION

The District entered into a contract with Pat Piras Consulting for ADA/504 review of Metro programs, activities and services to determine whether they are accessible to disabled individuals as required by Administrative Regulation AR-1002. The Contractor has been unable due to some personal issues to complete the report and requires a time only extension to finalize the work. This time-only extension will allow the work to be completed and circulated to MAC and the

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Board. This action will also allow for the amendment of AR-1002 to correspond to the new completion date.

District staff recommends that the Board of Directors authorize the General Manager to execute a time-only amendment to the contract with Pat Piras Consulting for ADA/504 review of Metro programs, activities and services to extend the term of the contract to February 28, 2008, and to make AR-1002 consistent with the new completion date.

IV. FINANCIAL CONSIDERATIONS

No financial implications from this action.

V. ATTACHMENTS

Attachment A: NONE

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**Santa Cruz METRO
September 2007 Ridership Report**

ROUTE	REVENUE	RIDERSHIP	UC		UC Staff		S/D		S/D		Passes/	
			Student	Faculty	Day Pass	Riders	W/C	Day Pass	Cabrillo	Bike	Free Rides	
10	\$ 2,235.07	16,538	10,905	2,715	11	75	31	14	188	653	1,303	
13	\$ 191.42	2,914	2,493	205	2	4	-	-	13	92	87	
15	\$ 694.01	12,631	11,115	707	1	18	4	1	101	299	283	
16	\$ 6,727.06	50,192	37,812	4,347	43	191	22	25	610	1,648	3,184	
19	\$ 1,676.92	13,218	9,458	1,446	9	62	14	9	162	420	1,086	
3	\$ 1,647.54	3,152	289	106	38	144	12	26	137	71	1,440	
4	\$ 1,159.98	4,053	126	49	15	206	52	48	129	106	2,770	
7	\$ 423.76	1,101	51	42	4	52	8	16	105	12	602	
9	\$ 168.93	276	8	31	5	4	-	3	5	1	135	
12A	\$ 9.75	137	85	42	-	1	-	-	1	5	2	
20	\$ 2,494.45	12,665	7,627	1,421	33	114	9	7	289	417	1,607	
27	\$ 36.17	1,002	931	42	-	-	-	-	5	25	2	
31	\$ 1,215.26	2,001	46	53	20	19	12	6	139	95	1,011	
32	\$ 377.21	546	4	8	-	6	-	-	29	19	251	
33	\$ 254.98	437	1	-	-	4	-	-	6	-	253	
34	\$ 92.34	240	1	-	-	-	-	-	-	-	178	
35	\$ 26,700.49	41,117	503	415	336	1,202	64	129	2,126	1,991	21,209	
40	\$ 1,855.63	2,145	62	37	55	45	1	14	29	108	924	
41	\$ 1,365.80	1,673	84	100	4	28	1	6	122	175	464	
42	\$ 854.32	1,198	77	16	5	72	-	9	94	135	422	
53	\$ 638.12	975	9	16	9	70	55	13	49	29	473	
54	\$ 536.36	914	12	9	1	64	4	6	103	31	418	
55	\$ 1,426.66	3,696	69	27	11	126	97	32	1,348	97	1,334	
56	\$ 379.96	1,035	10	8	1	34	28	8	335	40	434	
66	\$ 11,098.04	15,759	688	283	134	622	158	63	635	448	6,901	
68	\$ 5,666.08	9,567	602	288	85	317	76	47	390	240	4,701	
68N	\$ 1,502.78	2,540	278	49	-	42	23	1	147	96	1,092	
69	\$ 5,466.16	8,984	605	310	53	330	57	20	430	334	4,025	
69A	\$ 17,940.24	23,454	610	471	145	1,174	216	121	772	756	9,419	
69N	\$ 1,458.43	2,647	192	81	1	67	23	1	427	152	976	
69W	\$ 18,280.06	27,559	842	495	157	1,050	193	92	4,110	1,009	9,931	
70	\$ 2,988.88	7,367	162	111	23	187	40	28	2,708	213	2,308	
71	\$ 54,367.43	75,432	1,762	1,058	376	3,447	424	302	11,176	3,302	24,796	
72	\$ 3,704.40	4,444	14	30	33	261	21	22	196	108	1,786	
74	\$ 3,163.42	3,378	16	50	13	221	10	11	123	15	1,016	
75	\$ 8,777.78	11,774	2,855	88	78	729	54	67	373	193	2,696	
76	\$ 868.76	957	5	9	8	82	5	13	8	11	362	
79	\$ 1,310.14	2,035	2	18	21	185	72	40	140	9	959	
88	\$ -	-	-	-	-	-	-	-	-	-	-	
91	\$ 3,277.57	5,395	115	133	45	92	13	20	1,038	323	1,910	
UC Supplemental	\$ 35.95	864	757	64	-	-	-	-	2	20	18	
Unknown	\$ 359.88	625	21	7	1	12	6	1	90	17	276	
TOTAL	\$193,428.19	376,637	91,304	15,387	1,776	11,359	1,805	1,221	28,890	13,715	113,044	

ROUTE	REVENUE	RIDERSHIP	VT/SC Day Pass	CalTrain	17 Day Pass	S/D Riders	W/C	METRO	ECO Pass	Bike	Monthly Pass
17	\$ 40,685.67	20,901	48	69	108	1,550	28	5,409	133	1,358	10,142

RIDERSHIP	
UCSC Fall Frolic	562
County Fair	560
TOTAL	1,122

September Ridership	398,660
September Revenue	\$234,227.83

5-10.1

**Santa Cruz METRO
September 2006 Ridership Report**

FAREBOX REVENUE AND RIDERSHIP SUMMARY BY ROUTE

ROUTE	REVENUE	RIDERSHIP	UC		UC Staff		S/D		S/D		Cabrillo	Bike	Passes/ Free Rides
			Student		Faculty	Day Pass	Riders	W/C	Day Pass				
10	\$ 2,189.14	23,924	18,251		2,765	15	72	14		17	189	637	1,351
13	\$ 374.56	7,487	6,714		354	3	12	1		-	30	146	150
15	\$ 1,278.41	28,057	25,069		1,350	5	40	7		8	143	608	677
16	\$ 6,570.13	73,327	59,883		4,965	26	213	42		10	539	1,805	3,697
19	\$ 1,838.54	20,534	16,390		1,726	9	103	14		15	191	474	1,041
3B	\$ 1,094.70	2,526	274		149	21	65	23		28	169	141	1,207
4	\$ 1,281.84	4,375	318		68	16	161	87		39	193	105	2,771
7	\$ 419.59	1,114	73		29	7	55	21		8	76	13	640
7N	\$ 380.75	484	5		15	-	16	-		1	20	35	185
9	\$ 384.90	536	9		22	8	3	1		1	5	9	270
12A	\$ 29.25	644	525		92	-	2	-		-	-	21	7
20	\$ 2,357.57	20,412	15,722		1,311	23	86	8		6	275	506	1,522
31	\$ 1,382.51	1,855	31		58	26	16	16		2	59	74	862
32	\$ 396.78	627	17		13	1	8	6		-	19	25	338
33	\$ 345.57	564	2		-	-	2	-		1	4	-	307
34	\$ 156.87	194	-		-	-	1	-		-	4	-	90
35	\$ 27,943.61	41,464	572		496	274	1,018	100		173	1,505	1,695	21,062
40	\$ 1,695.80	2,135	27		20	40	55	1		5	6	49	1,047
41	\$ 1,275.44	1,828	141		99	7	55	-		5	92	146	680
42	\$ 961.90	1,211	108		21	6	63	-		4	60	157	393
53	\$ 492.18	829	1		21	5	80	32		5	39	11	434
54	\$ 512.24	894	9		13	2	45	12		6	115	39	418
55	\$ 1,364.62	4,006	27		39	13	148	80		25	1,588	102	1,442
56	\$ 476.70	1,223	5		2	3	29	27		10	339	26	571
66	\$ 9,885.44	15,563	981		440	126	590	161		46	798	481	6,907
68	\$ 5,585.80	9,518	875		321	84	273	82		36	501	317	4,234
68N	\$ 1,057.09	1,698	241		68	-	30	11		1	115	120	568
69	\$ 5,883.67	10,337	843		594	71	341	75		31	435	303	4,570
69A	\$ 17,312.66	22,653	840		622	178	1,127	195		127	860	725	8,631
69N	\$ 1,473.66	2,610	261		112	2	58	23		-	410	174	865
69W	\$ 17,860.13	26,921	1,050		733	180	989	257		120	3,801	869	9,622
70	\$ 2,970.47	6,848	160		105	20	148	64		18	2,487	251	2,123
71	\$ 52,725.83	72,585	1,769		1,395	341	3,018	497		315	10,191	2,620	23,828
72	\$ 4,096.86	4,490	19		18	38	314	13		51	256	68	1,485
74	\$ 2,657.43	2,851	5		14	29	132	12		21	102	15	960
75	\$ 8,720.25	8,963	15		61	79	715	28		48	337	136	2,761
76	\$ 847.96	937	3		7	9	49	2		20	11	5	381
79	\$ 1,721.48	2,118	18		29	33	188	99		83	123	18	864
88	\$ -	-	-		-	-	-	-		-	-	-	-
91	\$ 4,232.23	5,889	62		138	104	99	14		16	1,051	288	1,839
Unknown	\$ 110.26	1,514	-		62	10	2	1		4	25	8	4
TOTAL	\$ 192,344.82	435,745	151,315		18,347	1,814	10,421	2,026		1,306	27,163	13,222	110,804

ROUTE	REVENUE	RIDERSHIP	VTA/SC Day Pass	CalTrain	17 Day Pass	S/D Riders	W/C	METRO	ECO Pass	Bike	Monthly Pass
17	\$ 39,489.31	20,751	26	70	116	1,356	54	5,008	97	1,346	11,106

RIDERSHIP	
Night Owl	2,543
UC Shuttle	3,615
TOTAL	6,158

September Ridership	462,654
September Revenue	\$ 232,024.74

5-10.2

BUS OPERATOR LIFT TEST *PULL-OUT*

VEHICLE CATEGORY	TOTAL BUSES	AVG # DEAD IN GARAGE	AVG # AVAIL. FOR SERVICE	AVG # IN SERVICE	AVG # SPARE BUSES	AVG # LIFTS OPERATING	% LIFTS WORKING ON PULL-OUT BUSES
FLYER/HIGHWAY 17 - 40'	7	0	7	1	6	1	100%
FLYER/LOW FLOOR - 40'	12	2	10	6	4	6	100%
FLYER/LOW FLOOR - 35'	18	3	15	13	2	13	100%
FLYER/HIGH FLOOR - 35'	13	2	11	3	8	3	100%
GILLIG/SAM TRANS - 40'	10	1	9	2	7	2	100%
DIESEL CONVERSION - 35'	15	5	10	10	0	10	100%
DIESEL CONVERSION - 40'	14	5	9	8	1	8	100%
ORION/HIGHWAY 17 - 40'	11	3	8	6	2	6	100%
GOSHEN	2	0	2	1	1	1	100%
TROLLEY	1	0	1	0	1	0	100%
CNG NEW FLYER - 40'	10	2	8	6	2	6	100%

5-10.3

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

PASSENGER LIFT PROBLEMS

MONTH OF SEPTEMBER 2007

BUS #	DATE	DAY	REASON
2201CG	27-Sep	Thursday	Ramp delayed to deploy and had to manually deploy it
2208CG	13-Sep	Thursday	Lift will not lift up
2212CN	18-Sep	Tuesday	Kneel switch sticks in the lower position sometimes
2221CN	10-Sep	Monday	Wheelchair ramp tends to stick/hang up occasionally at beginning of its cycle
2221CN	16-Sep	Sunday	Wheelchair ramp needs help lifting up. Passenger side slide out won't lock
8100F	5-Sep	Wednesday	When kneeling is used interlock gets stuck & us a hassle to move coach again
8100F	26-Sep	Wednesday	Kneel not working all the time
8106F	26-Sep	Wednesday	Ramp not working
9810LF	6-Sep	Thursday	Wheelchair lift ramp won't deploy. Mechanics came out, still not working
9817LF	29-Sep	Saturday	Lift ramp won't deploy
9822LF	13-Sep	Thursday	Ramp does not deploy hydraulically
9837G	24-Sep	Monday	WC lift won't work
9840G	25-Sep	Tuesday	Lift can only stow back by using sensor side switch

- F New Flyer
- G Gillig
- C Champion
- LF Low Floor Flyer
- GM GMC
- CG CNG
- CN SR855 & SR854
- OR Orion/Hwy 17

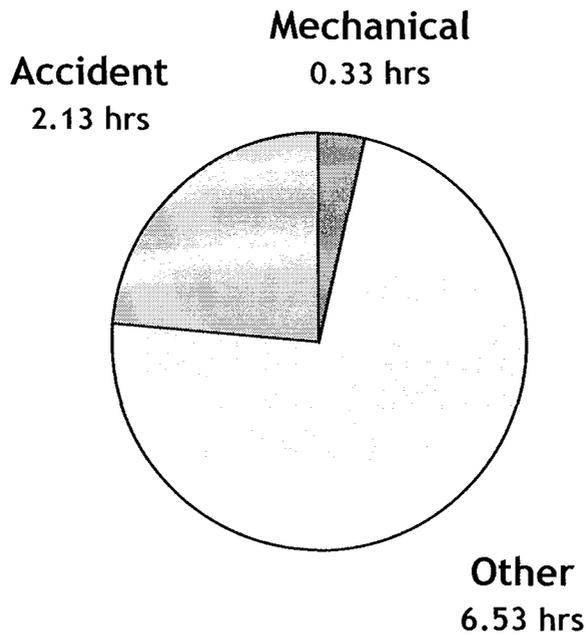
Note: Lift operating problems that cause delays of less than 30 minutes.

5-10.4

Dropped Service for FY 2008

	FY 2005/06		FY 2006/07		FY 2007/08	
	Dropped Hours	Dropped Miles	Dropped Hours	Dropped Miles	Dropped Hours	Dropped Miles
July	0	0	5.00	96.88	5.53	90.97
August	213.92	3,575.86	15.02	276.46	4.93	110.45
September	140.97	2,336.50	11.30	160.72	9.00	191.05
October	STRIKE	STRIKE	37.52	540.19		
November	113.77	1,780.56	37.55	477.48		
December	95.61	1,659.66	6.08	143.84		
January	16.52	286.31	12.24	188.23		
February	39.22	579.38	13.07	88.59		
March	21.38	380.68	7.13	133.30		
April	62.57	986.08	4.85	43.67		
May	33.47	551.00	16.00	241.42		
June	20.20	267.47	62.19	802.29		
TOTAL	757.62	12,403.50	227.95	3,193.06	19.47	392.47

Dropped Service Breakdown for September 2007



5-10.5

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark J. Dorfman, Assistant General Manager
SUBJECT: CONSIDERATION OF APPROVAL OF REVISED RIDERSHIP REPORT FORMAT

I. RECOMMENDED ACTION

That the Board of Directors consider the changes to the Monthly Ridership Report as recommended by the METRO Advisory Committee.

II. SUMMARY OF ISSUES

- The METRO Advisory Committee (MAC) also receives copies of the Monthly Ridership Report that is provided in the Board Packet.
- Earlier this year, MAC asked to see various changes made to the Monthly Ridership Report.
- Staff has worked with MAC and has developed a new format that MAC is recommending that the Board adopt.

III. DISCUSSION

Each month in the Board Packet, staff provides the Board with a Monthly Ridership Report. This report summarizes the ridership on the Fixed Route portion of our service. This same report is provided to MAC on a monthly basis. Earlier this year, MAC made the task of revising the report an agenda item. Staff has worked with MAC to develop a report that would also provide some of the information they would like to see contained in the regular report.

Staff has recently started to provide the previous year's Monthly Ridership Report in the Board Packet so Boardmembers can compare this year to last. By keeping the report format similar, the Board will still be able to make these comparisons.

The changes to the report format are as follows:

- Addition of Miles and Hours for each route
- Grouping of the ridership categories together
- Calculating passengers per mile and passengers per hour
- Separating wheelchair and bike counts, which are not part of the ridership

5-11-1

Staff is recommending that the changes proposed by MAC be adopted by the Board.

IV. FINANCIAL CONSIDERATIONS

There is no financial impact from making this change to the Monthly Ridership Report.

V. ATTACHMENTS

Attachment A: Current format of Monthly Ridership Report

Attachment B: Proposed format of Monthly Ridership Report

5-11.2

Santa Cruz METRO September 2007 Ridership Report

ROUTE	REVENUE	RIDERSHIP	UC		UC Staff		S/D		S/D		Passes/		
			Student	10,905	Faculty	2,715	Day Pass	Riders	W/C	Day Pass	Cabrillo	Bike	Free Rides
10	\$ 2,235.07	16,538		10,905		2,715	11	75	31	14	188	653	1,303
13	\$ 191.42	2,914		2,493		205	2	4	-	-	13	92	87
15	\$ 694.01	12,631		11,115		707	1	18	4	1	101	299	283
16	\$ 6,727.06	50,192		37,812		4,347	43	191	22	25	610	1,648	3,184
19	\$ 1,676.92	13,218		9,458		1,446	9	62	14	9	162	420	1,086
3	\$ 1,647.54	3,152		289		106	38	144	12	26	137	71	1,440
4	\$ 1,159.98	4,053		126		49	15	206	52	48	129	106	2,770
7	\$ 423.76	1,101		51		42	4	52	8	16	105	12	602
9	\$ 168.93	276		8		31	5	4	-	3	5	1	135
12A	\$ 9.75	137		85		42	-	1	-	-	1	5	2
20	\$ 2,494.45	12,665		7,627		1,421	33	114	9	7	289	417	1,607
27	\$ 36.17	1,002		931		42	-	-	-	-	5	25	2
31	\$ 1,215.26	2,001		46		53	20	19	12	6	139	95	1,011
32	\$ 377.21	546		4		8	-	6	-	-	29	19	251
33	\$ 254.98	437		1		-	-	4	-	-	6	-	253
34	\$ 92.34	240		1		-	-	-	-	-	-	-	178
35	\$ 26,700.49	41,117		503		415	336	1,202	64	129	2,126	1,991	21,209
40	\$ 1,855.63	2,145		62		37	55	45	1	14	29	108	924
41	\$ 1,365.80	1,673		84		100	4	28	1	6	122	175	464
42	\$ 854.32	1,198		77		16	5	72	-	9	94	135	422
53	\$ 638.12	975		9		16	9	70	55	13	49	29	473
54	\$ 536.36	914		12		9	1	64	4	6	103	31	418
55	\$ 1,426.66	3,696		69		27	11	126	97	32	1,348	97	1,334
56	\$ 379.96	1,035		10		8	1	34	28	8	335	40	434
66	\$ 11,098.04	15,759		688		283	134	622	158	63	635	448	6,901
68	\$ 5,666.08	9,567		602		288	85	317	76	47	390	240	4,701
68N	\$ 1,502.78	2,540		278		49	-	42	23	1	147	96	1,092
69	\$ 5,466.16	8,984		605		310	53	330	57	20	430	334	4,025
69A	\$ 17,940.24	23,454		610		471	145	1,174	216	121	772	756	9,419
69N	\$ 1,458.43	2,647		192		81	1	67	23	1	427	152	976
69W	\$ 18,280.06	27,559		842		495	157	1,050	193	92	4,110	1,009	9,931
70	\$ 2,988.88	7,367		162		111	23	187	40	28	2,708	213	2,308
71	\$ 54,367.43	75,432		1,762		1,058	376	3,447	424	302	11,176	3,302	24,796
72	\$ 3,704.40	4,444		14		30	33	261	21	22	196	108	1,786
74	\$ 3,163.42	3,378		16		50	13	221	10	11	123	15	1,016
75	\$ 8,777.78	11,774		2,855		88	78	729	54	67	373	193	2,696
76	\$ 868.76	957		5		9	8	82	5	13	8	11	362
79	\$ 1,310.14	2,035		2		18	21	185	72	40	140	9	959
88	\$ -	-		-		-	-	-	-	-	-	-	-
91	\$ 3,277.57	5,395		115		133	45	92	13	20	1,038	323	1,910
UC Supplemental	\$ 35.95	864		757		64	-	-	-	-	2	20	18
Unknown	\$ 359.88	625		21		7	1	12	6	1	90	17	276
TOTAL	\$ 193,428.19	376,637		91,304		15,387	1,776	11,359	1,805	1,221	28,890	13,715	113,044

ROUTE	REVENUE	RIDERSHIP	VTA/SC		17		S/D		ECO		Monthly Pass
			Day Pass	CaITrain	Day Pass	Riders	W/C	METRO	Pass	Bike	
17	\$ 40,685.67	20,901	48	69	108	1,550	28	5,409	133	1,358	10,142

RIDERSHIP	
UCSC Fall Frolic	562
County Fair	560
TOTAL	1,122

September Ridership	398,660
September Revenue	\$ 234,227.83

5-11.a1

**Santa Cruz METRO
September 2007 Ridership Report**

FAREBOX RIDERSHIP SUMMARY BY ROUTE

ROUTE	Miles	Hours	Passes/ Free Rides	UC Student	UC Staff Faculty	Full Fare	Day Pass	Cash S/D Riders	S/D Day Pass	Cabrillo	Tickets	RIDERSHIP	Passenger /Mile	Passengers /Hour	W/C	Bike
10	4,821.08	403.33	1,303	10,905	2,715	1,279	11	75	14	188	46	16,538	3.43	41.00	31	653
13	549.60	47.00	87	2,493	205	107	2	4	-	13	1	2,914	5.30	62.00	-	92
15	1,929.40	185.00	283	11,115	707	394	1	18	1	101	11	12,631	6.55	76.55	4	299
16	11,143.48	903.26	3,184	37,812	4,347	3,840	43	191	25	610	116	50,192	4.50	55.57	22	1,648
19	4,330.05	326.25	1,086	9,458	1,446	954	9	62	9	162	25	13,218	3.05	40.51	14	420
27	351.40	30.00	2	931	42	22	-	-	-	5	-	1,002	2.85	33.40	-	25
3	2,158.78	156.43	1,440	289	106	802	38	144	26	137	35	3,152	1.46	20.15	12	71
4	1,598.25	139.33	2,770	126	49	483	15	206	48	129	219	4,053	2.54	29.09	52	106
7	989.90	86.67	602	51	42	192	4	52	16	105	32	1,101	1.11	12.42	8	12
9	411.96	21.85	135	8	31	83	5	4	3	5	1	276	0.67	12.63	-	1
12A	68.82	4.75	2	85	42	6	-	1	-	1	-	137	1.99	28.84	-	5
20	5,720.10	381.21	1,607	7,627	1,421	1,368	33	114	7	289	54	12,685	2.21	33.22	9	417
31	2,025.06	104.28	1,011	46	53	676	20	19	6	139	31	2,001	0.99	19.19	12	95
32	679.10	38.00	251	4	8	234	-	6	-	29	14	546	0.80	14.37	-	19
33	448.74	20.70	253	1	-	151	-	4	-	6	22	437	0.97	21.11	-	-
34	251.28	15.89	178	1	-	59	-	-	-	-	2	240	0.96	15.10	-	-
35	36,857.89	1,846.71	21,209	503	415	14,539	336	1,202	129	2,128	646	41,117	1.12	22.27	64	1,991
40	2,592.94	95.46	924	62	37	952	55	45	14	29	26	2,145	0.83	22.47	1	108
41	2,839.02	117.83	464	84	100	830	4	28	6	122	14	1,673	0.59	14.20	1	175
42	3,362.23	121.67	422	77	16	479	5	72	9	94	12	1,198	0.36	9.85	-	135
53	1,057.92	74.73	473	9	16	317	9	70	13	49	19	975	0.92	13.05	55	29
54	2,156.10	124.83	418	12	9	295	1	64	6	103	6	914	0.42	7.32	4	31
55	2,562.34	174.17	1,334	69	27	727	11	126	32	1,348	19	3,696	1.44	21.22	97	97
56	2,000.51	88.35	434	10	8	190	1	34	8	335	14	1,035	0.52	11.71	28	40
66	6,323.77	541.39	6,901	688	283	6,033	134	622	63	635	384	15,759	2.49	29.11	158	448
68	4,720.79	393.98	4,701	602	288	2,976	85	317	47	390	155	9,587	2.03	24.28	76	240
68N	1,881.30	128.56	1,092	278	49	905	-	42	1	147	24	2,540	1.35	19.76	23	96
69	3,185.96	287.55	4,025	605	310	3,028	53	330	20	430	171	8,984	2.82	31.24	57	334
69A	14,034.52	752.98	9,419	610	471	9,947	145	1,174	121	772	782	23,454	1.67	31.15	216	756
69N	1,576.91	126.65	976	192	81	875	1	67	1	427	26	2,647	1.68	20.90	23	152
69W	13,604.86	756.57	9,931	842	495	10,238	157	1,050	92	4,110	596	27,559	2.03	36.43	193	1,009
70	2,734.20	224.83	2,308	162	111	1,649	23	187	28	2,708	169	7,367	2.69	32.77	40	213
71	46,760.08	2,673.56	24,796	1,762	1,058	30,255	376	3,447	302	11,176	2,196	75,432	1.61	28.21	424	3,302
72	4,999.74	241.62	1,786	14	30	2,013	33	261	22	196	89	4,444	0.89	18.39	21	108
74	3,078.08	178.92	1,016	16	50	1,818	13	221	11	123	110	3,378	1.10	18.88	10	15
75	6,366.66	384.25	2,696	2,855	88	4,739	78	729	67	373	149	11,774	1.85	30.64	54	193
76	2,103.66	110.83	362	5	9	443	8	82	13	8	27	957	0.45	8.63	5	11
79	1,490.80	87.08	959	2	18	591	21	185	40	140	79	2,035	1.37	23.37	72	9
91	5,138.04	212.87	1,910	115	133	1,803	45	92	20	1,038	237	5,395	1.05	25.34	13	323
UC Supplemental	325.95	20.15	18	757	64	22	-	-	-	2	-	864	2.65	42.88	-	20
TOTAL	209,231.24	12,611.49	112,768	91,283	15,380	106,314	1,775	11,347	1,220	28,800	14,052	376,012	1.80	29.82	1,799	13,698

ROUTE	Miles	Hours	Monthly Pass	VTA/SC Day Pass	CalTrain	Full Fare	17 Day Pass	Cash S/D Riders	METRO	ECO Pass	Tickets	RIDERSHIP	Passenger /Mile	Passengers /Hour	W/C	Bike
17	41,703.55	1,348.01	10,142	48	69	7,952	108	1,550	5,409	133	133	20,901	0.50	15.51	28	1,358

RIDERSHIP	
Fall Frolic	562
County Fair	560
TOTAL	1,122

September Ridership 398,035

5-11.61

B

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Ciro F. Aguirre, Manager of Operations
SUBJECT: CONSIDERATION OF INFORMATION REGARDING SUPERVISOR RESPONSE AT THE SCOTTS VALLEY CAVALLARO TRANSIT CENTER FOR INCIDENT #SC 09 07 15.

I. RECOMMENDED ACTION

This report is for information only – no action requested.

II. SUMMARY OF ISSUES

- On 09/20/07 an Operator reported to METRO Dispatch a physical altercation with a passenger at the Scotts Valley Cavallaro Transit Center.
- Scotts Valley Police Department (SVPD) was immediately dispatched and the assailant was removed.
- Operator proceeded in route after she confirmed she was able to do so. This occurred before Supervisor could meet with her.
- At the 10/12/07 METRO Board meeting, UTU Union representative expressed dissatisfaction at Supervisor not having responded to incident or Operator in a timely manner.

III. DISCUSSION

Note: Identifying names have been redacted.

At the October 12, 2007 Board meeting, a representative of the United Transportation Union Local 23 (UTU) expressed concern and dissatisfaction at the lack of response by METRO Supervision towards an Operator who had experienced a physical altercation at the Scotts Valley Cavallaro Transit Center (SVCTC).

UTU expressed that the Operator requested a Supervisor to meet with her after having reported a physical altercation by an incensed male. Although SVPD responded, and were able to remove the assailant, the UTU alleged that the Supervisor did not responded to the situation in a timely manner nor had the professional courtesy to meet with the Operator.

On September 20, 2007, at 6:50pm a call was received at the METRO dispatch office. The Operator, in bus 9813, route #35 called from the SVCTC and reported that an elderly male had become angry because of rambunctious activity initiated by boarding teenagers. The Operator reported that the elderly male passenger had challenged her as to why she did nothing to stop the

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activity. The passenger became agitated to the point of placing his hands on her right shoulder and pushing her twice. METRO Dispatch confirmed that the assailant was still on the bus and stated to the Operator that Police and a Supervisor would be responding.

At 6:56pm SVPD arrived on the scene, and after reviewing the situation removed the passenger, as requested by the Operator. At approximately 7:00pm, the Operator called METRO Dispatch and reported what had transpired. Dispatch confirmed that the passenger had been removed and inquired if she could continue in service. The Operator stated she was "OK" and would continue in service.

The METRO Supervisor that was assigned this incident when it transpired prepared reports that are summarized below (see attachments for full reports).

Note: Identifying names have been redacted.

Thursday, September 20, 2007

- Supervisor is at the Operation Office interviewing and counseling a new Operator involved in an accident.
- 6:50pm Supervisor hears the Operator report she has been assaulted at SVCTC. Police are being dispatched, makes preparation to leave and meet Operator at the SVCTC.
- Minutes before Supervisor departs, Operator reports that Police have removed assailant she is "OK" and will continue in service.
- Supervisor informs Operator of intent to meet with her later in route.
- Supervisor meets with Operator at 7:50pm at SVCTC, conveys concern over the incident and her welfare, observes behavior and feels satisfied Operator can continue in service, schedules to meet with Operator at the end of her shift for further debriefing.
- Supervisor meets with Operator, incident is discussed; Operator expresses desire to press charges. Supervisor explains that she will follow-up on the incident with SVPD, obtain proper procedures for pressing charges, and meet with the assailant.
- Supervisor instructs Operator to contact her or any other Supervisor if the person attempts to board her bus, suggests that she speak with her Union and states she will contact her with any developments the next day.

Friday, September 21, 2007

- Supervisor, during off time and from her personal residence, calls the Base Superintendent to discuss the incident and intention of gathering additional information.
- Supervisor places call to the Legal Department regarding procedures on Pressing Charges, directed to contact SVPD.
- Supervisor meets with Operator at the end of her shift and conveys most recent information, provides Operator with personal cell phone number encouraging her to call whenever she feels the need to do so.

Friday, September 21, 2007 (2nd Report)

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- Supervisor contacts responding SVPD Officer discusses incident and procedure for pressing charges.
- Supervisor requests Officer's schedule so that Operator may contact him with any questions.
- Supervisor meets with Operator at the end of her shift and conveys recently acquired information.

Saturday, September 22, 2007

- At 4:10pm, the Operator calls METRO Dispatch and requests to speak to the Supervisor. Operator reports that the same person she had the altercation with was attempting to board her bus, but walked away as call was placed.
- The Supervisor arrives at the SVCTC and notices the person boarding a bus heading in the opposite direction, follows bus.
- When the passenger alighted, Supervisor approached him, introduced herself, and proceeded to inquire about the incident that happened on 09/20/07.
- Supervisor discusses the situation and explains that his behavior was inappropriate, seeks to understand why he behaved in that manner, solicits from him a commitment that he will not cause a disruption in the future, and asks that he make an attempt to apologize to the Operator.
- Supervisor requests Operator to call on her cell phone to discuss the conversation she had with the customer.

Sunday, September 23, 2007

- Supervisor meets with the Operator to discuss all that has transpired since 09/20/07.
- Supervisor senses indecision from the Operator as to what course of action to take.
- Supervisor recommends she wait until her day off and give the matter her full attention.

Having reviewed all documents and related reports regarding this incident, I do not find where any negligence or lack of response on the part of the Supervisor was exhibited. From the time the call was placed by the Operator, the Dispatch Supervisor communicated to the Police and the Field Supervisor the situation. The Police responded immediately and within six (6) minutes arrived at the scene. As the Supervisor prepared to respond, the Operator called to advise that all was clear. When asked by Supervision, the Operator stated she was well and could proceed in service. The Supervisor advised the Operator that she would meet with her at some point in her route and did so. The Supervisor performed follow-up activities for three (3) days after the incident during her off and on duty time. She maintained consistent communication with the Operator apprising her of any and all developments, as noted in her reports. She offered support, reassurance and availed herself to the Operator.

The Supervisor not only performed with due diligence and heightened sense of responsibility, but exhibited an exemplary display of professionalism, commitment, and thoroughness worthy of commendation.

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V. ATTACHMENTS

- Attachment A: S-46 Thursday, September 20, 2007 Report**
- Attachment B: S-46 Friday, September 21, 2007 Report**
- Attachment C: S-46 Friday, September 21, 2007 2nd Report**
- Attachment D: S-46 Saturday, September 22, 2007 Report**
- Attachment E: S-46 Sunday, September 23, 2007 Report**
- Attachment F: Scotts Valley Police Department Event Record**

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Thursday, September 20, 2007

Attachment A

At approximately 6:50 pm on Thursday, September 20th 2007 I heard a transmission to the Dispatcher from Operator . . . stating that she had been assaulted by a passenger and wanted the police called .

The Dispatcher asked location, etc. . . and if the assailant was still on the scene. Operator . . . sounded very collected and continued explaining the occurrence saying " he put both his hands on my arm and pushed me".

Scotts Valley Police were immediately dispatched and my intention was to meet her on location. At the time this occurred I was interviewing an Operator regarding an accident he had on the same day, his first day on the job as a Bus Operator, and he was visibly upset and confused.

As I was preparing to go to the Scotts Valley Transit Center a transmission came from Operator . . . stating that the police had arrived, and that they took the man, and that "all I wanted was for him to get off my bus". Dispatcher asked if he was off her bus and if she could continue to which she replied "yes, I'm OK".

It was an inordinately short time in which all this took place, making me decide not to continue to her location and chose instead to meet her in route when I finished the detail I was on. This information was conveyed to Operator . . . by the Dispatcher.

I met with Operator . . . at approximately 7:50pm at the SVTC outbound. Her appearance was calm and in control. I expressed my concern about her welfare and explained that I'd meet with her again to talk to her at the end of her route at the Operations Yard.

Once at OPS her demeanor was indicative of one who was upset. She restated the incident to me. There were two teenage individuals sitting behind her whom had been creating a lot of noise and being obnoxious. She stated " I was really annoyed with them and by the time I got to the SVTC I turned around to say something to them and they'd stopped". " I was looking at the paperwork in my pouch, I still had three minutes until departure when this old man came up to the front of the bus and started yelling that I should do something about these damn teenagers who were upsetting the passengers on the bus. . . and can't you see what's going on behind you, they're right behind you!". Operator . . . asked him to sit down after explaining to him that they were behind her and she really couldn't see them. She described the man as approximately 75 yrs old, white beard, white hair and a hat. He continued in an agitated manner pointing to the rear view mirror and stating "this is how you can see what's happening behind you in the bus". It was at this point that he put both of his hands on Operator . . . ' right arm and "pushed it", two times. She described that her arm was swollen and incredibly sore from an inoculation she'd had a few days earlier. So sore in fact "that just the rubbing of the patch on the sleeve of her shirt was painful". This contact made by this elderly man exacerbated her pain immensely. Operator . . . also alluded to the

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fact that perhaps she would now like to pursue pressing charges against the man. I told her I would support whatever she wanted to do in order to make her feel vindicated and safe. I asked her if she felt threatened by him or if she would be uncomfortable if and when he got on her bus again and she replied "no, I don't feel threatened by him, no, I'll be OK".

Operator recalled that the SVPD arrived quickly and "I just wanted him off my bus, I didn't want to press charges". "They came and took him away in the police car". When asked by the Dispatcher if she felt she could continue in route she stated that she could.

In conclusion, I sincerely felt I made my concern for Operator very clear and explained to her what my intentions were, following up on this incident. Which was to gather information regarding the occurrence from Officer [redacted] of SVPD as well as find out what the procedure is to press charges after the fact. I told her that I would have a talk with the "individual" when the opportunity presented itself. Suggesting that she call me or any Supervisor the next time this man came on her bus. I suggested that she talk to her Union Representative and assured her that I would get in touch with her the next day with my findings.

I took several photos of her arm and she went home.

9/25/07

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Friday, September 21, 2007

Attachment B

I placed a call to Superintendent . at 8:00am from my home to discuss with her the incident of the previous night regarding Operator . I let her know of my intentions of gathering information from I ; (Legal Counsel for the Metro) and also from Officer I

Ms wanted to be sure I documented all my findings, filed a report as well as kept in contact with Operator . throughout all these procedures. I assured her that was my intention.

I then placed a call to at approximately 9:00am. was very concerned about the well being of Operator . I asked for advice on how to proceed with this case, especially regarding the fact that perhaps the Operator might want to press charges now after the fact. She wasn't sure exactly what the procedure would be but we both came to the conclusion that the police would be of assistance. I let her know what my intentions were regarding this case and she told me she would support Operator decision, even up to and including a restraining order.

I thanked her for her time and this concluded our conversation.

NOTE: I spoke to Operator at the end of her shift on 9/21/2007 regarding all the new information I acquired. She understood what she needed to do but still had not mad a decision about how she would proceed. I gave her my card including my cell phone number and told her I would gladly talk to her if and when she needed me. She thanked me and left OPS.

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Friday, September 21, 2007
OPERATIONS YARD SANTA CRUZ METRO
EVENT # 07 09 1572 9/20/07

Attachment **C**

I spoke with Officer [redacted] on Friday night after leaving a message at 4:45pm at the Scotts Valley Police Station to call me regarding Thursday night's incident. It was made know to me that his shift did not start until 7:00 pm.

He concurred with Operator [redacted]'s statements. They arrived on the scene quickly because they were in the area. They found [redacted] (the elderly assailant) in the bus. Officer [redacted] relayed to me that the Operator did not mention wanting to press charges, but just wanted him off the bus. He took a statement from the Operator and information from [redacted] and they took him away. He told me that [redacted] wanted to apologize for going "too far" but the Operator wouldn't accept. Officer [redacted] described [redacted] as fairly calm and sorry for getting upset, and that he also "gets peoples attention by touching them". He stated he "meant no harm".

I questioned him about pressing charges after the fact, and what would that process entail. He informed me that Operator [redacted] could press charges after the fact. It is then called a "cold battery charge". It would be a misdemeanor and she would have to come down in person to file the report. He also mentioned that the DA would have to have proof that intent was involved.

I requested that he give me his schedule in case the Operator wanted to speak with him personally, which he did, and he also suggested she come down anytime 24/7 and file the report if that was her decision.

I thanked him for his time and concluded our conversation.

NOTE: I spoke with Operator [redacted] at the end of her shift 9/21/2007 in regards to all the new information I acquired.

SLS-07

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Attachment **D**

Saturday, September 22, 2007

At approximately 4:10 pm on Saturday Operator _____ called the Dispatcher to inquire whether or not I was on duty. I responded to her and she reported that the elderly man from the incident on the 9/20/07 wanted to board her bus outbound route 35. She asked him to wait a minute (giving time for her to call me) he responded by stating "I hope it's only a minute because I've been waiting for 45 minutes already".

In the interim he started to walk away, the Operator described his attire and the direction in which he was walking I left the yard immediately to pursue this individual so I could talk to him. I arrived in the Scotts Valley area about 8 minutes later and drove around looking for him. I finally saw him and realized he would be trying to board the inbound route 35 with Operator _____. I alerted the Operator and told him I would be trailing behind him in order to make contact with that passenger when he de-boarded.

I was able to talk to him once he got off the bus at Front Street. I introduced myself to him, shook his hand. He introduced himself as _____. I proceeded to question him about the incident on Thursday. I recognized him as a long time passenger on our buses, being his only mode of transportation. I haven't ever heard of him being a problem before.

His first recollection was about the obnoxious teenagers that caused him to get mad. He felt "teenagers are always tearing things apart". I explained to him that I did understand his concerns but that in regard to the incident with the driver he went above and beyond his boundaries. He knew he reacted wrongly. He said he tried to apologize on the night. I told him I knew he did but that tensions were high his efforts were not being well received.

I wanted to know if he was going to be troubled by this particular driver in the future. I wanted to be reassured that he would be able to "control" himself in the future. I let him know that he might be coming across this driver on the routes that he uses often. He assured me again that he had " no feelings of ill will towards that driver and I understand what a hard job it is to be a driver...". I requested that he make an effort again to apologize to her now that some time has elapsed. We spoke candidly about his hyper type of personality and how that can be misread. I spoke to him about how I understand about him being a "touch " kind of a person but that in the public realm he needs to curtail his desire to touch people to "get their attention". Keeping that kind camaraderie with the people you know.

I felt we established a good understanding and I felt positive that there would be no more problem between him and Operator _____.

Once I spoke with _____ I returned to the OPS yard and left a note on Operator _____ timecard to call me on my cell phone at home and I would talk to her about my conversation with _____. I went home 1hr 15 after my schedule.

NOTE: She did not call me that night at home 9/22/2007.

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Sunday, September 23, 2007

Attachment E

I spoke with Operator [redacted] during her split today, Sunday, about all that had transpired since her incident on Thursday, September 20, 2007.

I reiterated all the information from the police. I spoke to her about the support that the District will provide when she makes her decision about whether to move forward or not. I told her about my observations and conversation with [redacted] on Saturday evening. I reminded her that I myself was here to support her in her decisions.

Operator [redacted] seemed very reticent to make any more issue about this incident. I felt that even after hearing all of her choices and being provided with the information about [redacted] she still wasn't sure what to do. My feeling is that she is really ready for this to be all finished.

I suggested she wait until her day off which was Monday and give the situation all the thought it deserves and then make an informed decision. She thanked me for all I did and again I reminded her I would be available to her if she needed me.

This concluded our conversation about this incident.

9-25-07

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SCOTTS VALLEY POLICE DEPARTMENT

1 Civic Center Dr, Scotts Valley, CA 95066

CA0440400

SC 09-07-15

Attachment **E**

Event Record

Event #: 0709-1572	Date: 09/20/07	Final Type: Disturbance	Disposition(s): Closed/Otherwise
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Address: **246 Kings Village Rd, Scotts Valley; SV Metro Center**

Related Events:

Event Times and Assignment Data

Received By: _____	Primary Unit: _____	Units Assigned: _____	18:53
Received: 18:52:48	First/Original Unit: _____		
Dispatched: 18:53:32	Priority When Assigned: Code 2		18:54
Arrived: 18:56:49	Original Type: Battery - Cold		18:55
Cleared: 19:15:18			18:55
			18:58

Parties

Name	Phone	Address	Notes
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PHOTO COPY
SCOTTS VALLEY POLICE DEPARTMENT

Dispatch Notes

Dispatcher ID	Date / Time	Notes
	09/20/07 18:53:28	WMA, black hat, dark clothing assaulted the bus driver by hitting her in the arm twice
	09/20/07 18:53:59	Subject is still on bus 9811
	09/20/07 18:58:39	██████████
	09/20/07 19:00:48	██████████ M
	09/20/07 19:09:15	O-23 transporting male to 5
	09/20/07 19:15:16	Subject delivered to 7 IO in service
	09/20/07 22:51:29	Metro driver stated that she was hit in the arm by male subject. She wanted him removed from the bus but did
	09/20/07 22:51:29	not want to pursue charges. Suspect admitted that he tapped driver twice on arm to gain her attention, but had
	09/20/07 22:51:29	no intention of harming her. He agreed to remove himself from the bus. No further action.
	09/20/07 22:51:49	** Call Type changed from 242COLD to 415 by *

Event Unit Log

Date / Time	Unit ID	Status	Location
09/20/2007 18:53:32	S1	Enroute	246 Kings Village Rd
09/20/2007 18:54:31	23	Enroute	246 Kings Village Rd
09/20/2007 18:55:09	19	Enroute	246 Kings Village Rd
09/20/2007 18:55:28	S1	Cleared	246 Kings Village Rd
09/20/2007 18:55:38	S1	Enroute	246 Kings Village Rd
09/20/2007 18:56:49	19	Arrived	246 Kings Village Rd
09/20/2007 18:56:49	23	Code 4	246 Kings Village Rd
09/20/2007 18:56:49	23	Arrived	246 Kings Village Rd
09/20/2007 18:56:57	S1	Arrived	246 Kings Village Rd
09/20/2007 18:58:27	18	Enroute	246 Kings Village Rd

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SCOTTS VALLEY POLICE DEPARTMENT

1 Civic Center Dr, Scotts Valley, CA 95066

CA0440400

SC 09-0715

Event Record

Event #:	Date	Final Type	Disposition(s)
0709-1572	09/20/07	Disturbance	Closed/Otherwise

Address: 246 Kings Village Rd, Scotts Valley; SV Metro Center

Related Events:

09/20/2007 18:59:17 S1	Cleared	246 Kings Village Rd
09/20/2007 19:03:10 18	Cleared	246 Kings Village Rd
09/20/2007 19:08:22 19	Cleared	246 Kings Village Rd
09/20/2007 19:15:18 23	Cleared	246 Kings Village Rd

PHOTO COPY
SCOTTS VALLEY POLICE DEPARTMENT

5-12.f2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark J. Dorfman, Assistant General Manager
SUBJECT: UNIVERSITY OF CALIFORNIA – SANTA CRUZ SERVICE UPDATE

I. RECOMMENDED ACTION

This report is for information purposes only. No action is required

II. SUMMARY OF ISSUES

- There were five school-term days for September 2007 versus ten school-term days for September 2006.
- Overall UCSC trips decreased by (37.8%)
- Student trips for September 2007 decreased by (40.3%) versus September 2006.
- Faculty/staff trips for September 2007 decreased by (16.2%) versus September 2006.
- Student trips *per school-term day* for September 2007 decreased by (8.0) versus September 2006.
- Faculty/staff *per weekday* for September 2007 decreased by (13.5%) versus September 2006.
- Revenue received from UCSC for September 2007 was \$123,350.94 versus \$170,754.64 for September 2006, a decrease of (27.8%).

III. DISCUSSION

UCSC Fall service began on September 24, 2007. A summary of the results for September 2007 is:

- Student billable trips for regular service in September 2007 were 91,106 versus 150,439 for September 2006, a decrease of (39.4%).
- Faculty / Staff billable trips for regular service in September 2007 were 15,329 versus 18,148 for September 2006, a decrease of (15.5%).
- Student billable trips for Route 20 Supplemental service in September 2007 were 757 versus 4,310 for September 2006, a decrease of (82.4%).

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- Faculty / Staff billable trips for Route 20 Supplemental service in September 2007 were 64 versus 147 for September 2006, a decrease of (56.5%).
- Student billable trips for Night Owl service in September 2007 were 1,987 versus 2,483 for September 2006, a decrease of (18.0%).
- Faculty / Staff billable trips for Night Owl service in September 2007 were 18 versus 26 for September 2006, a decrease of (30.8%).
- Average student billable trips *per school-term day* for regular UC service in September 2007 were 11,534.2 versus 12,380 for September 2006, a decrease of (6.8%).
- Average Faculty / Staff billable trips *per weekday* for regular UC service in September 2007 were 719.0 versus 831.0 for September 2006, a decrease of (13.5%).
- Average student billable trips *per school term day* for supplemental UC Service in September 2007 were 151.4 versus 431.0 for September 2006, a decrease of (64.9%).
- Average Faculty / Staff billable trips *per weekday* for supplemental UC service in September 2007 were 12.8 versus 14.7 for September 2006, a decrease of (12.9%).
- Average student billable trips *per school term day* for Night Owl UC Service in September 2007 were 201.0 versus 103.3 for September 2006, an increase of 94.6%.
- Average Faculty / Staff billable trips *per weekday* for Night Owl UC service in September 2007 were 2.4 versus 3.2 for September 2006, a decrease of (25.0%).

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September	Student Ridership		Faculty/ Staff Ridership		Average Student Ridership Per School Term Day		Average Faculty/Staff Ridership Per Weekday	
	FY 2007	FY 2006	FY 2007	FY 2006	FY 2007	FY 2006	FY 2007	FY 2006
Regular Service	91,106	150,439	15,329	18,148	11,534.2	12,380.0	719.0	831.0
Supplemental	757	4,310	64	147	151.4	431.0	12.8	14.7
Night Owl	1,987	2,423	18	26	201.0	103.3	2.4	3.2
TOTAL	93,850	157,172	15,411	18,321	11,886.6	12,914.3	734.2	848.9
% Increase-(Decrease)	-40.3%		-15.9%		-8.0%		-13.5%	

IV. FINANCIAL CONSIDERATIONS

NONE

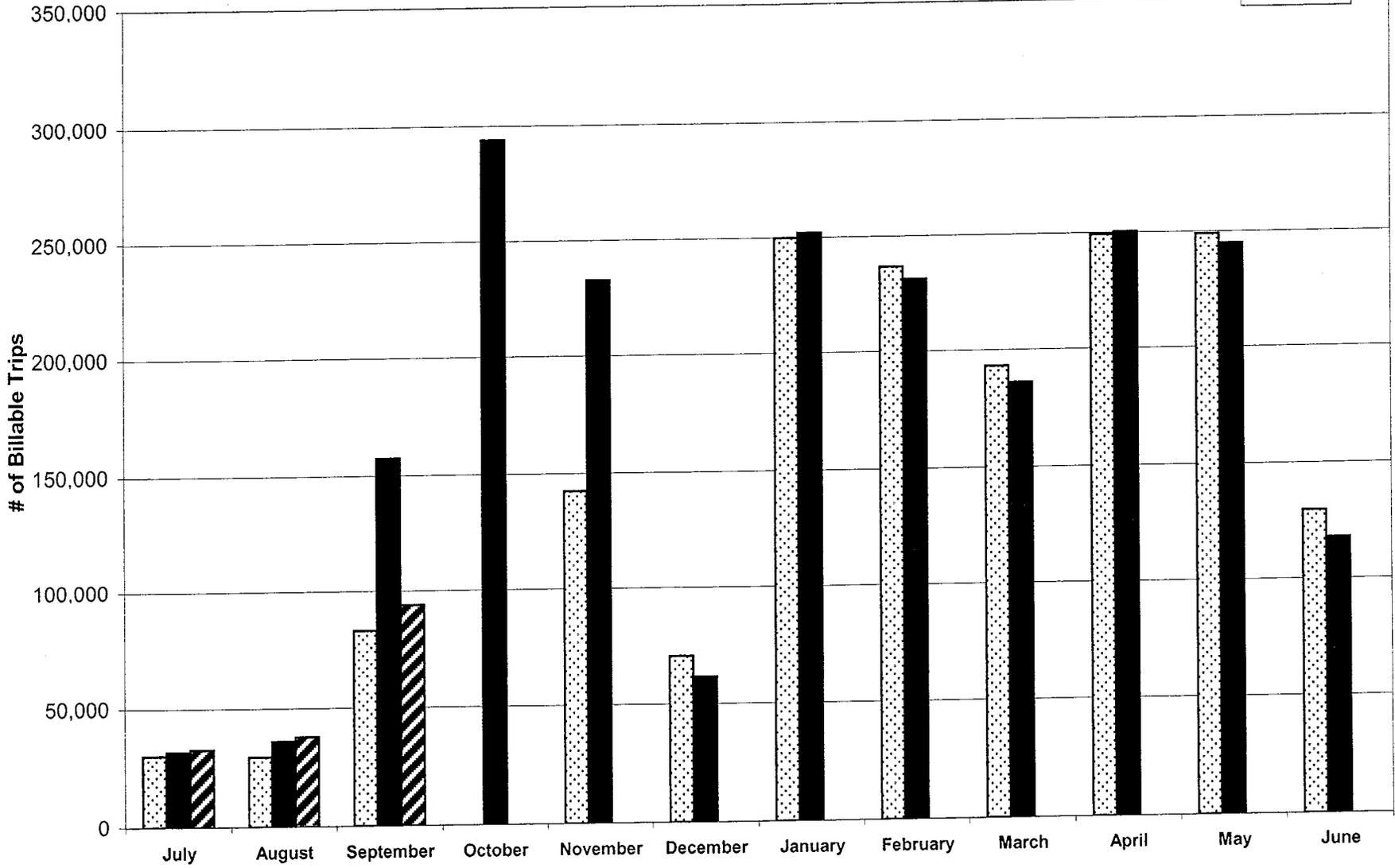
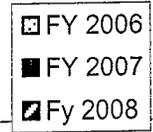
V. ATTACHMENTS

Attachment A: UC Student Billable Trips

Attachment B: UCSC Faculty / Staff Billable Trips

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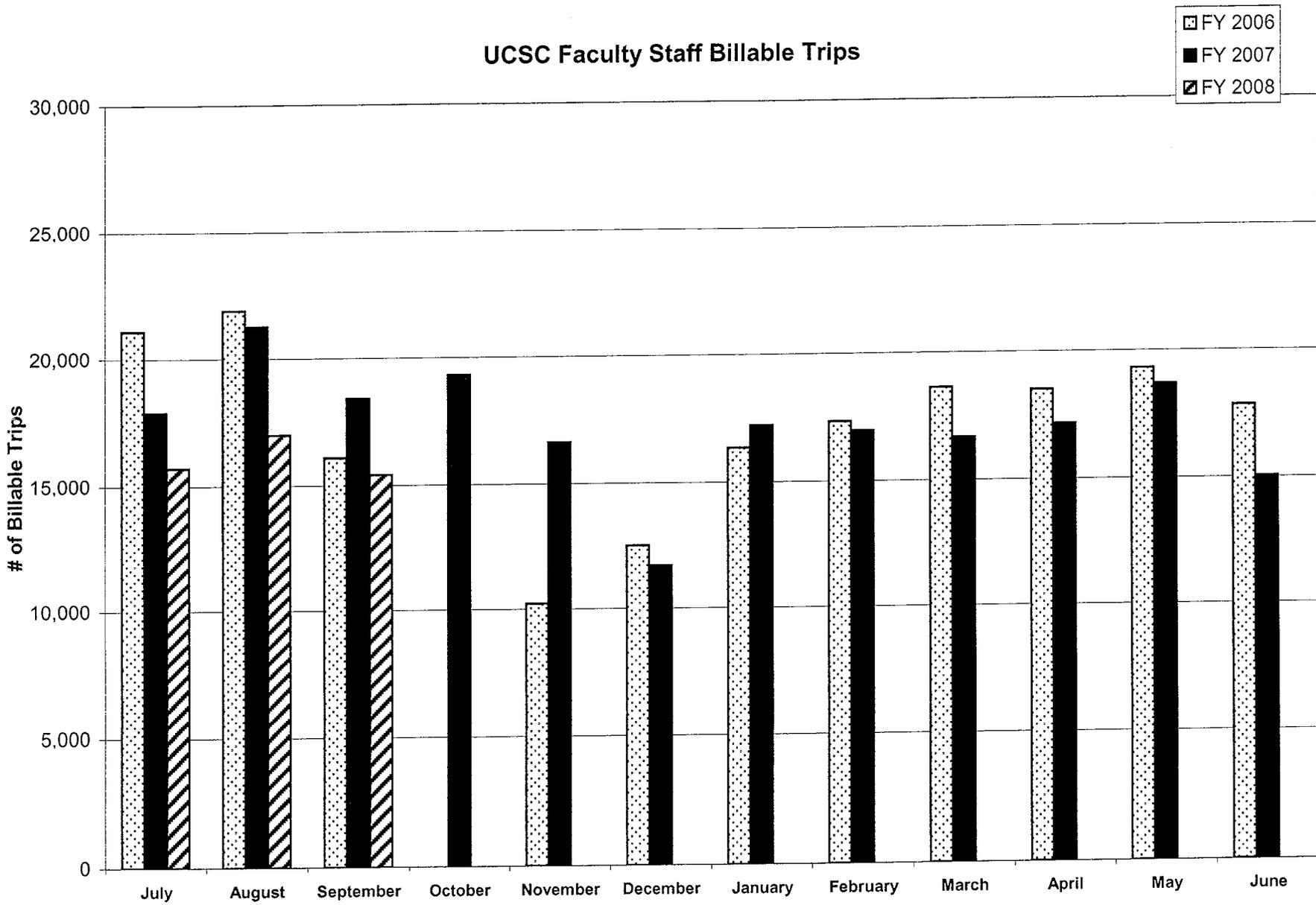
UCSC Student Billable Trips



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Attachment A

UCSC Faculty Staff Billable Trips



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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Robyn Slater, Human Resources Manager
SUBJECT: PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors recognize the anniversaries of those District employees named on the attached list and that the Board Chair present them with awards.

II. SUMMARY OF ISSUES

- None.

III. DISCUSSION

Many employees have provided dedicated and valuable years to the Santa Cruz Metropolitan Transit District. In order to recognize these employees, anniversary awards are presented at five-year increments beginning with the tenth year. In an effort to accommodate those employees that are to be recognized, they will be invited to attend the Board meetings to receive their awards.

IV. FINANCIAL CONSIDERATIONS

None.

V. ATTACHMENTS

Attachment A: Employee Recognition List

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
EMPLOYEE RECOGNITION**

TEN YEARS

None

FIFTEEN YEARS

None

TWENTY YEARS

None

TWENTY-FIVE YEARS

Adela P. Bates, Customer Service Representative

THIRTY YEARS

Arlette J. Abacherli, Bus Operator

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
APPRECIATION FOR THE SERVICES OF
STEVEN A. PAULSON AS THE PARATRANSIT ADMINISTRATOR
FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

WHEREAS, the Santa Cruz Metropolitan Transit District was formed to provide public transportation to all of the citizens of Santa Cruz County, and

WHEREAS, the provision of public transportation service requires a competent, dedicated workforce, and

WHEREAS, Steven A. Paulson served as a member of the Operations Department of the Santa Cruz Metropolitan Transit District for the time period of April 8, 1996 to December 28, 2007, and

WHEREAS, the Santa Cruz Metropolitan Transit District, requiring an employee with expertise and dedication appointed Steven A. Paulson to serve in the position of Bus Operator initially, subsequently promoting him to the position of Paratransit Administrator.

WHEREAS, Steven A. Paulson served the Santa Cruz Metropolitan Transit District with distinction, especially through his leadership in establishing the ParaCruz Division and monitoring the contract by outside service provider, and

WHEREAS, the service provided to the citizens of Santa Cruz County by Steven A. Paulson resulted in reliable, quality public transportation being available in the most difficult of times, and

WHEREAS, Steven A. Paulson provided the Santa Cruz Metropolitan Transit District with dedicated service, commitment, and leadership during the time of employment, and

WHEREAS, the quality of life in Santa Cruz County was improved dramatically as a result of the exemplary service provided by Steven A. Paulson, and

WHEREAS, during the time of Steven A. Paulson's service METRO assumed direct operational responsibility for the ParaCruz Service, expanded service, developed new operating facilities, purchased new equipment, developed accessible bus stops, opened new transit centers, improved ridership, responded to adverse economic conditions, assumed direct operational responsibility for the Highway 17 Express Service and the Amtrak Connector Service.



NOW, THEREFORE, BE IT RESOLVED, that upon his retirement as the Paratransit Administrator, the Board of Directors of the Santa Cruz Metropolitan Transit District does hereby commend Steven A. Paulson for efforts in advancing public transit service in Santa Cruz County and expresses sincere appreciation on behalf of itself, METRO staff and all of the citizens of Santa Cruz County.

Be it further resolved, that a copy of this resolution be presented to Steven A. Paulson, and that a copy of this resolution be entered into the official records of the Santa Cruz Metropolitan Transit District.

PASSED AND ADOPTED this 26th day of October 2007 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED _____

MARCELA TAVANTZIS
Board Chair

ATTEST _____

LESLIE R. WHITE
General Manager

APPROVED AS TO FORM:

MARGARET GALLAGHER
District Counsel



7.2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark Dorfman, Assistant General Manager
SUBJECT: PUBLIC HEARING: CONSIDERATION OF SERVICE REVISIONS FOR WINTER 2007.

I. RECOMMENDED ACTION

Staff recommends Board consideration for approval of proposed service revisions for December 2007.

II. SUMMARY OF ISSUES

- Service to Paradise Park is discontinued due to low ridership and operational needs.
- Modification to first southbound Route 35 to restore connection to Highway 17.

III. DISCUSSION

Staff is proposing modest modifications to service for the Winter Bid. The changes are as follows:

A. Route 4 Harvey West – Eliminate Paradise Park Loop

For many years METRO has provided service to Paradise Park on Route 4. Currently, Paradise Park is served on six trips of the Route 4. Because a forty-foot bus is unable to turn around at Paradise Park the six trips of the Route 4 that serve Paradise Park are only operated with thirty-five foot buses. However, with IWC regulations in place it is critical that METRO maintain maximum efficiency with regard to the use of forty-foot buses to contain costs. Ideally, the Route 4 should be interlined with all bus types (except Highway 17) for maximum flexibility. By eliminating the Paradise Park loop the constraint of using only thirty-five foot buses on Route 4 will go away.

Information from bus operators is that this stop is rarely used. Staff has done a series of surveys to verify the operator information. After nine days of surveys ridership activity at Paradise Park is less than three per day. There are no ParaCruz impacts because Graham Hill Road (Route 31/32) is less than $\frac{3}{4}$ of a mile from Paradise Park. There are no costs or cost saving associated with this modification.

B. Route 35 Boulder Creek/Santa Cruz

When the Highway 17 schedule was modified for the Fall bid, a connection was broken with the first southbound Route 35. Since the change, several passengers now travel to Pasatiempo and cross over to the northbound side of Highway 17 to catch the next Highway 17 bus because it bypasses Scotts Valley. Staff proposes to move the departure of the first inbound Route 35 from Mountain Store earlier by ten minutes. The new departure will be at 5:43 AM. The cost for the modification is estimated at \$3,000 annually.

IV. FINANCIAL CONSIDERATIONS

The cost for these modifications is estimated at \$3,000 annually.

V. ATTACHMENTS

None

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
APPRECIATION FOR THE SERVICES OF
JOHN H. MELLON AS THE LEAD PARTS CLERK
FOR THE SANTA CRUZ METROPOLITAN TRANSIT DISTRICT**

WHEREAS, the Santa Cruz Metropolitan Transit District was formed to provide public transportation to all of the citizens of Santa Cruz County, and

WHEREAS, the provision of public transportation service requires a competent, dedicated workforce, and

WHEREAS, the Santa Cruz Metropolitan Transit District, requiring an employee with expertise and dedication appointed John H. Mellon to serve in the position of Lead Parts Clerk, and

WHEREAS, John H. Mellon served as a member of the Fleet Maintenance Department of the Santa Cruz Metropolitan Transit District for the time period of January 14, 1985 to October 31, 2007, and

WHEREAS, John H. Mellon provided the Santa Cruz Metropolitan Transit District with dedicated service and commitment during the time of employment, and

WHEREAS, John H. Mellon served the Metropolitan Transit District with distinction, and

WHEREAS, the service provided to the citizens of Santa Cruz County by John H. Mellon resulted in reliable, quality public transportation being available in the most difficult of times, and

WHEREAS, during the time of John H. Mellon's service METRO, expanded service, developed new operating facilities, purchased new equipment, developed accessible bus stops, opened new transit centers, improved ridership, responded to the challenges of the Loma Prieta Earthquake, responded to adverse economic conditions, assumed direct operational responsibility for the Highway 17 Express service and the Amtrak Connector service, and assumed direct operational responsibility for the ParaCruz service, and

WHEREAS, the quality of life in Santa Cruz County was improved dramatically as a result of the exemplary service provided by John H. Mellon.

9.1

NOW, THEREFORE, BE IT RESOLVED, that upon his retirement as the Lead Parts Clerk, the Board of Directors of the Santa Cruz Metropolitan Transit District does hereby commend John H. Mellon for efforts in advancing public transit service in Santa Cruz County and expresses sincere appreciation on behalf of itself, METRO staff and all of the citizens of Santa Cruz County.

BE IT FURTHER RESOLVED, that a copy of this resolution be presented to John H. Mellon, and that a copy of this resolution be entered into the official records of the Santa Cruz Metropolitan Transit District.

PASSED AND ADOPTED this 26th day of October 2007 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED _____

MARCELA TAVANTZIS
Board Chair

ATTEST _____

LESLIE R. WHITE
General Manager

APPROVED AS TO FORM:

MARGARET GALLAGHER
District Counsel

9.2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Mark Dorfman, Assistant General Manager
SUBJECT: CONSIDERATION OF A RESOLUTION AUTHORIZING AN AMENDED STA CLAIM FOR FY2008.

I. RECOMMENDED ACTION

Adopt a resolution authorizing staff to submit an amended claim to the Santa Cruz County Regional Transportation Commission for FY2008 State Transit Assistance (STA) funds.

II. SUMMARY OF ISSUES

- In March, 2007 METRO staff submitted a claim to the Santa Cruz County Regional Transportation Commission (SCCRTC) for \$5,881,242 in STA funds based upon SCCRTC's estimate of STA revenue to be received during the coming year.
- On August 24, 2007, the Governor signed the California FY2008 budget which significantly reduced the anticipated STA funding to \$2,270,625 through a diversion of funds in the Public Transit Account to the general fund.
- Adopting the attached Resolution will authorize METRO staff to submit an amended claim to the SCCRTC for the decreased amount of STA funds.

III. DISCUSSION

State Transit Assistance funds are derived from a portion of the ¼ cent sales tax on motor fuel by formula as defined by the Transportation Development Act. Each spring, the State Controller appraises the Santa Cruz County Regional Transportation Commission (SCCRTC) of the STA revenue projected to be allocated to the County during the coming year. In March, 2007, the District submitted a claim to the SCCRTC for \$5,881,242 in STA funds based upon these estimates. High fuel prices contributed to greater sales tax revenue for the California Public Transit Account, resulting in a substantially higher estimate for the STA allocation than in previous years.

On August 24, 2007, the Governor signed the FY2008 budget for California. Unfortunately, the budget diverted \$1.3 Billion of the expected additional sales tax revenue from the Public Transit Account into the State's General Fund to repay prior years' bond debt for transportation projects, to fund home to school transportation and to fund regional transportation centers. As a result, the amount of STA funds available to the District dropped by more than 60% from \$5,881,242 to

10.1

\$2,270,625. METRO had designated these capital funds to be used for the continued build-out of MetroBase. With the reduced amount of STA funds this year, MetroBase funding will be drawn from other capital projects, such as bus replacements, which will be postponed.

Adopting the attached resolution (Attachments A) will authorize staff to submit an amended claim (Attachment B) to the SCCRTC for the amount of STA funds now available for FY2008.

IV. FINANCIAL CONSIDERATIONS

The amended STA claim will lower the amount of STA revenue in the District's FY2008 Capital to \$2,270,625 from \$5,881,242.

V. ATTACHMENTS

- Attachment A:** Resolution Authorizing Submittal of Amended FY2008 STA Claim
Attachment B: Amended FY2008 TDA/STA Claim

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:

**RESOLUTION OF THE BOARD OF DIRECTORS OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
AUTHORIZING AN AMENDED CLAIM TO THE
SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
FOR STATE TRANSIT ASSISTANCE FUNDS**

WHEREAS, the State Controller is authorized under Section 99313 of the Public Utilities Code to allocate State Transit Assistance (STA) funds to regional transportation planning agencies and county transportation commissions; and

WHEREAS, in accordance with the Sections 99313 and 99314 et al of the Public Utilities Code, the Santa Cruz Metropolitan Transit District is authorized to submit a claim for STA operating funds to the Santa Cruz County Regional Transportation Commission; and

WHEREAS, the Santa Cruz Metropolitan Transit District's proposed expenditures are in conformity with the Regional Transportation Plan; and

WHEREAS, the level of passenger fares and charges is sufficient to enable the Santa Cruz Metropolitan Transit District to meet the fare revenue requirements of Public Utilities Code Section 99268.2(b); and

WHEREAS, the Santa Cruz Metropolitan Transit District is not precluded by any contract entered into on or after June 28, 1979, from employing part-time drivers or from contracting with common carriers of persons operating under a franchise or license; and

WHEREAS, the sum of the Santa Cruz Metropolitan Transit District's allocations from the State Transit Assistance fund and from the Local Transportation Fund does not exceed the amount the Santa Cruz Metropolitan Transit District is eligible to receive during fiscal year 2008. Such funding, however, shall not relieve the Santa Cruz Metropolitan Transit District of its responsibility pursuant to Section 6735 of the California Code of Regulations, Title 21, Chapter 3; and

WHEREAS, the Santa Cruz Metropolitan Transit District has made a reasonable effort to implement the productivity improvements recommended pursuant to Public Utilities Code Section 99244; and

10.a1

WHEREAS, the Santa Cruz Metropolitan Transit District is making full use of federal funds available under the Intermodal Transportation Efficiency Act of the 21st Century and its amendments:

NOW, THEREFORE, BE IT RESOLVED, that the General Manager of the Santa Cruz Metropolitan Transit District is authorized to submit a claim of \$2,270,625 in State Transit Assistance funds for FY 2008.

PASSED AND ADOPTED this 26th day of October, 2007 by the following vote:

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED _____
MARCELA TAVANTZIS
Board Chair

ATTEST _____
LESLIE R. WHITE
General Manager

APPROVED AS TO FORM:

MARGARET GALLAGHER
District Counsel

10.02

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 AN AMENDED CLAIM TO THE
SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
FOR STATE TRANSIT ASSISTANCE FUNDS**

WHEREAS, the State Controller is authorized under Section 99313 of the Public Utilities Code to allocate State Transit Assistance (STA) funds to regional transportation planning agencies and county transportation commissions; and

WHEREAS, in accordance with the Sections 99313 and 99314 et al of the Public Utilities Code, the Santa Cruz Metropolitan Transit District is authorized to submit a claim for STA operating funds to the Santa Cruz County Regional Transportation Commission; and

WHEREAS, the Santa Cruz Metropolitan Transit District's proposed expenditures are in conformity with the Regional Transportation Plan; and

WHEREAS, the level of passenger fares and charges is sufficient to enable the Santa Cruz Metropolitan Transit District to meet the fare revenue requirements of Public Utilities Code Section 99268.2(b); and

WHEREAS, the Santa Cruz Metropolitan Transit District is not precluded by any contract entered into on or after June 28, 1979, from employing part-time drivers or from contracting with common carriers of persons operating under a franchise or license; and

WHEREAS, the sum of the Santa Cruz Metropolitan Transit District's allocations from the State Transit Assistance fund and from the Local Transportation Fund does not exceed the amount the Santa Cruz Metropolitan Transit District is eligible to receive during fiscal year 2008. Such funding, however, shall not relieve the Santa Cruz Metropolitan Transit District of its responsibility pursuant to Section 6735 of the California Code of Regulations, Title 21, Chapter 3; and

WHEREAS, the Santa Cruz Metropolitan Transit District has made a reasonable effort to implement the productivity improvements recommended pursuant to Public Utilities Code Section 99244; and

10.61

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Executive Director, SCCRTC
FROM: General Manager, SCMTD
SUBJECT: FY 2008 PUBLIC TRANSPORTATION CLAIM DISBURSEMENT REQUIREMENT

Disbursement of the Santa Cruz Metropolitan Transit District's FY 2008 claims for \$6,362,037 in TDA funds and the amended amount of \$2,270,625 in STA funds is requested as follows:

1. TDA FUNDING FOR FY 2008

<u>Disbursement Schedule</u>	<u>Operating Funds</u>	<u>Total Disbursement</u>
First Quarter	\$1,590,509	\$1,590,509
Second Quarter	\$1,590,509	\$1,590,509
Third Quarter	\$1,590,509	\$1,590,509
Fourth Quarter	\$1,590,509	\$1,590,509
	<hr/>	<hr/>
	\$6,362,037	\$6,362,037

2. STA FUNDING FOR FY 2008

<u>Disbursement Schedule</u>	<u>Capital Funds</u>	<u>Total Disbursement</u>
First Quarter	\$ 567,656	\$ 567,656
Second Quarter	\$ 567,656	\$ 567,656
Third Quarter	\$ 567,656	\$ 567,656
Fourth Quarter	\$ 567,656	\$ 567,656
	<hr/>	<hr/>
	\$ 2,270,625	\$ 2,270,625

This schedule will prevent the District from going into a deficit cash position. The STA funds will be used to fund transit projects included in the District's Capital Improvement Program.

**AMENDED PUBLIC TRANSPORTATION CLAIM
FISCAL YEAR 2008**

TO: SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
1523 Pacific Avenue
Santa Cruz, CA 95060

FROM: SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
370 Encinal Street, Suite 100
Santa Cruz, CA 95060

This applicant, the Santa Cruz Metropolitan Transit District, qualified pursuant to Section 99203 of the Public Utilities Code, hereby requests in accordance with Article 4, Section 6630 of the California Code of Regulations that its claim for Local Transit Funds be approved in the amount of:

TDA Funding:

Six million, three hundred sixty-two thousand, thirty-seven dollars (\$6,362,037)

STA Funding:

Two million, two hundred seventy thousand, six hundred twenty-five dollars (\$5,881,242)

for Fiscal Year 2008, to be drawn from the local transportation trust fund of the following county in the amount shown below:

<u>COUNTY</u>	<u>PURPOSE</u>	<u>AMOUNT</u>
Santa Cruz	Transportation Development Act	\$6,362,037
Santa Cruz	State Transit Assistance Funds	\$5,881,242

When approved, please transmit this claim for payment. Approval of the claim and payment by the County Auditor to this operator is subject to such monies being on hand and available for distribution, and to the provisions that such monies shall be used only in accordance with the terms of the approved annual financial plan.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

BY: _____
LESLIE R. WHITE
General Manager

DATE: _____
October 26, 2007

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Tom Stickel, Manager of Maintenance
SUBJECT: CONSIDERATION OF AWARD OF CONTRACT WITH MHN, INC. FOR
EMPLOYEE ASSISTANCE PROGRAM SERVICES

I. RECOMMENDED ACTION

District Staff recommends that the Board of Directors authorize the General Manager to execute a contract with MHN, Inc. for Employee Assistance Program Services.

II. SUMMARY OF ISSUES

- A competitive procurement was conducted to solicit proposals from qualified firms.
- Seven firms submitted proposals for the District's review.
- A five-member evaluation committee comprised of District staff reviewed and evaluated the proposals.
- The evaluation committee is recommending that a contract be established with MHN, Inc. for Employee Assistance Program Services.

III. DISCUSSION

The Employee Assistance Program provides an opportunity for all District employees and their dependents to obtain confidential assistance in resolving personal or work-related problems. The Employee Assistance Program would provide confidential professional counseling, assessment and referral for the District's employees and their dependents in an effort to address such problems relating to, but not limited to, marriage and family, psychological health, substance abuse, or financial difficulties.

On July 10, 2007, District Request for Proposal No. 08-01 was mailed to forty-four firms and was legally advertised. On August 8, 2007, proposals were received and opened from seven firms. These firms are ranked in Attachment A. A five-member evaluation committee has reviewed and evaluated the proposals. The evaluation committee was comprised of:

Robyn Slater, Human Resources Manager
Pat Aviles, Assistant HR Manager
Mary Ferrick, Operations Base Superintendent

11.1

Randy Swart, Fleet Lead Mechanic, SEIU Representative
Bonnie Morr, Bus Driver, UTU representative

The evaluation committee used the following criteria as contained in the Request for Proposals:

Criteria	Points
1. Approach to the Scope of Required Services and ability to meet the requirements presented in the Scope (which include answers to the questions in Part III, Article 4, Content of Proposal)	30
2. Qualifications and Experience	25
3. References	20
4. Cost Proposal	20
5. Disadvantaged Business Enterprise (DBE) participation	5
Total Points Possible	100

Based on the above criteria, the evaluation committee is recommending that the Board of Directors authorize the General Manager to execute a contract with MHN, Inc. for Employee Assistance Program Services for an amount not to exceed \$12,500 per fiscal year or \$25,000 for the two-year contract period. Contractor will provide services meeting all District specifications and requirements.

IV. FINANCIAL CONSIDERATIONS

Funding for this contract is contained in the Operating Budget for Human Resources.

V. ATTACHMENTS

- Attachment A:** List and ranking of firms
Attachment B: Contract with MHN, Inc.

Note: The RFP along with its Exhibits and any Addendum(s) are available for review at the Administration Office of METRO or online at www.scmtd.com

11.2

**Request for Proposals No. 08-01 for
Employee Assistance Program Services
Ranking of Firms**

1. MHN, Inc. of Point Richmond, California
2. Claremont Behavioral Services of Alameda, California
3. Horizon EAP Behavioral Services of San Diego, California
4. Deer Oaks EAP Services of San Antonio, Texas
5. Employee Support Systems Company of Orange, California
6. Matrix Psychological Services of Columbus, Ohio
7. Concern: Employee Assistance Program of Mountain View, California

**PROFESSIONAL SERVICES CONTRACT
FOR EMPLOYEE ASSISTANCE PROGRAM SERVICES (08-01)**

THIS CONTRACT is made effective on December 1, 2007 between the SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, a political subdivision of the State of California ("District"), and MHN, Inc. ("Contractor").

1. RECITALS

1.01 District's Primary Objective

District is a public entity whose primary objective is providing public transportation and has its principal office at 370 Encinal Street, Suite 100, Santa Cruz, California 95060.

1.02 District's Need for Employee Assistance Program Services

District has the need for Employee Assistance Program Services. In order to obtain these services, the District issued a Request for Proposals, dated July 10, 2007, setting forth specifications for such services. The Request for Proposals is attached hereto and incorporated herein by reference as Exhibit "A".

1.03 Contractor's Proposal

Contractor is a firm/individual qualified to provide Employee Assistance Program Services and whose principal place of business is 503 Canal Blvd, Point Richmond, California. Pursuant to the Request for Proposals by the District, Contractor submitted a proposal for Employee Assistance Program Services, which is attached hereto and incorporated herein by reference as Exhibit "B."

1.04 Selection of Contractor and Intent of Contract

On October 26, 2007 District selected Contractor as the offeror whose proposal was most advantageous to the District, to provide the Employee Assistance Program Services described herein. This Contract is intended to fix the provisions of these services.

District and Contractor agree as follows:

2. INCORPORATED DOCUMENTS AND APPLICABLE LAW

2.01 Documents Incorporated in this Contract

The documents below are attached to this Contract and by reference made a part hereof. This is an integrated Contract. This writing constitutes the final expression of the parties' contract, and it is a complete and exclusive statement of the provisions of that Contract, except for written amendments, if any, made after the date of this Contract in accordance with Section 13.14.

A. Exhibit "A"

Santa Cruz Metropolitan Transit District's "Request for Proposals" dated July 10, 2007 including Addendum No. 1 dated July 24, 2007.

B. Exhibit "B" (Contractor's Proposal)

Contractor's Proposal to the District for Employee Assistance Program Services, signed by Contractor and dated August 8, 2007.

2.02 Conflicts

Where in conflict, the provisions of this writing supersede those of the above-referenced documents, Exhibits "A" and "B". Where in conflict, the provisions of Exhibit "A" supercede Exhibit "B".

2.03 Recitals

The Recitals set forth in Article 1 are part of this Contract.

3. DEFINITIONS

3.01 General

The terms below (or pronouns in place of them) have the following meaning in the contract:

3.01.01 CONTRACT - The Contract consists of this document, the attachments incorporated herein in accordance with Article 2, and any written amendments made in accordance with Section 13.14.

3.01.02 CONTRACTOR - The Contractor selected by District for this project in accordance with the Request for Proposals issued July 10, 2007.

3.01.03 CONTRACTOR'S STAFF - Employees of Contractor.

3.01.04 DAYS - Calendar days.

3.01.05 OFFEROR - Contractor whose proposal was accepted under the terms and conditions of the Request for Proposals issued July 10, 2007.

3.01.06 PROVISION - Any term, agreement, covenant, condition, clause, qualification, restriction, reservation, or other stipulation in the contract that defines or otherwise controls, establishes, or limits the performance required or permitted by either party.

3.01.07 SCOPE OF WORK (OR "WORK") - The entire obligation under the Contract, including, without limitation, all labor, equipment, materials, supplies, transportation, services, and other work products and expenses, express or implied, in the Contract.

4. TIME OF PERFORMANCE

4.01 Term

The term of this Contract will be for a period not to exceed two (2) years and shall commence upon the issuance of the contract by the District.

At the option of the District, this contract agreement may be renewed for three (3) additional one (1) year terms upon mutual written consent.

5. COMPENSATION

5.01 Terms of Payment

District shall compensate Contractor in an amount not to exceed the amounts/rates agreed upon by the District. District shall reasonably determine whether work has been successfully performed for purposes of payment. Compensation shall be made within thirty (30) days of District written approval of Contractor's written invoice for said work. Contractor understands and agrees that if

he/she exceeds the \$25,000 maximum amount payable under this contract, that it does so at its own risk.

5.02 Invoices

Contractor shall submit invoices with a purchase order number provided by the District on a monthly basis. Contractor's invoices shall include detailed records showing actual time devoted, work accomplished, date work accomplished, personnel used, and amount billed per hour. Expenses shall only be billed if allowed under the Contract. Telephone call expenses shall show the nature of the call and identify location and individual called. Said invoice records shall be kept up-to-date at all times and shall be available for inspection by the District (or any grantor of the District, including, without limitation, any State or Federal agency providing project funding or reimbursement) at any time for any reason upon demand for not less than four (4) years after the date of expiration or termination of the Contract. Under penalty of law, Contractor represents that all amounts billed to the District are (1) actually incurred; (2) reasonable in amount; (3) related to this Contract; and (4) necessary for performance of the project.

6. NOTICES

All notices under this Contract shall be deemed duly given upon delivery, if delivered by hand; or three (3) days after posting, if sent by registered mail, receipt requested; to a party hereto at the address hereinunder set forth or to such other address as a party may designate by notice pursuant hereto.

DISTRICT

Santa Cruz Metropolitan Transit District
370 Encinal Street
Suite 100
Santa Cruz, CA 95060
Attention: General Manager

CONTRACTOR

MHN, Inc.
7755 Center Ave #700
Huntington Beach CA 92647
Attention: Stefan Van Doren, Account Executive

7. AUTHORITY

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

Signed on _____

DISTRICT
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White
General Manager

CONTRACTOR
MHN, INC.

By _____
Stefan Van Doren
Account Executive

Approved as to Form:

Margaret Rose Gallagher
District Counsel

EXHIBIT -A-

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

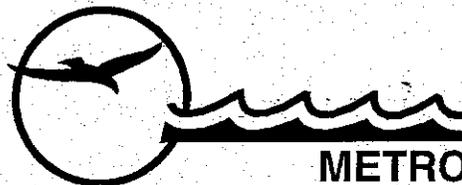
Request for Proposals (RFP)

For Employee Assistance Program Services

District RFP No. 08-01

Date Issued: July 10, 2007

Proposal Deadline: 5:00 P.M., August 8, 2007



Contents of this RFP

Part I.	Instructions to Offerors
Part II.	General Information Form
Part III.	Specifications
Part IV.	General Conditions
Part V.	Contract/Agreement
Part VI.	FTA Requirements for Non-Construction Contracts
Part VII.	Protest Procedures

PART I

INSTRUCTIONS TO OFFERORS

1. **GENERAL:** These instructions form a part of the contract documents and shall have the same force as any other portion of the contract. Failure to comply may subject the proposal to immediate rejection.
2. **OFFEROR RESPONSIBILITY:** The District has made every attempt to provide all information needed by offerors for a thorough understanding of project terms, conditions, and requirements. It is expressly understood that it is the responsibility of offerors to examine and evaluate the work required under this RFP and the terms and conditions under which the work is performed. By submitting a proposal, Offeror represents that it has investigated and agrees to all terms and conditions of this RFP.
3. **DELIVERY OF PROPOSALS TO THE DISTRICT:** Proposals (1 original and 4 copies) must be delivered to the District Purchasing Office, 110 Vernon Street, Suite B, Santa Cruz, California, 95060 on or before the deadline noted in the RFP.

Any contract or purchase order entered into as a result of this RFP shall incorporate the RFP and the proposal submitted by successful offeror. In the event of conflict between the proposal and any other contract document, the other contract document shall prevail unless specified otherwise by the District. Telephone or electronic proposals will not be accepted.

4. **LATE PROPOSALS:** Proposals received after the date and time indicated herein shall not be accepted and shall be returned to the Offeror unopened.

Requests for extensions of the proposal closing date or time will not be granted. Offerors mailing proposals should allow sufficient mail time to ensure timely receipt of their proposals before the deadline, as it is the offerors responsibility to ensure that proposals arrive before the closing time.

5. **MULTIPLE PROPOSALS:** An offeror may submit more than one proposal. At least one of the proposals shall be complete and comply with all requirements of this RFP. However, additional proposals may be in abbreviated form, using the same format, but providing only the information that differs in any way from the information contained in the master proposal. Master proposals and alternate proposals should be clearly labeled.
6. **PARTIAL PROPOSALS:** No partial proposals shall be accepted.
7. **WITHDRAWAL OR MODIFICATION OF PROPOSALS:** Proposals may not be modified after the time and date proposals are opened. Proposals may be withdrawn by Offeror before proposal opening upon written request of the official who is authorized to act on behalf of the Offeror.
8. **CHANGES TO THE RFP RECOMMENDED BY OFFERORS:** All requests for clarification or modification of the RFP shall be made in writing. Offerors are required to provide the value of each proposed modification and a brief explanation as to why the change is requested. Value shall be defined as the cost or savings to the District and the advantage to the District of the proposed change.
9. **ADDENDA:** Modifications to this RFP shall be made only by written addenda issued to all RFP holders of record. Verbal instructions, interpretations, and changes shall not serve as official expressions of the District, and shall not be binding. All cost adjustments or other changes resulting from said addenda shall be taken into consideration by offerors and included in their proposals.
10. **OFFEROR'S PROPOSAL TO THE DISTRICT:** Offerors are expected to thoroughly examine the scope of work and terms and conditions of the RFP. Offerors' terms, conditions, and prices shall constitute a firm offer to the District that cannot be withdrawn by the Offeror for ninety (90) calendar days after the closing date for

proposals, unless a longer time period is specified by the District in the RFP. Offerors shall identify all proprietary information in their proposals. Information identified as proprietary shall not be made available to the public or other offerors.

11. **SINGLE OFFEROR RESPONSIBILITY:** Single Offeror responsibility is required under this RFP. Each Offeror responding to this RFP must respond to all professional services and provide all materials, equipment, supplies, transportation, freight, special services, and other work described or otherwise required herein.
12. **EXPERIENCE AND QUALIFICATIONS:** Offeror may be required upon request of the District to substantiate that Offeror and its proposed subcontractors have the skill, experience, licenses, necessary facilities, and financial resources to perform the contract in a satisfactory manner and within the required time.
13. **SUBCONTRACTING:** The requirement for single-point responsibility does not prohibit subcontracts or joint ventures provided that the single successful Offeror assumes the following responsibilities: (1) serves as the sole general contractor with the District; (2) assumes full responsibility for the performance of all its subcontractors, joint venturers, and other agents; (3) provides the sole point of contact for all activities through a single individual designated as project manager; (4) submits information with its proposal documenting the financial standing and business history of each subcontractor or joint venturer; and, (5) submits copies of all subcontracts and other agreements proposed to document such arrangement.

Without limiting the foregoing, any such legal documents submitted under item "5" above must (a) make the District a third-party beneficiary thereunder; (b) grant to the District the right to receive notice of and cure any default by the successful offeror under the document; and (c) pass through to the District any and all warranties and indemnities provided or offered by the subcontractor or similar party.

14. **EVALUATION CRITERIA AND AWARD OF CONTRACT:** The award of the contract will be made to the responsible Offeror whose proposal is most advantageous to the District. Specific evaluation criteria are identified in the Specifications section of the RFP.
15. **DISTRICT'S PREROGATIVE:** The District reserves the right to contract with any single firm or joint venture responding to this RFP (without performing interviews), based solely upon its evaluation and judgment of the firm or joint venture in accordance with the evaluation criteria. This RFP does not commit the District to negotiate a contract, nor does it obligate the District to pay for any costs incurred in preparation and submission of proposals or in submission of a contract.

The District reserves and holds at its discretion the following rights and options in addition to any others provided by the Public Utility Code, Section 98000 and the Public Contract Code: (1) to reject any or all of the proposals; (2) to issue subsequent requests for proposals; (3) to elect to cancel the entire request for proposals; (4) to waive minor informalities and irregularities in proposals received; (5) to enter into a contract with any combination of one or more prime contractors, subcontractors, or service providers; (6) to approve or disapprove the use of proposed subcontractors and substitute subcontractors; (7) to negotiate with any, all, or none of the respondents to the RFP.

16. **EXECUTION OF CONTRACT:** The final contract shall be executed by the successful offeror and returned to the District Administrative Office no later than ten (10) calendar days after the date of notification of award by the District. All required bonds and insurance certificates shall also be submitted by this deadline. In the event successful offeror does not submit any or all of the aforementioned documents on or before the required deadline, the District may award the contract to another offeror; in such event, District shall have no liability and said party shall have no remedy of any kind against the District.
17. **DISADVANTAGED AND WOMEN'S BUSINESS ENTERPRISES:** The Board of Directors of the Santa Cruz Metropolitan Transit District has adopted a Disadvantaged Business Enterprise Policy to promote the participation of disadvantaged business enterprises (DBE) in all areas of District contracting to the maximum extent practicable. Consistent with the DBE Policy, the successful offeror selected for this project shall take all necessary and reasonable steps to ensure that DBE firms have the maximum practicable opportunity to participate in the performance of this project and any subcontracting opportunities thereof.

18. NONDISCRIMINATION: The Santa Cruz Metropolitan Transit District will not discriminate with regard to race, color, creed, ancestry, national origin, religion, sex, sexual preference, marital status, age, medical condition or disability in the consideration for award of contract.

***ADDITIONAL INSTRUCTIONS TO OFFERORS ARE SET FORTH IN
OTHER SECTIONS OF THIS REQUEST FOR PROPOSALS***

Listing of major sub consultants proposed (if applicable), their phone numbers, and areas of responsibility (indicate which firms are DBE's):

**CERTIFICATION OF PROPOSED CONTRACTOR REGARDING DEBARMENT,
SUSPENSION AND OTHER INELIGIBILITY AND VOLUNTARY EXCLUSION**

(Contractor) _____ certifies to the best of its knowledge and belief, that it and its principals:

Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency;

Have not within a three year period preceding this bid been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

Have not within a three year period preceding this bid had one or more public transactions (Federal, State or local) terminated for cause or default.

If the Proposed Subcontractor is unable to certify to any of the statements in this certification, it shall attach an explanation to this certification.

(Contractor) _____, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET. SEQ. ARE APPLICABLE THERETO.

Signature and Title of Authorized Official

LOBBYING CERTIFICATION
(Only for Contracts above \$100,000)

Lobbying Certification for Contracts Grants, Loans and Cooperative Agreements (Pursuant to 49 CFR Part 20, Appendix A)

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions and as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96).
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Bidder/Offeror certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Bidder/Offeror understands and agrees that the provisions of 31 U.S.C. A 3801, et. seq. apply to this certification and disclosure, if any.

Firm Name _____

Signature of Authorized Official _____

Name and Title of Authorized Official _____

Date _____

**BUY AMERICA PROVISION
(Only for Contracts above \$100,000)**

This procurement is subject to the Federal Transit Administration Buy America Requirements in 49 CFR part 661.

A Buy American Certificate, as per attached format, must be completed and submitted with the bid. A bid which does not include the certificate will be considered non-responsive.

A false certification is a criminal act in violation of 18 U.S.C. 1001. Should this procurement be investigated, the successful bidder/proposer has the burden of proof to establish that it is in compliance.

A waiver from the Buy America Provision may be sought by SCMTD if grounds for the waiver exist.

Section 165(a) of the Surface Transportation Act of 1982 permits FTA participation on this contract only if steel and manufactured products used in the contract are produced in the United States.

BUY AMERICA CERTIFICATE

The bidder hereby certifies that it will comply with the requirements of Section 165(a) or (b) (3) of the Surface Transportation Assistance Act of 1982, and the applicable regulations in 49 CFR Part 661.

Date: _____

Signature: _____

Company Name: _____

Title: _____

OR

The bidder hereby certifies that it cannot comply with the requirements of Section 165(a) or (b) (3) of the Surface Transportation Act of 1982, but may qualify for an exception to the requirement pursuant to Section 165(b)(2) or (b)(4) of the Surface Transportation Assistance Act of 1982, as amended, and regulations in 49 CFR 661.7.

Date: _____

Signature: _____

Company Name: _____

Title: _____

CONTRACTOR DBE INFORMATION

CONTRACTOR'S NAME _____
 DBE GOAL FROM CONTRACT _____ %
 FED. NO. _____
 COUNTY _____
 AGENCY _____
 CONTRACT NO. _____

CONTRACTOR'S ADDRESS _____
 PROPOSAL AMOUNT \$ _____
 PROPOSAL OPENING DATE _____
 DATE OF DBE CERTIFICATION _____
 SOURCE ** _____

This information must be submitted during the initial negotiations with the District. By submitting a proposal, offeror certifies that he/she is in compliance with the District's policy. Failure to submit the required DBE information by the time specified will be grounds for finding the proposal non-responsive.

CONTRACT ITEM NO.	ITEM OF WORK AND DESCRIPTION OF WORK OR SERVICES TO BE SUBCONTRACTED OR MATERIALS TO BE PROVIDED *	CERTIFICATION FILE NUMBER	NAME OF DBE	DOLLAR AMOUNT DBE ***	PERCENT DBE
----------------------	----------------------------------------------------------------------------------------------------------	------------------------------	-------------	-----------------------------	----------------

TOTAL CLAIMED DBE
 PARTICIPATION \$ _____ %

SIGNATURE OF CONTRACTOR

DATE

AREA CODE/TELEPHONE

(Detach from proposal if DBE information is not submitted with proposal.)

- * If 100% of item is not to be performed or furnished by DBE, describe exact portion, including plan location of work to be performed, of item to be performed or furnished by DBE.
- ** DBE's must be certified on the date proposals are opened.
- *** Credit for a DBE supplier who is not a manufacturer is limited to 60% of the amount paid to the supplier.

NOTE: Disadvantaged business must renew their certification annually by submitting certification questionnaires in advance of expiration of current certification. Those not on a current list cannot be considered as certified.

CONTRACTOR DBE INFORMATION

CONTRACT ITEM NO.	ITEM OF WORK AND DESCRIPTION OF WORK OR SERVICES TO BE SUBCONTRACTED OR MATERIALS TO BE PROVIDED *	CERTIFICATION FILE NUMBER	NAME OF DBE	DOLLAR AMOUNT DBE ***	PERCENT DBE
----------------------	----------------------------------------------------------------------------------------------------------	------------------------------	-------------	-----------------------------	----------------

TOTAL CLAIMED DBE
PARTICIPATION \$ _____ _____ %

PART III

SPECIFICATIONS FOR EMPLOYEE ASSISTANCE PROGRAM SERVICES

1. INTRODUCTION

The Santa Cruz Metropolitan Transit District (METRO) is requesting proposals for an Employee Assistance Program to meet the needs of its approximately 325 employees. SCMTD is a public entity whose primary purpose is to provide public transportation. It has an employment facility in Santa Cruz. The Employee Assistance Program shall be designed to provide an opportunity for all employees and their dependents to obtain confidential assistance in resolving personal or work-related problems.

2. BACKGROUND

In general, the Employee Assistance Program would provide confidential professional counseling, assessment and referral for the METRO's approximately 325 employees and their dependents in an effort to address issues related, but not limited to: marriage and family, psychological health, substance abuse, financial and legal.

3. SCOPE OF REQUIRED SERVICES

- 3.1 Design an Employee Assistance Program that is able to provide referrals to confidential one-to-one counseling sessions at locations throughout Santa Cruz County for the METRO's approximately 325 employees and their eligible dependents. Networks should also be available to make any necessary referrals for additional professional assistance.
- 3.2 The program must contain an employee orientation and communication plan including the supply and distribution of promotional and informational materials.
- 3.3 The program staff must have the ability to provide consultation and training to the METRO's supervisory and management personnel regarding employee referral.
- 3.4 Provider should be able to supply statistical reports, as required by the METRO, for review of program usage.

4. CONTENT OF PROPOSAL

Proposals should be complete and concise in description and presented in the form of a written report. Proposals should include the following items as well as any additional information that will contribute to the METRO's evaluation of service:

- 4.1 How long has your organization been providing Employee Assistance Programs?
- 4.2 What geographic areas do you serve? Provide a list of your facilities.
- 4.3 What are your hours of service; are services provided on weekends?
- 4.4 What is the total number of employees currently being served by your program?
- 4.5 Provide a current client list including the name of the contact person.

- 4.6 In your experience, what are the average utilization rates for each of the following - employees, dependents, self-referrals, management referrals, and types of problems presented?
- 4.7 How do you evaluate your services?
- 4.8 Describe your plan to communicate your program to METRO employees, management and dependents. What specific materials are utilized for promotion of the program?
- 4.9 Describe the specific services you would provide. Include a description of any training programs for employees on stress management, communications skills, substance abuse, etc.
- 4.10 Do you coordinate benefits with an individual's health care provider? If so, under what circumstances do you coordinate benefits.
- 4.11 What is the policy for referrals to the program?
- 4.12 How does an employee access your services?
- 4.13 What criteria do you use to select outside referral sources? Please provide information on any networks your company is associated with. How do those associations benefit METRO employees.
- 4.14 Does program staff track employees who are referred to community resources? If so, please describe.
- 4.15 Describe what measures you will take to maintain program confidentiality. What records are kept on clients of the program? Who has access to this information? Describe what information the METRO would receive and how often.
- 4.16 At the METRO's option, what is the hourly cost to the METRO to provide , supervisor trainings, union representative orientations, health promotion training sessions, substance abuse, and other agreed upon services?

5. ADDITIONAL REQUIREMENTS

- 5.1 Provisions for a 24-hour emergency toll-free telephone counseling service should be described fully. Turn around time from request of counseling service to scheduling should be no longer than forty-eight (48) hours.
- 5.2 Does your firm have liability insurance to cover malpractice?
- 5.3 Submit as part of your proposal a copy of your proposed contract.

6. PROCESS FOR SUBMITTAL OF PROPOSALS

6.1 Proposal Requirements

- 6.1.1 Contractor shall be required to meet all other provisions of the contract documents enclosed as part of this Request for Proposal package.
- 6.1.2 Conflict of Interest - The offeror shall disclose any financial, business or other relationship with the METRO or any of its officers or officials that may have an impact upon the outcome of the work. The offeror shall also list current clients who may have a financial interest in the outcome of the work.
- 6.1.3 Professional Services Agreement - Offeror's proposal shall be based on the requirements set forth in the "Professional Services Agreement" included in this RFP. The final agreement between the

METRO and Contractor shall be in substantially the same form and content as the "Professional Services Agreement" included herein.

- 6.1.4 Signature - The proposal shall be signed by an official authorized to bind the offeror and shall contain a statement to the effect that the proposal is a firm offer for a 90-day period. The proposal shall also provide the following: name, title, address and telephone number of the individual(s) with authority to negotiate and contractually bind the company.

6.2 Proposal Submittal

Proposal and four copies must be received no later than 5:00 p.m. on August 8, 2007 at the METRO Purchasing Office, 110 Vernon Street, Suite B, Santa Cruz, CA 95060. All responses to this RFP become the property of the METRO. Proposals must be clearly marked:

**"Proposal for Employee Assistance Program Services
(Proposal Due Date: August 8, 2007)"**

When the final award is made, all proposals submitted in response to this RFP become a matter of Public Record and shall be regarded as Public Records, with the exception of those elements in each proposal which are defined by the proposer as business or trade secrets, and marked as "Trade Secret", "Confidential" or "Proprietary." The METRO shall not in any way be liable or responsible for the disclosure of any such records or portions thereof, if they are not plainly marked "Trade Secret", "Confidential" or "Proprietary", or if disclosure is required under the Public Record Act.

6.3 Modification or Withdrawal of Proposals

Any proposal received prior to the date and time specified above for receipt of proposals may be withdrawn or modified by written request of the offeror. To be considered, however, the modified proposal must be received by the date and time specified above.

All verbal modifications of these conditions or provisions are void and ineffective for proposal evaluation purposes. Only written changes issued to offerors by the Purchasing Office are authorized and binding.

6.4 Rejection of Proposals

Failure to meet the requirements for the Request for Proposals will be cause for rejection of the proposal. The METRO may reject any proposal if it is conditional, incomplete or contains irregularities. The METRO may waive an immaterial deviation in the proposal. Waiver of an immaterial deviation shall in no way modify the Request for Proposal's documents or excuses the offeror from full compliance with the contract documents if the offeror is awarded the contract. The METRO reserves the right to not award the contract should it determine that the proposals are not in its best interest.

6.5 Evaluation Criteria and Selection of the Successful Offeror

- 6.5.1 Selection of the successful offeror will be based on information provided in response to the RFP and a variety of factors, including costs, evaluation of proposals according to District-specified criteria, consideration of any exceptions taken to METRO's proposed contract terms and conditions, qualifications and experience, information provided by offeror's references for whom work of a similar nature has been done, Disadvantaged Business Enterprise (DBE) participation, and evaluation of presentations following the submission of proposals (should the METRO elect to accept presentations).

- 6.5.2 Proposals submitted by each offeror shall be evaluated separately based on how well the proposal meets the METRO's criteria. Selection will be based on either written proposals alone or both written proposals and oral presentations. (The METRO, at its sole discretion, will determine whether to hold discussions with the offerors who are in the "competitive range" or to award the contract without discussion on the basis of the initial proposal.)
- 6.5.3 If a single proposal is received in response to this RFP, the METRO will be required to perform a detailed cost/price analysis in order to award the contract.
- 6.5.4 The overall evaluation process will be performed by a Proposal Evaluation/Negotiation Committee. The evaluation criteria set forth at the end of this section will be the sole basis for determining the technical acceptability of proposals. The technical proposal should be specific and complete in every detail. Reference checks will be made of the top rated offerors.

The proposals will be evaluated according to the following respective criteria:

Criteria	Points
1. Approach to the Scope of Required Services and ability to meet the requirements presented in the Scope (which include answers to the questions in Part III, Article 4, Content of Proposal)	30
2. Qualifications and Experience	25
3. References	20
4. Cost Proposal	20
5. Disadvantaged Business Enterprise (DBE) participation	5
Total Points Possible	100

7. PROJECT SCHEDULE

The anticipated schedule of activities related to this RFP is as follows:

Distribution of RFP	July 10, 2007
Proposal Submittal Deadline	August 8, 2007, 5:00 P.M.
Evaluation of Proposals	TBD
Board Approval of Award of Contract	TBD
Contract Start Date	December 1, 2007

PART IV

GENERAL CONDITIONS TO THE CONTRACT

1. GENERAL PROVISIONS

1.01 Governing Law & Compliance with All Laws

This Contract is governed by and construed in accordance with the laws of California. Each party will perform its obligations hereunder in accordance with all applicable laws, rules, and regulations now or hereafter in effect. Contractor shall ensure throughout the terms of this Agreement that all federal, state and local laws and requirements are met including any requirements District is obligated to perform because of receipt of grant funding. Contractor shall also be required to fulfill its obligation as a federal and/or state and/or local sub-recipient of grant funding.

1.02 Right to Modify Contract

District may extend the term of this Contract, expand the Scope of Work, or otherwise amend the Contract. Any such extension, expansion or amendment shall be effective only upon written agreement of the parties in accordance with Section 13.14.

2. TERMINATION

2.01 Termination for Convenience

2.01.01 The performance of Work under this Contract may be terminated by the District upon fifteen (15) days' notice at any time without cause for any reason in whole or in part, whenever the District determines that such termination is in the District's best interest.

2.01.02 Upon receipt of a notice of termination, and except as otherwise directed by the District, the Contractor shall: (1) stop work under the Contract on the date and to the extent specified in the notice of termination; (2) place no further orders or subcontracts for materials, services, or facilities, except as may be necessary for completion of such portion of the Work under the Contract as is not terminated; (3) terminate all orders and subcontracts to the extent that they relate to the performance of work terminated by the notice of termination; (4) assign to the District in the manner, at the time, and to the extent directed by the District all of the rights, title, and interest of the Contractor under the orders and subcontracts so terminated, in which case the District shall have the right, at its discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts; (5) settle all outstanding liabilities and claims arising out of such termination or orders and subcontracts, with the approval or ratification of the District, to the extent the District may require, which approval or ratification shall be final for all the purposes of this clause; (6) transfer title to the District and deliver in the manner, at the time, and to the extent, if any, directed by District the fabricated or unfabricated parts, work in progress, completed work, supplies and other material produced as a part of, or acquired in connection with the performance of, the work terminated and the completed or partially completed plans, drawings, information and other property which, if the Contract had been completed, would have been required to be furnished to the District; (7) use its best efforts to sell, in the manner, at the time, to the extent, and at the price(s) directed or authorized by the District, any property of the types referred to above provided, however, that the Contract shall not be required to extend credit to any purchaser, and may acquire any such property under the conditions prescribed by and at a price(s) approved by the District, and provided further, that the proceeds of any such transfer or disposition shall be applied in reduction of any payments to be made to the District to the Contractor under this Contract or shall otherwise be credited to the price or cost of the Work covered by this Contract or paid in such other manner as the District may direct; (8) complete performance of

such part of the Work as shall not have been terminated by the notice of termination; and (9) take such action as may be necessary, or as the District may direct, for the protection or preservation of the property related to this Contract which is in the possession of the Contractor and in which the District has or may acquire an interest.

2.02 Termination for Default

2.02.01 The District may, upon written notice of default to the Contractor, terminate the whole or any part of this Contract if the Contractor: (1) fails to complete the Scope of Work within time period stated in the Specifications section of the IFB; (2) fails to perform any of the other provisions of the Contract; or (3) fails to make progress as to endanger performance of this Contract in accordance with its provisions.

2.02.02 If the Contract is terminated in whole or in part for default, the District may procure, upon such terms and in such manner as the District may deem appropriate, supplies or services similar to those so terminated. Without limitation to any other remedy available to the District, the Contractor shall be liable to the District for any excess costs for such similar supplies or services, and shall continue the performance of this Contract to the extent not terminated under the provisions of this clause.

2.02.03 If, after notice of termination of this Contract under the provisions of this clause, it is determined for any reason that the Contractor was not in default under the provisions of this clause, or that the default was excusable under the provisions of this clause, the rights and obligations of Contractor and District shall be considered to have been terminated pursuant to termination for convenience of the District pursuant to Article 2.01 from the date of Notification of Default.

2.03 No Limitation

The rights and remedies of the District provided in this Article 2 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

3. FORCE MAJEURE

3.01 General

Neither party hereto shall be deemed to be in default of any provision of this Contract, or for any failure in performance, resulting from acts or events beyond the reasonable control of such party. For purposes of this Contract, such acts shall include, but not be limited to, acts of God, civil or military authority, civil disturbance, war, strikes, fires, other catastrophes, or other "force majeure" events beyond the parties' reasonable control; provided, however, that the provisions of this Section 3 shall not preclude District from canceling or terminating this Contract (or any order for any product included herein), as otherwise permitted hereunder, regardless of any force majeure event occurring to Contractor.

3.02 Notification by Contractor

Contractor shall notify District in writing as soon as Contractor knows, or should reasonably know, that a force majeure event (as defined in Section 3.01) has occurred that will delay completion of the Scope of Work. Said notification shall include reasonable proofs required by the District to evaluate any Contractor request for relief under this Article 3. District shall examine Contractor's notification and determine if the Contractor is entitled to relief. The District shall notify the Contractor of its decision in writing. The District's decision regarding whether or not the Contractor is entitled to force majeure relief shall be final and binding on the parties.

3.03 Losses

Contractor is not entitled to damages, compensation, or reimbursement from the District for losses resulting from any "force majeure" event.

4. PROFESSIONAL STANDARDS

Contractor shall at all times during the term of this Contract possess the technical ability, experience, financial ability, overall expertise, and all other skills, licenses, and resources necessary to perform and complete the scope of work in a timely, professional manner so as to meet or exceed the provisions of this Contract.

5. PROFESSIONAL RELATIONS

5.01 Independent Contractor

No relationship of employer and employee is created by this Contract. In the performance of its work and duties, Contractor is at all times acting and performing as an independent contractor in the practice of its profession. District shall neither have nor exercise control or direction over the methods by which Contractor performs services pursuant to this Contract (including, without limitation, its officers, shareholders, and employees); provided, however, that Contractor agrees that all work performed pursuant to this Contract shall be in strict accordance with currently approved methods and practices in its profession, and in accordance with this Contract. The sole interest of District is to ensure that such services are performed and rendered in a competent and cost effective manner.

5.02 Benefits

Contractor (including, without limitation, its officers, shareholders, subcontractors and employees) has no claim under this Contract or otherwise against the District for social security benefits, workers' compensation benefits, disability benefits, unemployment benefits, vacation pay, sick leave, or any other employee benefit of any kind.

6. INDEMNIFICATION FOR DAMAGES, TAXES AND CONTRIBUTIONS

6.01 Scope

Contractor shall exonerate, indemnify, defend, and hold harmless District (which for the purpose of Articles 6 and 7 shall include, without limitation, its officers, agents, employees and volunteers) from and against:

6.01.01 Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which District may sustain or incur or which may be imposed upon it for injury to or death of persons, or damage to property as a result of, or arising out of, or in any manner connected with the Contractor's performance under the provisions of this Contract. Such indemnification includes any damage to the person(s) or property (ies) of Contractor and third persons.

6.01.02 Any and all Federal, state and local taxes, charges, fees, or contributions required to be paid with respect to Contractor, Contractor's officers, employees and agents engaged in the performance of this Contract (including, without limitation, unemployment insurance, social security, and payroll tax withholding).

7. INSURANCE

7.01 General

Contractor, at its sole cost and expense, for the full term of this Contract (and any extensions thereof), shall obtain and maintain at minimum all of the following insurance coverage. Such insurance coverage shall be primary coverage as respects District and any insurance or self-insurance maintained by District shall be excess of Contractor's insurance coverage and shall not contribute to it.

7.02 Types of Insurance and Minimum Limits

Contractor shall obtain and maintain during the term of this Contract:

- (1) Worker's Compensation and Employer's Liability Insurance in conformance with the laws of the State of California (not required for Contractor's subcontractors having no employees).
- (2) Contractors vehicles used in the performance of this Contract, including owned, non-owned (e.g. owned by Contractor's employees), leased or hired vehicles, shall each be covered with Automobile Liability Insurance in the minimum amount of \$1,000,000.00 combined single limit per accident for bodily injury and property damage.
- (3) Contractor shall obtain and maintain Comprehensive General Liability Insurance coverage in the minimum amount of \$1,000,000.00 combined single limit, including bodily injury, personal injury, and property damage. Such insurance coverage shall include, without limitation:
 - (a) Contractual liability coverage adequate to meet the Contractor's indemnification obligations under this contract.
 - (a) Full Personal Injury coverage.
 - (a) Broad form Property Damage coverage.
 - (a) A cross-liability clause in favor of the District.
- (4) Contractor shall obtain and maintain Professional Liability Insurance coverage in the minimum amount of \$1,000,000.00.

7.03 Other Insurance Provisions

- (1) As to all insurance coverage required herein, any deductible or self-insured retention exceeding \$5,000.00 shall be disclosed to and be subject to written approval by District.
- (2) If any insurance coverage required hereunder is provided on a "claims made" rather than "occurrence" form, Contractor shall maintain such insurance coverage for three (3) years after expiration of the term (and any extensions) of this Contract.
- (3) All required Automobile Liability Insurance and Comprehensive or Commercial General Liability Insurance shall contain the following endorsement as a part of each policy: "The Santa Cruz Metropolitan Transit District is hereby added as an additional insured as respects the operations of the named insured."
- (4) All the insurance required herein shall contain the following clause: "It is agreed that this insurance shall not be canceled until thirty (30) days after the District shall have been given written notice of such cancellation or reduction."
- (5) Contractor shall notify District in writing at least thirty (30) days in advance of any reduction in any insurance policy required under this Contract.
- (6) Contractor agrees to provide District at or before the effective date of this Contract with a certificate of insurance of the coverage required.
- (6) All insurance shall be obtained from brokers or carriers authorized to transact business in California and are satisfactory to the District.

8. RESERVED

9. NO DISCRIMINATION

The Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or, sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR, Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as recipient deems appropriate.

10. DISADVANTAGED BUSINESS ENTERPRISES

The Board of Directors of the Santa Cruz Metropolitan Transit District has adopted a Disadvantaged Business Enterprise Policy to promote the participation of disadvantaged business enterprises (DBE's) in all areas of District contracting to the maximum extent practicable. Consistent with the DBE Policy, the Contractor shall take all necessary and reasonable steps to ensure that DBE firms have the maximum practicable opportunity to participate in the performance of this project and any subcontracting opportunities thereof.

I. PROMPT PAYMENT

11.01 Prompt Progress Payment to Subcontractors

The prime contractor or subcontractor shall pay to any subcontractor not later than 10-days of receipt of each progress payment, in accordance with the provision in Section 7108.5 of the California Business and Professions Code concerning prompt payment to subcontractors. The 10-days is applicable unless a longer period is agreed to in writing. Any delay or postponement of payment over 30-days may take place only for good cause and with the District's prior written approval. Any violation of Section 7108.5 shall subject the violating contractor or subcontractor to the penalties, sanctions, and other remedies of that Section. This requirement shall not be construed to limit or impair any contractual, administrative, or judicial remedies, otherwise available to the contractor or subcontractor in the event of a dispute involving late payment or nonpayment by the contractor, deficient subcontractor performance, and/or noncompliance by a subcontractor. This clause applies to both DBE and non-DBE subcontractors.

A. Prompt Payment of Withheld Funds to Subcontractors

The District shall hold retainage from the prime contractor and shall make prompt and regular incremental acceptances of portions, as determined by the District of the contract work and pay retainage to the prime contractor based on these acceptances. The prime contractor or subcontractor shall return all monies withheld in retention from all subcontractors within 30 days after receiving payment for work satisfactorily completed and accepted including incremental acceptances of portions of the contract work by the District. Any delay or postponement of payment may take place only for good cause and with the District's prior written approval. Any violation of these provisions shall subject the violating prime contractor to the penalties, sanctions, and other remedies specified in Section 7108.5 of the California Business Professions Code. This requirement shall not be construed to limit or impair any contractual, administrative, or judicial remedies, otherwise available to the contractor or subcontractor in the event of: a dispute involving late payment or nonpayment by the contractor; deficient subcontractor performance; and/or noncompliance by a subcontractor. This clause applies to both DBE and non-DBE subcontractors.

Prime subcontractors must include the prompt payment language of paragraph 1 in all subcontracts, regardless of subcontractor's DBE status. Failure of a prime contractor to uphold prompt payment requirements for subcontractors will result in District withholding reimbursement for completed work.

12. RESERVED

13. MISCELLANEOUS PROVISIONS

13.01 Successors and Assigns

The Contract shall inure to the benefit of, and be binding upon, the respective successors and assigns, if any, of the parties hereto, except that nothing contained in this Article shall be construed to permit any attempted assignment which would be unauthorized or void pursuant to any other provision of this Contract.

13.02 Survival of Rights and Obligations

In the event of termination, the rights and obligations of the parties which by their nature survive termination of the services covered by this Contract shall remain in full force and effect after termination. Compensation and revenues due from one party to the other under this Contract shall be paid; loaned equipment and material shall be returned to their respective owners; the duty to maintain and allow inspection of books, accounts, records and data shall be extended as provided in Section 13.15; and the hold harmless agreement contained in Article 6 shall survive.

13.03 Limitation on District Liability

The District's liability is, in the aggregate, limited to the total amount payable under this Contract.

13.04 Drug and Alcohol Policy

Contractor shall not use, possess, manufacture, or distribute alcohol or illegal drugs during the performance of the Contract or while on District premises or distribute same to District employees.

13.05 Publicity

Contractor agrees to submit to District all advertising, sales promotion, and other public matter relating to any service furnished by Contractor wherein the District's name is mentioned or language used from which the connection of District's name therewith may, within reason, be inferred or implied. Contractor further agrees not to publish or use any such advertising, sales promotion or publicity matter without the prior written consent of District.

13.06 Consent to Breach Not Waiver

No provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute a consent to, waiver of, or excuse for any other different or subsequent breach.

13.07 Attorneys' Fees

In the event that suit is brought to enforce or interpret any part of this Contract, the prevailing party shall be entitled to recover as an element of its costs of suit, and not as damages, a reasonable attorney's fee to be fixed by the court. The "prevailing party" shall be the party who is entitled to recover its costs of suit, whether or not the suit proceeds to final judgment. A party not entitled to recover its costs shall not recover attorney's fees. No sum for attorney's fees shall be counted in calculating the amount of a judgment for purposes of determining whether a party is entitled to recover its costs or attorney's fees.

13.08 No Conflict of Interest

Contractor represents that it currently has no interest, and shall not have any interest, direct or indirect, that would conflict in any manner with the performance of services required under this Contract.

13.09 Prohibition of Discrimination against Qualified Handicapped Persons

Contractor shall comply with the provisions of Section 504 of the Rehabilitation Act of 1973, as amended, pertaining to the prohibition of discrimination against qualified handicapped persons in federally-assisted programs.

13.10 Cal OSHA/Hazardous Substances

13.10.01 Contractor shall comply with California Administrative Code Title 8, Section 5194, and shall directly (1) inform its employees of the hazardous substances they may be exposed to while performing their work on District property, (2) ensure that its employees take appropriate protective measures, and (3) provide the District's Manager of Facility Maintenance with a Material Safety Data Sheet (MSDS) for all hazardous substances to be used on District property.

13.10.02 Contractor shall comply with Cal OSHA regulations and the Hazardous Substance Training and Information Act. Further, said parties shall indemnify the District against any and all damage, loss, and injury resulting from non-compliance with this Article.

13.10.03 Contractor will comply with the Safe Drinking Water and Toxic Enforcement Act of 1986 (Proposition 65) California Health and Safety Code Section 25249.5 - 25249.13. Contractor will ensure that clear and reasonable warnings are made to persons exposed to those chemicals listed by the State of California as being known to cause cancer or reproductive toxicity.

13.10.04 Contractor shall be solely responsible for any hazardous material, substance or chemical released or threatened release caused or contributed to by Contractor. Contractor shall be solely responsible for all clean-up efforts and costs.

13.11 Non-Assignment of Contract

The Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of the Contract or Contractor's right, title or interest in or to the same or any part thereof without previous written consent by the District; and any such action by Contractor without District's previous written consent shall be void.

13.12 No Subcontract

Contractor shall not subcontract or permit anyone other than Contractor or its authorized staff and subcontractors to perform any of the scope of work, services or other performance required of Contractor under this Contract without the prior written consent of the District. Any such action by Contractor without District's previous consent shall be void.

13.13 Severability

If any provision of this Contract is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall continue in full force and effect, and shall in no way be affected, impaired or invalidated.

13.14 All Amendments in Writing

No amendment to this Contract shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

13.15 Audit

This Contract is subject to audit by Federal, State, or District personnel or their representatives at no cost for a period of four (4) years after the date of expiration or termination of the Contract. Requests for audits shall be made in writing, and Contractor shall respond with all information requested within ten (10) calendar days of the date of the request. During the four-year period that the Contract is subject to audit, Contractor shall maintain detailed records substantiating all costs and expenses billed against the Contract.

13.16 Smoking Prohibited

Contractor, its employees and agents shall not smoke in any enclosed area on District premises or in a District vehicle.

13.17 Responsibility for Equipment

13.17.01 District shall not be responsible nor held liable for any damage to person or property consequent upon the use, or misuse, or failure of any equipment used by Contractor, or any of its employees, even though such equipment be furnished, rented or loaned to Contractor by District.

13.17.02 Contractor is responsible to return to the District in good condition any equipment, including keys, issued to it by the District pursuant to this Agreement. If the contractor fails or refuses to return District-issued equipment within five days of the conclusion of the contract work the District shall deduct the actual costs to repair or replace the equipment not returned from the final payment owed to contractor or take other appropriate legal action at the discretion of the District.

13.18 Grant Contracts

13.18.01 Contractor shall ensure throughout the terms of this Agreement that all federal, state and local laws and requirements are met including any requirements District is obligated to perform because of receipt of grant funding. Contractor shall also be required to fulfill its obligation as a federal and/or state and/or local sub-recipient of grant funding.

13.19 Time of the Essence

13.19.01 Time is of the essence in this Contract

PART V

PROFESSIONAL SERVICES CONTRACT FOR EMPLOYEE ASSISTANCE PROGRAM SERVICES (08-01)

THIS CONTRACT is made effective on _____, 2007 between the SANTA CRUZ METROPOLITAN TRANSIT DISTRICT, a political subdivision of the State of California ("District"), and _____ ("Contractor").

1. RECITALS

1.01 District's Primary Objective

District is a public entity whose primary objective is providing public transportation and has its principal office at 370 Encinal Street, Suite 100, Santa Cruz, California 95060.

1.02 District's Need for Employee Assistance Program Services

District has the need for Employee Assistance Program Services. In order to obtain these services, the District issued a Request for Proposals, dated July 10, 2007, setting forth specifications for such services. The Request for Proposals is attached hereto and incorporated herein by reference as Exhibit "A".

1.03 Contractor's Proposal

Contractor is a firm/individual qualified to provide Employee Assistance Program Services and whose principal place of business is _____. Pursuant to the Request for Proposals by the District, Contractor submitted a proposal for Employee Assistance Program Services, which is attached hereto and incorporated herein by reference as Exhibit "B."

1.04 Selection of Contractor and Intent of Contract

On _____, District selected Contractor as the offeror whose proposal was most advantageous to the District, to provide the Employee Assistance Program Services described herein. This Contract is intended to fix the provisions of these services.

District and Contractor agree as follows:

2. INCORPORATED DOCUMENTS AND APPLICABLE LAW

2.01 Documents Incorporated in this Contract

The documents below are attached to this Contract and by reference made a part hereof. This is an integrated Contract. This writing constitutes the final expression of the parties' contract, and it is a complete and exclusive statement of the provisions of that Contract, except for written amendments, if any, made after the date of this Contract in accordance with Section 13.14.

A. Exhibit "A"

Santa Cruz Metropolitan Transit District's "Request for Proposals" dated July 10, 2007

B. Exhibit "B" (Contractor's Proposal)

Contractor's Proposal to the District for Employee Assistance Program Services, signed by Contractor and dated August 8, 2007.

2.02 Conflicts

Where in conflict, the provisions of this writing supersede those of the above-referenced documents, Exhibits "A" and "B". Where in conflict, the provisions of Exhibit "A" supercede Exhibit "B".

2.03 Recitals

The Recitals set forth in Article 1 are part of this Contract.

3. DEFINITIONS

3.01 General

The terms below (or pronouns in place of them) have the following meaning in the contract:

3.01.01 CONTRACT - The Contract consists of this document, the attachments incorporated herein in accordance with Article 2, and any written amendments made in accordance with Section 13.14.

3.01.02 CONTRACTOR - The Contractor selected by District for this project in accordance with the Request for Proposals issued July 10, 2007.

3.01.03 CONTRACTOR'S STAFF - Employees of Contractor.

3.01.04 DAYS - Calendar days.

3.01.05 OFFEROR - Contractor whose proposal was accepted under the terms and conditions of the Request for Proposals issued July 10, 2007.

3.01.06 PROVISION - Any term, agreement, covenant, condition, clause, qualification, restriction, reservation, or other stipulation in the contract that defines or otherwise controls, establishes, or limits the performance required or permitted by either party.

3.01.07 SCOPE OF WORK (OR "WORK") - The entire obligation under the Contract, including, without limitation, all labor, equipment, materials, supplies, transportation, services, and other work products and expenses, express or implied, in the Contract.

4. TIME OF PERFORMANCE

4.01 Term

The term of this Contract will be for a period not to exceed one (1) year and shall commence upon the issuance of the contract by the District.

At the option of the District, this contract agreement may be renewed for four (4) additional one (1) year terms upon mutual written consent.

5. COMPENSATION

5.01 Terms of Payment

District shall compensate Contractor in an amount not to exceed the amounts/rates agreed upon by the District. District shall reasonably determine whether work has been successfully performed for purposes of payment. Compensation shall be made within thirty (30) days of District written approval of Contractor's written invoice for said work. Contractor understands and agrees that if he/she exceeds the \$_____ maximum amount payable under this contract, that it does so at its own risk.

5.02 Invoices

Contractor shall submit invoices with a purchase order number provided by the District on a monthly basis. Contractor's invoices shall include detailed records showing actual time devoted, work accomplished, date work accomplished, personnel used, and amount billed per hour. Expenses shall only be billed if allowed under the Contract. Telephone call expenses shall show the nature of the call and identify location and individual called. Said invoice records shall be kept up-to-date at all times and shall be available for inspection by the District (or any grantor of the District, including, without limitation, any State or Federal agency providing project funding or reimbursement) at any time for any reason upon demand for not less than four (4) years after the date of expiration or termination of the Contract. Under penalty of law, Contractor represents that all amounts billed to the District are (1) actually incurred; (2) reasonable in amount; (3) related to this Contract; and (4) necessary for performance of the project.

6. NOTICES

All notices under this Contract shall be deemed duly given upon delivery, if delivered by hand; or three (3) days after posting, if sent by registered mail, receipt requested; to a party hereto at the address hereinunder set forth or to such other address as a party may designate by notice pursuant hereto.

DISTRICT

Santa Cruz Metropolitan Transit District
370 Encinal Street
Suite 100
Santa Cruz, CA 95060
Attention: General Manager

CONTRACTOR

Attention: _____

7. AUTHORITY

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

Signed on _____

DISTRICT
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White
General Manager

CONTRACTOR

By _____

Approved as to Form:

Margaret Rose Gallagher
District Counsel

PART VI

FEDERAL TRANSIT ADMINISTRATION REQUIREMENTS FOR NON-CONSTRUCTION CONTRACTS

1.0 GENERAL

This Contract is subject to the terms of a financial assistance contract between the Santa Cruz Metropolitan Transit District and the Federal Transit Administration (FTA) of the United States Department of Transportation.

2.0 INTEREST TO MEMBERS OF OR DELEGATES TO CONGRESS

In accordance with 18 U.S.C. 431, no member of, nor delegates to, the Congress of the United States shall be admitted to a share or part of this Contract or to any benefit arising therefrom.

3.0 INELIGIBLE CONTRACTORS

Neither Contractor, subcontractor, nor any officer or controlling interest holder of Contractor or subcontractor, is currently, or has been previously, on any debarred bidders list maintained by the United States Government.

4.0 EQUAL EMPLOYMENT OPPORTUNITY (Not applicable to contracts for standard commercial supplies and raw materials)

In connection with the execution of this Contract, the Contractor shall not discriminate against any employee or application for employment because of race, religion, color, sex, age (40 or over), national origin, pregnancy, ancestry, marital status, medical condition, physical handicap, sexual orientation, or citizenship status. The Contractor shall take affirmative action to insure that applicants employed and that employees are treated during their employment, without regard to their race, religion, color, sex national origin, etc. Such actions shall include, but not be limited to the following: Employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and, selection for training including apprenticeship. Contractor further agrees to insert a similar provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

5.0 TITLE VI CIVIL RIGHTS ACT OF 1964

During the performance of this Contract, the Contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor"), agrees as follows:

5.1 Compliance with Regulations

The Contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the "Regulations"), which are herein incorporated by reference and made a part of this Contract.

5.2 Nondiscrimination

The Contractor, with regard to the work performed by it during the Contract, shall not discriminate on the grounds of race, religion, color, sex, age or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited in Section 21.5 of the Regulations, including employment practices when the Contract covers a program set forth in Appendix B of the regulations.

5.3 Solicitations for Subcontracts, Including Procurements of Materials and Equipment

In all solicitations either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this Contract and the Regulations relative to nondiscrimination on the grounds of race, religion, color, sex, age or national origin.

5.4 Information and Reports

The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the District or the Federal Transit Administration (FTA) to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information is required or a Contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to the District, or the Federal Transit Administration, as appropriate, and shall set forth what efforts it has made to obtain the information.

5.5 Sanctions for Noncompliance

In the event of the Contractor's noncompliance with the nondiscrimination provisions of this Contract, the District shall impose such contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to:

- (a) Withholding of payments to the Contractor under the Contract until the Contractor complies; and/or,
- (b) Cancellation, termination or suspension of the Contract, in whole or in part.

5.6 Incorporation of Provisions

The Contractor shall include the provisions of Paragraphs (1) through (6) of this section in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the District or the Federal Transit Administration may direct as a means of enforcing such provisions, including sanctions for noncompliance; provided, however, that in the event a Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the Contractor may require the District to enter into such litigation to protect the interests of the District, and, in addition, the Contractor may request the services of the Attorney General in such litigation to protect the interests of the United States.

6.0 CLEAN AIR AND FEDERAL WATER POLLUTION CONTROL ACTS (Applicable only to contracts in excess of \$100,000)

Contractor shall comply with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act (42 USC 1857[h]), Section 508 of the Clean Water Act (33 USC 1368), Executive Order 11738, and Environmental Protection Agency Regulations (40 CFR, Part 15), which prohibit the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities. Contractor shall report all violations to FTA and to the USEPA Assistant Administrator for Enforcement (EN0329).

7.0 CONSERVATION

Contractor shall recognize mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 USC Section 6321, et seq.).

8.0 AUDIT AND INSPECTION OF RECORDS (Applicable only to sole source or negotiated contracts in excess of \$10,000)

Contractor agrees that the District, the Comptroller General of the United States, or any of their duly authorized representatives shall, for the purpose of audit and examination, be permitted to inspect all work, materials, payrolls and other data and records with regard to the project, and to audit the books, records and accounts with regard to the project. Further, Contractor agrees to maintain all required records for at least three years after District makes final payments and all other pending matters are closed.

9.0 LABOR PROVISIONS (Applicable only to contracts of \$2,500.00 or more that involve the employment of mechanics or laborers)

9.1 Overtime Requirements

No Contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any work week in which he or she is employed on such work to work in excess of eight (8) hours in any calendar day or in excess of forty (40) hours in such work week unless such laborer or mechanic receives compensation at a rate not less than one and one-half (1 1/2) times the basic rate of pay for all hours worked in excess of eight (8) hours in any calendar day or in excess of forty (40) hours in such work week, whichever is greater.

9.2 Violation; Liability for Unpaid Wages; Liquidated Damages

In the event of any violation of the clause set forth in subparagraph (b)(1) of 29 CFR Section 5.5, the Contractor and any subcontractor responsible therefore shall be liable for the unpaid wages. In addition, such Contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such district or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in subparagraph (b)(1) of which such individual was required or permitted to work in excess of eight (8) hours in excess of the standard work week of forty (40) hours without payment of the overtime wages required by the clause set forth in subparagraph (b)(1) of 29 CFR Section 5.5.

9.3 Withholding for Unpaid Wages and Liquidated Damages

DOT or the District shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any monies payable on account of work performed by the Contractor or subcontractor under any such contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in subparagraph (b)(2) of 29 CFR Section 5.5.

9.4 Nonconstruction Grants

The Contractor or subcontractor shall maintain payrolls and basic payroll records during the course of the work and shall preserve them for a period of three (3) years from the completion of

the Contract for all laborers and mechanics, including guards and watchmen, working on the Contract. Such records shall contain the name and address of each such employee, social security number, correct classifications, hourly rates of wages paid, daily and weekly number of hours worked, deductions made and actual wages paid. Further, the District shall require the contracting officer to insert in any such contract a clause providing that the records to be maintained under this paragraph shall be made available by the Contractor or subcontractor for inspection, copying or transcription by authorized representatives of DOT and the Department of Labor, and the Contractor or subcontractor will permit such representatives to interview employees during working hours on the job.

9.5 Subcontracts

The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in subparagraph (1) through (5) of this paragraph and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in subparagraphs (1) through (5) of this paragraph.

10.0 CARGO PREFERENCE (Applicable only to Contracts under which equipment, materials or commodities may be transported by ocean vehicle in carrying out the project)

The Contractor agrees:

- 10.1 To utilize privately owned United States-flag commercial vessels to ship at least fifty percent (50%) of the gross tonnage (computed separately for dry bulk carriers, dry cargo liners and tankers) involved, whenever shipping any equipment, materials or commodities pursuant to this section, to the extent such vessels are available at fair and reasonable rates for United States- flag commercial vessels.
- 10.2 To furnish within 30 days following the date of loading for shipments originating within the United States, or within thirty (30) working days following the date of loading for shipment originating outside the United States, a legible copy of a rated, "on-board" commercial ocean bill-of-lading in English for each shipment of cargo described in paragraph (1) above, to the District (through the prime Contractor in the case of subcontractor bills-of-lading) and to the Division of National Cargo, Office of Market Development, Maritime Administration, 400 Seventh Street, S.W., Washington D. C. 20590, marked with appropriate identification of the project.
- 10.3 To insert the substance of the provisions of this clause in all subcontracts issued pursuant to this Contract.

11.0 BUY AMERICA PROVISION

This procurement is subject to the Federal Transportation Administration Buy America Requirements in 49 CFR 661. A Buy America Certificate, if required format (see Form of Proposal or Bid Form) must be completed and submitted with the proposal. A proposal that does not include the certificate shall be considered non-responsive. A waiver from the Buy America Provision may be sought by the District if grounds for the waiver exist. Section 165a of the Surface Transportation Act of 1982 permits FTA participation on this Contract only if steel and manufactured products used in the Contract are produced in the United States. In order for rolling stock to qualify as a domestic end product, the cost of components produced in the United States must exceed sixty percent (60%) of the cost of all components, and final assembly must take place in the United States.

12.0 DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION

12.1 Policy

It is the policy of the U.S. Department of Transportation that Disadvantaged Business Enterprises as defined in 49 CFR Part 26 shall have the maximum opportunity to participate in the performance of contracts financed in whole or in part with Federal funds under this Agreement. Consequently, the DBE requirements of 49 CFR Part 26 apply to this Agreement.

12.2 DBE Obligation

District and Contractor agree to insure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26 have the maximum opportunity to participate in the performance of contracts and subcontracts under this Agreement. In this regard, District and Contractor shall take all necessary and reasonable steps in accordance with 49 CFR Part 26 to insure that Disadvantaged Business Enterprises have the maximum opportunity to compete for and perform Contracts. District and Contractor shall not discriminate on the basis of race, creed, color, national origin, age or sex in the award and performance of DOT-assisted Contracts.

12.3 Transit Vehicle Manufacturers

Transit vehicle manufacturers must certify compliance with DBE regulations.

13.0 CONFLICT OF INTEREST

No employee, officer or agent of the District shall participate in selection, or in the award of administration of a contract if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when (1) the employee, officer or agent; (2) any member of his or her immediate family; (3) his or her partner; or (4) an organization that employs, or is about to employ, has a financial or other interest in the firm selected for award. The District's officers, employees or agents shall neither solicit nor accept gratuities, favors or anything of monetary value from Contractors, potential Contractors or parties of sub agreements.

14.0 MOTOR VEHICLE EMISSION REQUIREMENTS (Applicable only to Contracts involving the purchase of new motor vehicles)

The Contractor must provide a certification that:

- (a) The horsepower of the vehicle is adequate for the speed, range, and terrain in which it will be required and also to meet the demands of all auxiliary equipment.
- (b) All gases and vapors emanating from the crankcase of a spark-ignition engine are controlled to minimize their escape into the atmosphere.
- (c) Visible emission from the exhaust will not exceed No. 1 on the Ringlemann Scale when measured six inches (6") from the tail pipe with the vehicle in steady operation.
- (d) When the vehicle has been idled for three (3) minutes and then accelerated to eighty percent (80%) of rated speed under load, the opacity of the exhaust will not exceed No. 2 on the Ringlemann Scale for more than five (5) seconds, and not more than No. 1 on the Ringlemann Scale thereafter.

15.0 MOTOR VEHICLE SAFETY STANDARDS (Applicable only to contracts involving the purchase of new motor vehicles)

The Contractor will assure that the motor vehicles purchased under this contract will comply with the Motor Vehicle Safety Standards as established by the Department of Transportation at 49 CFR Parts 390 and 571.

16.0 DEBARRED BIDDERS

The Contractor, including any of its officers or holders of a controlling interest, is obligated to inform the District whether or not it is or has been on any debarred bidders' list maintained by the United States Government. Should the Contractor be included on such a list during the performance of this project, Contractor shall so inform the District.

17.0 PRIVACY (Applicable only to Contracts involving the administration of any system of records as defined by the Privacy Act of 1974, on behalf of the Federal Government)

17.1 General

The District and Contractor agree:

- (a) To comply with the Privacy Act of 1974, 5 U.S.C. 552a (the Act) and the rules and regulations issued pursuant to the Act when performance under the Contract involves the design, development or operation of any system of records on individuals to be operated by the District, its contractors or employees to accomplish a Government function.
- (b) To notify the Government when the District or Contractor anticipates operating a system of records on behalf of the Government in order to accomplish the requirements of this Agreement, if such system contains information about individuals which information will be retrieved by the individual's name or other identifier assigned to the individual. A system of records subject to the Act may not be employed in the performance of this Agreement until the necessary approval and publication requirements applicable to the system have been carried out. The District or Contractor, as appropriate, agrees to correct, maintain, disseminate, and use such records in accordance with the requirements of the Act, and to comply with all applicable requirements of the Act.
- (c) To include the Privacy Act Notification contained in this Agreement in every subcontract solicitation and in every subcontract when the performance of Work under the proposed subcontract may involve the design, development or operation of a system of records on individuals that is to be operated under the Contract to accomplish a Government function; and
- (d) To include this clause, including this paragraph in all in subcontracts under which Work for this Agreement is performed or which is awarded pursuant to this Agreement or which may involve the design, development, or operation of such a system of records on behalf of the Government.

17.2 Applicability

For purposes of the Privacy Act, when the Agreement involves the operation of a system of records on individuals to accomplish a Government function, the District, third party contractors and any of their employees are considered to be employees of the Government with respect to the Government function and the requirements of the Act, including the civil and criminal penalties for violations of the Act, are applicable except that the criminal penalties shall not apply with regard to contracts effective prior to September 27, 1975. In addition, failure to comply with the provisions of the Act or of this clause will make this Agreement subject to termination.

17.3 Definitions

The terms used in this clause have the following meanings:

- (a) "Operation of a system of records" means performance of any of the activities associated with maintaining the system of records on behalf of the Government including the collection, use and dissemination of records.
- (b) "Records" means any item, collection or grouping of information about an individual that is maintained by the District or Contractor on behalf of the Government, including, but not limited to, his education, financial transactions, medical history, and criminal or employment history and that contains his name, or the identifying number, symbol or other identifying particular assigned to the individual, such as a finger or voice print or a photograph.
- (c) "System of records" on individuals means a group of any records under the control of the District or Contractor on behalf of the Government from which information is retrieved by the name of the individual or by some identifying number, symbol or other identifying particular assigned to the individual.

18.0 PATENT RIGHTS (Applicable only to research and development contracts)

If any invention, improvement or discovery of the District or contractors or subcontractors is conceived or first actually reduced to practice in the course of or under this project which invention, improvement, or discovery may be patentable under the Patent Laws of the United States of America or any foreign country, the District (with appropriate assistance of any contractor or subcontractor involved) shall immediately notify the Government (FTA) and provide a detailed report. The rights and responsibilities of the District, third party contractors and subcontractors and the Government with respect to such invention will be determined in accordance with applicable Federal laws, regulations, policies and any waivers thereof.

19.0 RIGHTS IN DATA (Applicable only to research and development contracts)

The term "subject data" as used herein means recorded information, whether or not copyrighted, that is delivered or specified to be delivered under this Contract. The term includes graphic or pictorial delineation in media such as drawings or photographs; text in specifications or related performance or design-type documents, machine forms such as punched cards, magnetic tape or computer memory printouts; and information retained in computer memory. Examples include, but are not limited to, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications and related information. The term does not include financial reports, cost analyses and similar information incidental to contract administration.

All "subject data" first produced in the performance of this Agreement shall be the sole property of the Government. The District and Contractor agree not to assert any rights at common law or equity and not to establish any claim to statutory copyright in such data. Except for its own internal use, the District and Contractor shall not publish or reproduce such data in whole or in part, or in any manner or form, nor authorize others to do so, without the written consent of the Government until such time as the Government may have released such data to the public. This restriction, however, does not apply to Agreements with academic institutions.

The District and Contractor agree to grant and do hereby grant to the Government and to its officers, agents, and employees acting within the scope of their official duties, a royalty-free, non-exclusive and irrevocable license throughout the world:

- (a) To publish, translate, reproduce, deliver, perform, use and dispose of, in any manner, any and all data not first produced or composed in the performance of this Contract but which is incorporated in the work furnished under this Contract; and
- (b) To authorize others so to do.

District and Contractor shall indemnify and save and hold harmless the Government, its officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the District and Contractor of proprietary rights, copyrights or

rights of privacy, arising out of the publication, translation, reproduction, delivery, performance, use, or disposition of any data furnished under this Contract.

Nothing contained in this clause shall imply a license to the Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to the Government under any patent.

The third and fourth paragraphs under Section 19.0 above are not applicable to material furnished to the District or Contractor by the Government and incorporated in the work furnished under the Contract, provided that such incorporated material is identified by the District or Contractor at the time of delivery of such work.

In the event that the project, which is the subject of this Agreement, is not completed, for any reason whatsoever, all data generated under that project shall become subject data as defined in the Rights in Data clause in this Contract and shall be delivered as the Government may direct. This clause shall be included in all subcontracts under this Contract.

20.0 NEW RESTRICTIONS ON LOBBYING

20.1 Prohibition

- (a) Section 1352 of Title 31, U.S. Code, provides in part that no appropriated funds may be expended by the recipient of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with any of the following covered Federal actions: the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (b) The prohibition does not apply as follows:
 - (i) Agency and legislative liaison by Own Employees.
 - (ii) Professional and technical services by Own Employees.
 - (iii) Reporting for Own Employees.
 - (iv) Professional and technical services by Other than Own Employees.

20.2 Disclosure

- (a) Each person who requests or receives from an agency a Federal contract shall file with that agency a certification, included in Form of Proposal or Bid Forms, that the person has not made, and will not make, any payment prohibited by Section 20.1 of this clause.
- (b) Each person who requests or receives from an agency a Federal contract shall file with that agency a disclosure form, Standard Form-LLL, "Disclosure of Lobbying Activities," if such person has made or has agreed to make any payment using non- appropriated funds (to include profits from any covered Federal action), which would be prohibited under Section 20.1 of this clause if paid for with appropriated funds.
- (c) Each person shall file a disclosure form at the end of each calendar quarter in which there occurs any event that requires disclosure or that materially affects the accuracy of the information contained in any disclosure form previously filed by such person under paragraph (c)(2) of this section. An event that materially affects the accuracy of the information reported includes:

- (i) a cumulative increase of \$25,000 or more in the amount paid or expected to be paid for influencing or attempting to influence a covered Federal action; or
 - (ii) a change in the person(s) or individual(s) influencing or attempting to influence a covered Federal action; or
 - (iii) a change in the officer(s), employee(s), or Member(s) contacted to influence or attempt to influence a covered Federal action.
- (d) Any person who requests or receives from a person referred to in paragraph (c)(i) of this section a subcontract exceeding \$100,000 at any tier under a Federal contract shall file a certification, and a disclosure form, if required, to the next tier above.
- (e) All disclosure forms, but not certifications, shall be forwarded from tier to tier until received by the person referred to in paragraph (c)(i) of this section. That person shall forward all disclosure forms to the agency.

20.3 Agreement

In accepting any contract resulting from this solicitation, the person submitting the offer agrees not to make any payment prohibited by this clause.

20.4 Penalties.

- (a) Any person who makes an expenditure prohibited under Section 20.1 of this clause shall be subject to a civil penalty of not less than \$10,000 for each such expenditure.
- (b) Any person who fails to file or amend the disclosure form to be filed or amended if required by this clause, shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.
- (c) Contractors may rely without liability on the representations made by their sub- contractors in the certification and disclosure form.

20.5 Cost allowability

Nothing in this clause is to be interpreted to make allowable or reasonable any costs which would be unallowable or unreasonable in accordance with Part 31 of the Federal Acquisition Regulation. Conversely, costs made specifically unallowable by the requirements in this clause will not be made allowable under any of the provisions of Part 31 of the Federal Acquisition Regulation.

PART VII

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT PROTEST PROCEDURES

PROCUREMENT PROTESTS

All protests shall be filed, handled and resolved in a manner consistent with the requirements of Federal Transit Administration (FTA) Circular 4220.1E Third Party Contracting Guidelines dated June 19, 2003 and the Santa Cruz Metropolitan Transit District's (DISTRICT) Protest Procedures which are on file and available upon request.

Current FTA Policy states that: "Reviews of protests by FTA will be limited to:

- (1) a grantee's failure to have or follow its protest procedures, or its failure to review a complaint or protest; or
- (2) violation of Federal law or regulation.

An appeal to FTA must be received by the cognizant FTA regional or Headquarters Office within five (5) working days of the date the protester learned or should have learned of an adverse decision by the grantee or other basis of appeal to FTA" (FTA Circular 4220.1E, Section 7, paragraph 1., Written Protest Procedures)

Protests relating to the content of this Request for Proposal (RFP) package must be filed within ten (10) calendar days after the date the RFP is first advertised. Protests relating to a recommendation for award solicited by this RFP must be filed by an interested party within five (5) calendar days after the staff's written recommendation and notice of intent to award is issued to the offerors. The date of filing shall be the date of receipt of protests or appeals by the DISTRICT.

All Protests shall be filed in writing with the Assistant General Manager, Santa Cruz Metropolitan Transit District, 370 Encinal Street, Suite 100, Santa Cruz, CA 95060. **No other location shall be acceptable.** The DISTRICT will respond in detail to each substantive issue raised in the protest. The Assistant General Manager shall make a determination on the protest normally within ten (10) working days from receipt of protest. Any decision rendered by the Assistant General Manager may be appealed to the Board of Directors. The Protester has the right within five (5) working days of receipt of determination to file an appeal restating the basis of the protest and the grounds of the appeal. In the appeal, the Protester shall only be permitted to raise factual information previously provided in the protest or discovered subsequent to the Assistant General Manager's decision and directly related to the grounds of the protest. The Board of Directors has the authority to make a final determination and the Board of Director's decision shall constitute the DISTRICT's final administrative remedy.

In the event the protestor is not satisfied with the DISTRICT's final administrative determination, they may proceed within 90 days of the final decision to State Court for judicial relief. The Superior Court of the State of California for the County of Santa Cruz is the appropriate judicial authority having jurisdiction over Proposal Protest(s) and Appeal(s). Bid includes the term "offer" or "proposal" as used in the context of negotiated procurements.

The Offeror may withdraw its protest or appeal at any time before the DISTRICT issues a final decision.

Should the DISTRICT postpone the date of proposal submission owing to a protest or appeal of the solicitation specifications, addenda, dates or any other issue relating to this procurement, the DISTRICT shall notify, via addendum, all parties who are on record as having obtained a copy of the solicitation documents that an appeal/protest had been filed, and the due date for proposal submission shall be postponed until the DISTRICT has issued its final decision.

A letter of protest must set forth the grounds for protest and shall be fully supported with technical data, test results, or other pertinent information related to the subject being protested. The Protestor is responsible for adhering to the DISTRICT's protest procedures.

An Offeror may seek FTA review of the DISTRICT's decision. A protest appeal to the FTA must be filed in accordance with the provisions of FTA circular 4220.1E. Any appeal to the FTA shall be made not later than five (5) working days after a final decision is rendered under the DISTRICT's protest procedure. Protest appeals should be filed with:

Federal Transit Administration
Regional Administrator Region IX
201 Mission Street, Suite 2210
San Francisco, CA 94105-1839



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

ADDENDUM NO. 1

REQUEST FOR PROPOSALS (RFP) NO. 08-01

FOR EMPLOYEE ASSISTANCE PROGRAM SERVICES

July 24, 2007

Receipt of this Addendum No. 1 shall be acknowledged in your proposal response. Any adjustment resulting from this addendum shall be included in the RFP. Where in conflict, the terms and conditions of this addendum supersede those in the Request for Proposal. The purpose of this addendum is to add two items, delete one item, revise one item, and answer several questions received.

1. Part III Specifications, Article 2. SCOPE OF REQUIRED SERVICES,
ADD ITEM 3.5 as follows:

3.5 Metro will award a professional service agreement for a two-year period with three (3) optional one-year extensions. Any offered rate shall be a fixed firm rate for the first two years of the contract. Rate increases in subsequent option years will be limited to the annual percentage change in the Consumers Price Index for the San Francisco/Oakland/San Jose area.

2. Part III Specifications, Article 4. CONTENT OF PROPOSAL,
ADD ITEM 4.17 as follows:

4.17 Contractor to provide a cost proposal for a two-year contract period. Rate shall be a fixed rate per employee/month. Proposal can be a two-year firm fixed rate or separate rates for contract year one and contract year two.

3. Part III Specifications, Article 5. ADDITIONAL REQUIREMENTS,
DELETE ITEM 5.3 as follows:

~~5.3 — Submit as part of your proposal a copy of your proposed contract.~~

4. Part V Professional Services Contract for Employee Assistance Program Services, Article 4. TIME OF PERFORMANCE, item 4.01 Term, **REVISE** as follows

The term of this Contract will be for a period not to exceed ~~one (1) year~~ **two (2) years** and shall commence upon the issuance of the contract by the District. At the option of the District, this contract agreement may be renewed for ~~four (4)~~ **three (3)** additional one (1) year terms upon mutual written consent.

5. Question: Does this group currently have an EAP? If so, who provides it?
Answer: Yes, Claremont Behavioral Services.

6. Question: Why are services being sent out for proposals?
Answer: The current contract is coming to the end of a five-year term and a new request for proposals has been issued.
7. Question: What does the program include (i.e., number of sessions, on-site services, etc.)?
Answer: Three sessions per issue, no annual limit, financial (free 30 minute consultation), legal (free consultation 20% discount on additional services), will preparation kit, counseling, six brown bag lunches per year, six specially designed flyers for distribution to employees (topics determined annually)
Services available to employee and dependents
8. Question: What is the program utilization rate?
Answer: 13.2% projected for 2007
9. Question: What is the current cost of that program?
Answer: \$3.35 per employee per month.
10. Question: Are Department of Transportation (DOT) SAP services (as required by 49 CFR Part 40) needed? Would SCMTD consider rolling such services into the EAP?
Answer: METRO currently contracts with private SAP providers in the area. We would consider using those services through the EAP but would not be interested in rolling the cost into the monthly cost for EAP services.
11. Question: Annual utilization information is requested on the following:
Total number of face-to-face visits: **42**
Total number/hours of telephone counseling: **n/a**
Average number of counseling visits utilized per participant: **2**
Total number of hours of employee seminars and training: **13**
Total number of hours provided of supervisory/management training and management consultations: **11**
Total number of DOT/SAP referrals: **None**
Total number of mandatory referrals: **1**
Total number of workplace consultations: **11**
12. Question: How many face-to-face counseling visits is the District requesting?
Answer: 3 model visit.
13. Question: Who is the District's current medical benefit provider?
Answer: CalPERS

Proposal due date remains August 8, 2007, 5:00 P.M.

Lloyd Longnecker
Purchasing Agent

EXHIBIT - B

PROPOSAL PREPARED FOR

Santa Cruz Metropolitan Transit District

August 2007



Employee Assistance Program

August 6, 2007

Lloyd Longnecker
District Purchasing Office
110 Vernon Street
Suite B
Santa Cruz CA 95060

RE: Santa Cruz Metropolitan Transit District Request for Proposal – Employee Assistance Program Services

Dear Mr. Longnecker:

Enclosed is MHN's proposal to provide an Employee Assistance Program (EAP) for the benefit of employees and eligible dependents of the Santa Cruz Metropolitan Transit District. Our proposal is submitted in response to the Request For Proposal issued by Santa Cruz Metropolitan Transit District. MHN believes that our proposal fulfills the requirements of the Request for Proposal; however, we can supply any other documentation you may require. Please contact me if you have any questions or need additional information.

Thank you,



Stefan Van Doren
Account Executive, MHN

Part II
General Information Form
Employee Assistance Program Services 08-01
(To be completed by the offeror and placed at the front of your proposal)

Legal Name of Firm: MHN, Inc.

Date: August 6, 2007

Firm's Address: 503 Canal Boulevard, Point Richmond, California - 94804

Telephone Number: (800) 327-2133

Fax Number: (800) 309-3629

Type of Organization (Partnership, Corporations, etc): Corporation

Tax ID Number: 95-4146179

Offeror understands and agrees that by his/her signature, if awarded the contract for the project, he/she is entering into a contract with the District that incorporates the terms and conditions of the entire Request for Proposals package, including the General Conditions section of the Request for Proposals. Offeror understands that this proposal constitutes a firm offer to the District that cannot be withdrawn for ninety (90) calendar days from the date of the deadline for receipt of proposals. If awarded the contract, offeror agrees to deliver to the District the required insurance certificates within ten (10) calendar days of the Notice of Award.

Signature of Authorized Principal:



Name of Principal-in-Charge and Title: Stefan Van Doren, Account Executive

Name of Project Manager and Title: Cristina Monteiro

Name, Title, Email Address and Phone Number of Person To Whom Correspondence Should be Directed:

Stefan Van Doren
Account Executive
7755 Center Ave #700
Huntington Beach, CA 92647

Addresses Where Correspondence Should be Sent:

7755 Center Ave #700

Huntington Beach, CA 92647

Areas of Responsibility of Prime Contractor: EAP/Behavioral Health services as described in Scope of Services

Listing of major sub consultants proposed (if applicable), their phone numbers, and areas of responsibility (indicate which firms are DBE's): N/A

**CERTIFICATION OF PROPOSED CONTRACTOR REGARDING DEBARMENT,
SUSPENSION AND OTHER INELIGIBILITY AND VOLUNTARY EXCLUSION**

(Contractor) MHN, Inc. certifies to the best of its knowledge and belief, that it and its principals:

Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency;

Have not within a three year period preceding this bid been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

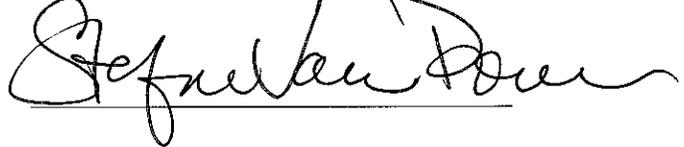
Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

Have not within a three year period preceding this bid had one or more public transactions (Federal, State or local) terminated for cause or default.

If the Proposed Subcontractor is unable to certify to any of the statements in this certification, it shall attach an explanation to this certification

(Contractor) MHN, Inc. CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET. SEQ. ARE APPLICABLE THERETO.

Signature and Title of Authorized Official



Jeffrey A. Dore

**LOBBYING
CERTIFICATION (Only for
Contracts above \$100,000)**

Lobbying Certification for Contracts Grants, Loans and Cooperative Agreements (pursuant to 49 CFR Part 20, Appendix A)

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions and as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96).
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.c. § 1352 (as amended by the Lobbying Disclosure Act of 1995) Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Bidder/Offeror certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Bidder/Offeror understands and agrees that the provisions of 31 US C. A 3801, et. seq. apply to this certification and disclosure, if any

Firm Name: MHN, Inc. _____

Signature of Authorized Official:  _____

Name and Title of Authorized Official: Stefan Van Doren, Account Executive

Date: August 6, 2007 _____

BUY AMERICA PROVISION
(Only for Contracts above
\$100,000)

This procurement is subject to the Federal Transit Administration Buy America Requirements in 49 CFR part 661.

A Buy American Certificate, as per attached format, must be completed and submitted with the bid. A bid which does not include the certificate will be considered non-responsive.

A false certification is a criminal act in violation of 18 U.S.C. 1001. Should this procurement be investigated, the successful bidder/proposer has the burden of proof to establish that it is in compliance.

A waiver from the Buy America Provision may be sought by SCMTD if grounds for the waiver exist.

Section 165(a) of the Surface Transportation Act of 1982 permits FI A participation on this contract only if steel and manufactured products used in the contract are produced in the United States.

BUY AMERICA CERTIFICATE

The bidder hereby certifies that it will comply with the requirements of Section 165(a) or (b) (3) of the Surface Transportation Assistance Act of 1982, and the applicable regulations in 49 CFR Part 661.

Date: August 6, 2007

Signature:



Company Name: MHN, Inc. _____

Title: Account Executive

OR

The bidder hereby certifies that it cannot comply with the requirements of Section 165(a) or (b) (3) of the Surface Transportation Act of 1982, but may qualify for an exception to the requirement pursuant to Section 165(b)(2) or (b)(4) of the Surface Transportation Assistance Act of 1982, as amended, and regulations in 49 CFR 661.7.

Date:

Signature:

Company Name: _____

Title:

Executive Summary

Santa Cruz Metropolitan Transit District is seeking a contractor to provide its employees and their dependents with an Employee Assistance Program (EAP). The EAP should provide 24-hour crisis telephone counseling, confidential referral, assessment and counseling services, employer services for supervisors, management and employees, management consulting services, a variety of Work & Life Services, and a comprehensive communications package.

MHN believes that our company is an excellent fit for a successful partnership with METRO for the following reasons:

- Flexibility – It's About METRO!
- Comprehensive EAP and Work/Life Offering
- Customized Communications Campaign
- Consumer Engagement
- Public Sector Experience

Flexibility – It's About Santa Cruz Metropolitan Transit District!

MHN is ready to develop a relationship to meet the METRO's short and long-term needs. Our philosophy is embodied in our value statement: "It's About You!" MHN strives to understand and anticipate the needs of our clients and members and then develop flexible models that are custom-tailored to work for you in today's health care environment. The process starts with an in-depth assessment of your organizational needs, taking into consideration the special needs of your employee base. Working hand-in-hand with METRO personnel, MHN's account management team will design programs that will assist METRO and its employees with everyday problems and prevent small issues from becoming larger problems that may lead to serious issues and absence from the workplace.

Comprehensive EAP and Work/Life Offering

MHN has a very comprehensive and robust EAP offering that can help resolve a wide spectrum of problems, including marital, financial, legal, emotional and substance abuse problems. Our programs are designed to help both employees and their family members to understand and improve their professional concerns, personal life issues and mental health problems.

MHN's services include short-term clinical counseling through the EAP telephonically or face-to-face. Additionally, METRO employees will have access to EAP benefits that include counseling for legal services including online legal documents; financial services including credit consultation, tax advisory and retirement planning; identity theft recovery; dependent care assistance for both childcare and eldercare and Daily Living services. Included in our core EAP benefit, managers and supervisors will find our employer services of great assistance in their management roles. These services include management consultation, job performance referrals, anger self-management counseling, critical incident stress management, supervisor and employee orientations/health fairs and training workshops and brown bags.

Customized Communications Campaign

MHN wants METRO members to know how to take advantage of all that our Employee Assistance Program (EAP) has to offer. In order for members to navigate the rich diversity of benefits and services that are available, they must first understand how to access the program. To facilitate this understanding, MHN will design a METRO-customized implementation and ongoing

communications campaign that outlines the benefits of the product and encompasses both initial orientation and follow-up reminders on how to get the most from the benefit

- Informative brochure: MHN has developed a comprehensive EAP brochure that highlights the program and its benefits. This easy-to-understand brochure includes detachable wallet cards with MHN's toll-free hotline number for immediate assistance. The brochures are available in English and Spanish
- Promotional posters: MHN's attention-getting posters are designed for bulletin boards in break rooms and other places in which members gather. The posters are available in English and Spanish.
- Member Newsletter: This monthly electronic newsletter addresses common employee/member issues or concerns and highlights topics available on members.mhn.com. This newsletter is available in both English and Spanish
- Paystuffers

We will collaborate with METRO to determine the best ways to communicate the EAP to employees. Upon contract award, a designated Account Manager will work with METRO's Human Resources and Benefits staff to determine the communications needs of members and will coordinate with MHN's Marketing and Communications Department to create a plan that will effectively educate your members about the best use of their new EAP plan. They will design communications and educational materials that are accessible and effective in promoting EAP services to employees and supporting orientation, training, and educational initiatives.

Posters and Payroll Stuffers for Drivers on the Go

METRO's employee pool presents particular challenges to finding effective delivery channels for our communication materials. METRO employees have jobs that take them on the road and keep them moving. Many drivers may have varied driving schedules, some may work night hours, and drivers typically do not have access to computers while on the road. Since much of the information that MHN makes available to its members is online, the issue for members whose jobs require them to work on the road with minimal computer accessibility can be reduced to the following: what is the best, most effective way of reaching mobile members and communicating the wealth of information regarding services and benefits that is available online?

Since we know that effective communication and easy access are essential to drive utilization, it is crucial that METRO members have easy access to information. Our solution is to arrange to have our newsletter, brochures, fliers and other collateral material distributed to both English and Spanish-speaking employees as payroll stuffers and displayed as posters in break rooms and other locales that drivers have access to along their routes.

Additional Programs Geared Toward METRO Drivers

Those with sedentary jobs and those who must contend with the public on a daily basis may be at higher risk regarding weight and stress issues. For an additional cost, MHN offers a web-based and telephonic wellness suite that includes Stress Management, Smoking Cessation and Weight Management Programs.

Consumer Engagement

Creating a customized communications campaign for METRO is the first step in MHN's four-pronged approach to engaging METRO members. METRO can expect MHN to focus on four points of engagement for its employees and their dependents:

- Compelling marketing and promotion material.
- Clinical engagement – when members call in, our staff follow up to ensure they are getting the assistance they need and assist with removing any barriers to care.
- Account management outreach and engagement – our account manager works closely with the client's representative to set up a plan on an annual basis that works, then continuously refines the plan. Our account manager becomes the client's engagement partner.
- Organizational engagement through the management consultant who works with the account manager to do organizational assessment on various units. MHN then implements training and other components to achieve outreach and follow up.

Public Sector Experience

Presently, MHN provides EAP, integrated and mental health services to 267 government agencies, covering 672,415 employees and 1,462,300 members. These agencies represent a wide spectrum of government institutions, including 101 cities, 48 counties and several independent transit districts. We have provided these services in close collaboration and consultation with each agency, focusing on the unique needs of each agency and the specific needs of its member population.

Through our experience in serving public sector agencies, MHN has acquired specific insight into the various challenges faced by the employees of large and very diverse public entities. With rising budgetary constraints in some communities, MHN understands that transit organizations are determined to retain valued employees and ensure that their productivity is maximized.

Summation

The benefits of selecting MHN as the EAP provider of choice are clear. Santa Cruz Metropolitan Transit District will receive a comprehensive EAP program delivered at a reasonable cost by a company that understands your environment. The ROI of MHN's EAP will be seen in lower absenteeism rates, higher employee morale, and less turnover. We look forward to the opportunity of meeting with METRO's personnel to discuss program implementation!

Questionnaire

Scope of Services

3.1 *Design an Employee Assistance Program that is able to provide referrals to confidential one-to-one counseling sessions at locations throughout Santa Cruz County for the METRO's approximately 325 employees and their eligible dependents. Networks should also be available to make any necessary referrals for additional professional assistance.*

MHN has a highly effective and proven Employee Assistance Program (EAP) that will provide referrals and confidential one-on-one counseling sessions throughout Santa Cruz County for METRO's employees and their eligible dependents.

The following chart illustrates our provider network throughout Santa Cruz County:

County	Master's-Level Counselors	Psychologists	Total Providers (All Categories)
Monterey	61	14	75
San Mateo	101	24	125
Santa Clara	176	65	241
Santa Cruz	151	46	197
Total for the Four-County Area	489	149	638
State of California	4,862	2,462	7324

County	Spanish	Marriage Family Therapists	Crisis and Trauma Specialty	Eating Disorders Specialty	Grief And Bereavement
Monterey	8	44	38	12	52
San Mateo	12	72	70	18	87
Santa Clara	21	128	138	26	148
Santa Cruz	26	119	122	28	141
Total for the Four-County Area	67	363	368	84	428
State of California	67	363	368	84	428

MHN has measured the effectiveness of its EAP through research demonstrating the value of our program as measured by return-on-investment data. In 2004, MHN became the first

An Employee Assistance Program for Santa Cruz Metropolitan Transit District

company in the industry to publish a return-on-investment calculator to help current and prospective employer clients quantify the cost versus savings impact of MHN's EAP program. The calculator combines employer-specific baseline data around average wage rates and EAP program utilization to generate a Net Lost Productivity Time (NLPT) calculation for employees with depressive, substance abuse, or other emotional issue symptoms. The NLPT calculation covers expenses that could be covered by absenteeism, employee sick time, and/or disability and Worker's Compensation insurance claims. MHN's EAP employer customers have received a 25 to 100% annual return-on-investment (ROI) based on the inputs to the calculator in recent years.

Intake and Referral

When METRO employees call for service, they will reach a qualified intake specialist live, 24/7, who will give full information regarding benefits and how to access them. If the employee asks to speak to a clinician, or the intake specialist determines there is a clinical need – as in a crisis situation - the employee will be warm transferred to a Master's level clinician for assistance immediately. These on-site clinicians are available 24/7/365 and are available for consultation with METRO employees. Calls to these on-site clinicians do not count against the benefit session limits.

Members who call the designated METRO toll-free number at the San Rafael call center to request consultation with a licensed professional are given the option of selecting face-to-face or telephonic counseling.

Face-to-Face Counseling

If the member selects face-to-face counseling, the intake specialist will ascertain the member's provider preferences and use MHN's referral software to select a provider whose skills and profile match the member's needs and preferences. Once the member selects a provider, the intake specialist records the information in MHN's database, and the provider is alerted that an MHN member has been referred for services. The member contacts the provider to schedule an appointment. MHN's standards require that network providers be available to see a member for routine care within 3 to 5 business days of the member's request for care.

Telephonic Counseling

If the member selects telephonic counseling, the intake specialist warm transfers the caller to the Direct Services facility for immediate appointment scheduling. Telephonic counseling sessions are available at times convenient to the member, including evenings and weekends. Members who live in remote locations, who travel frequently, or who prefer anonymity may prefer telephone counseling. Members who select telephonic counseling receive the same high quality service from licensed professionals as do members who select face-to-face counseling.

Preliminary Assessment and Referral

Usually a preliminary assessment and referral is made during the initial phone call to the San Rafael call center. If a member self-refers through the MHN website, the assessment is performed during the initial session.

***An Employee Assistance Program for
Santa Cruz Metropolitan Transit District***

The MHN intake specialist conducts a telephone pre-assessment to differentiate between members with non-clinical needs and those with clinical needs and to ascertain the degree of risk to the caller and/or others.

The assessments used by intake specialists are designed to clearly delineate the issues and determine the type of treatment that would be the most effective for the member. Intake specialists ask questions and request demographic data, including:

- Caller's name and phone number
- Caller's relationship to the patient and to the subscriber
- Patient's relationship to the subscriber
- Permission to contact and leave messages for the caller and/or patient
- Referral source (how the caller heard about MHN)
- Presenting problem (reason for the call/referral request)
- Special reporting data requested by specific accounts (age range, office location, etc.)
- If the caller is requesting a routine referral to an outpatient provider, the intake specialist will ask for the following information:
 - Preferred provider location (usually near home or work address)
 - Any provider preferences (languages spoken, age range, licensure, experience, etc.)

Following the assessment, MHN staff will assist the member with recommendations for an appropriate provider. Intake specialists search for providers using a variety of parameters including location, gender, language, and types of therapy for specific illnesses. A provider will be selected whose skills and profile match the member's needs and preferences. MHN's system encourages successful matching through a network of more than 45,000 licensed behavioral healthcare professionals representing a broad range of disciplines, specialties and license categories

The intake specialist will also discuss the telephonic counseling option

Members with non-clinical needs are warm transferred to a care consultant who will assist with their Work & Life issues and/or referred to community resources that do not require the utilization of their EAP benefits.

If the member selects face-to-face counseling, the intake specialist will use MHN's referral software to select an appropriate clinician based upon member needs and preferences such as:

- The nature and severity of the presenting problem
- Provider specialty and licensure
- Convenience in terms of office or home location and appointment availability

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- Participant preferences such as a female counselor, a bilingual counselor, or a particular age/racial/cultural group
- Accommodating the physically and/or hearing impaired

Members often can choose a clinician right away based on this detailed information. Once the clinician is selected, identifying information about the member and provider is entered into the computer database. Immediately following the patient referral call, MHN notifies the network provider by phone that an MHN patient has been referred for services and initiates mailing of the appropriate forms. The member contacts the therapist directly to schedule an appointment at his or her convenience.

If a member is unsure about which provider they prefer or if the member requests more than one name, MHN provides multiple referrals. Typically, three to five provider names provide ample choice without overwhelming the caller. In these circumstances, we request the participant contact us with their choice of provider once they have scheduled an initial appointment so that we can authorize treatment in our system, as well as mail forms and information to the provider.

Clinical Assessments

Members with immediate clinical needs are evaluated by an MHN staff clinician. These licensed professionals are experienced in areas such as psychiatric problems, substance abuse, marriage and family counseling and/or crisis intervention.

The clinician takes into consideration the following factors:

- Mental health and substance abuse history
- Treatment history (including medications)
- Family history of mental health and substance abuse
- Social support system
- Ability to assume daily living activities
- Danger to self or others
- Reported physical symptoms
- Work-site related issues (e.g., formal business agent, steward or supervisor referrals, safety-sensitive position protocols, etc.)
- Health benefits coverage availability

Members are referred to the appropriate network provider for an in-depth face-to-face assessment.

Online Self-Referral Option

As an alternative to calling the San Rafael call center, members may search for a provider and generate a self-referral via MHN's Online Member Services website. Members can use the "Practitioner Search & Authorization" feature to locate an appropriate provider. The

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online directory includes detailed information about each provider, including specialty, licensure level and address

When the member has selected a provider, he/she calls MHN with the selection and speaks with a licensed clinician for a brief clinical assessment and authorization prior to referral.

Referrals for Additional Professional Assistance

MHN network providers provide direct referral services within the community on a routine basis and are aware of issues that affect the quality of treatment services provided.

When appropriate, MHN routinely refers to community resources such as peer support groups; 12-step programs (e.g., Alcoholics Anonymous, Narcotics Anonymous, Al-Anon and other self-help groups); private and public inpatient, outpatient and freestanding residential chemical dependency or psychiatric treatment facilities; family service agencies; and shelters and information clearinghouses (e.g., the National Council on Aging, the Alzheimer's Foundation, the AIDS Information Clearinghouse and the National Clearinghouse on Child Abuse, Neglect, and Family Violence Information). As a result of making these referrals over time, MHN clinicians have established and maintained close working relationships with a number of local treatment resources. MHN prefers to use community resources that are national and have been approved by our medical directors.

If services beyond those provided by the EAP are required, MHN will direct members to the mental health plan when appropriate, or to the medical plan, using Unity

MHN regularly interfaces and coordinates EAP referrals with mental health vendors in many parts of the country. As a result, we have established protocols and procedures for the appropriate interface between our EAP and other medical and mental health vendors in order to ensure that all our members receive the highest level of quality. This interface with other vendors generally takes place prior to implementation and is essential to proper coordination in referring members to higher levels of care.

The coordination of care with behavioral health carriers is made possible through our medical management system, Unity. The information about METRO's members' medical and mental health benefits will be loaded into MHN's system prior to implementation. Thus, if an intake clinician receives a call from an METRO member and determines that the presenting problem is not appropriate for EAP intervention, the intake clinician will be able assist the employee in accessing benefits and referral through their mental health or medical plan.

3.2 *The program must contain an employee orientation and communication plan including the supply and distribution of promotional and informational materials*

During implementation we will collaborate with the Santa Cruz Metropolitan Transit District to understand the opportunities available to communicate to METRO employees through multiple channels to drive utilization of the program. An initial communication strategy will be designed to educate all members about our program. On an ongoing basis account management will meet with METRO to review the communication strategy and discuss recommendations for improvement, which may include shifting resources from one

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targeted communication effort to another to increase outreach and optimize use of available resources.

MHN offers a wide variety of high impact training programs beginning with our orientation programs for employees and supervisors/managers

Employee Orientation Sessions

MHN recognizes the critical importance of employees understanding the EAP program so they will be comfortable using it. With that in mind, MHN is able to provide employee orientations through several media, including DVDs and videos. In addition, MHN will provide face-to-face employee orientation sessions that are approximately 30 to 45 minutes long and include time for questions and discussion. MHN will also provide two in-person or telephonic orientations. Family members of eligible employees may be invited. Specific goals for employee orientations are:

- Outline how the program operates
- Emphasize the confidential, voluntary nature of the EAP
- Highlight the professionalism associated with the broad range of services
- Promote the EAP as a preventive tool
- Describe common problems, demonstrating how the program may be used
- Identify the number of counseling sessions and explain the available benefits

MHN can also provide an electronic version of the employee orientation and webinars for an alternative method of training. Orientations are available in both English and Spanish.

Please see **Appendix 1** for information regarding employee orientation services.

Supervisory EAP Orientation Sessions

MHN offers a comprehensive selection of training and consultation programs to management and supervisory personnel that assist them in dealing with employees whose problems affect job performance. We train supervisors and managers in EAP services, advantages and availability. This supervisory training uses on-site presentations and a proprietary instruction manual. Sessions last approximately 90 minutes. Training is a critical program component since supervisors deal daily with medial, behavioral and personal problems related to job performance issues. During these training programs our professional training staff covers:

- Understanding EAP policy
- Program benefits and eligibility
- Coordination with the progressive discipline process and grievances

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- Effective EAP referrals, so employees take advantage of the program
- Early intervention in employee performance problems to prevent the need for disciplinary action
- Determining the basis of a performance problem to make administrative action appropriate and successful
- Working with the EAP professional to deal with workplace problems such as:
 - Potential violence in the workplace
 - Mental illness in the workplace
 - Workplace conflict
 - Workplace trauma
 - AIDS in the workplace
 - Severe illness or sudden death of a fellow employee

Please see **Appendix 1** for information regarding supervisory orientation services.

Communication Materials

MHN believes the best way to prompt members to use their EAP is to tell them about the program via orientation sessions, attractive and informative collateral materials, and regular updates via e-newsletters, emails, regular updating of the Online Member Services website, etc.

Multiple Media Promotional Collateral

Understanding that members assimilate information in different ways, MHN provides promotional collateral in a variety of different formats, including:

- An informative brochure: MHN has developed a comprehensive EAP brochure that highlights the program and its benefits. This informative, easy-to-understand brochure includes detachable wallet cards with MHN's toll-free hotline number for immediate assistance. The brochure is available in English and Spanish.
- Promotional posters: MHN's attention-getting, informative displays promote the program and its benefits within the workplace. They are designed for bulletin boards in break rooms and/or other places where members gather. The posters are available in English and Spanish.
- Member Matters newsletter: This monthly electronic newsletter addresses common employee/member issues and concerns such as how to cope with stressful situations.
- Videotape and DVD: MHN's EAP video, "The Employee Assistance Program," is available in both video and DVD formats as an EAP orientation tool. It introduces

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the broad range of EAP services and benefits while emphasizing the confidential, voluntary nature of the program.

Please refer to **Appendix 2** for sample communication materials, including MHN's proposed communications plan for METRO.

Spanish Language Materials and Website

METRO may have Latino employees with unique linguistic and cultural needs. In addition, members may access a Spanish-language version of the MHN Online Member Services (OMS) website.

3.3 The program staff must have the ability to provide consultation and training to the METRO's supervisory and management personnel regarding employee referral

MHN offers a comprehensive selection of training programs that educate and support supervisory and management personnel. Because supervisors address behavioral and personal problems related to job performance issues, training tailored to these issues is a critical component.

Specific goals for supervisory training are as follows:

- Clarify how the MHN supervisor referral system operates
- Explain the differences between a Job Performance Referral and a suggested self-referral
- Recognize a Job Performance Referral as a corrective action for an employee's deteriorating job performance
- Understand that positive resolution increases with early EAP referral
- Analyze the possible cause(s) of an employee's performance problem

Please see **Appendix 1** for materials relating to MHN's supervisory services.

Workshops for Supervisors/Management Personnel

In addition to our supervisory orientations, MHN has a wide wide selection of training workshops and orientations to help METRO supervisors address a large number of topics, including:

- Basic Skills for Supervisors
- Building Effective Teams
- Ethics and Integrity in the Workplace
- Creating a Positive Work Environment
- Managing Change

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- Managing Personal and Employee Stress
- Diversity: A Workplace Asset
- Leadership and Leading

Below is as description of some of our most important supervisory training workshops:

Creating a Positive Work Environment. In an ideal workplace people are committed to working together harmoniously. They treat one another respectfully and maintain an environment in which work gets done efficiently and problems are solved in an assertive, fair manner. This workshop examines effective, respectful and positive workplace functioning. Available formats: one-hour or two-hour workshop.

Dealing with Difficult People. In every workplace, customer interaction, or even family situations, there are likely going to be people who can be labeled as "difficult." This workshop examines what makes people "difficult," how emotional triggers are activated by difficult people, and how to mitigate conflict that often accompanies difficult behaviors. Available formats: one-hour, two-hour or half-day workshop.

Resolving Conflict in the Workplace. Conflict in the workplace can result from a variety of causes, such as differing beliefs, ideas, values and goals. Although conflict is a natural and sometimes useful process, most people avoid conflict and fail to see the benefits of direct confrontations. In this workshop, conflict will be examined as a normal part of work life and methods of creatively handling conflict to achieve successful resolutions will be explored. Available formats: one-hour, two-hour or half-day workshop.

Working in Teams. The quality of the work team may be the single most important factor in determining whether success and productivity in the workplace can be achieved. This program examines components of a successful team and discusses team dynamics such as building trust, clarifying goals, self-assessment, problem solving, appropriate roles and effective communication. Available formats: two-hour or half-day workshop.

Please see **Appendix 1** for our Training Catalog for other courses related to supervisory issues.

3.4 Provider should be able to supply statistical reports, as required by the METRO, for review of program usage.

MHN Account Management will work closely with METRO to identify types of reporting needed and will develop reporting to meet those needs if the data is not available in MHN standard reports.

Utilization Reports

MHN will produce comprehensive utilization reports annually to provide METRO with information on the value and performance of the EAP as well as recommendations for plan changes or program enhancements that will ensure the plan is meeting organizational needs.

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MHN's utilization reports compare clients' statistical data with norms developed over the years. These norms contain demographic and clinical information regarding program usage and discern trends in the types of problems presented. Reports typically include:

- Utilization rates and summary
- Employees Case Demographics
- Referral Sources (including a list of the top five referral sources)
- Case Activity
- Presenting Problem Summary
- Statistics on Management Consultations
- Normative comparisons
- Average number of employees
- Total EAP participating rates

Please see **Appendix 3: MHN EAP Utilization Report.**

In addition to MHN's standard utilization reports, MHN can provide ad hoc reporting. MHN personnel collect thousands of data elements, which become accessible for use in creating customized reports for METRO. Broad data categories for use include:

- Member demographics/treatment history
- Provider demographics/licensing and accreditation
- Source of referral

MHN can determine if a charge for customization would be necessary after obtaining a better understanding of METRO's requirements.

4.1 How long has your organization been providing Employee Assistance Program?

MHN has been providing Employee Assistance Program services for 35 years. MHN was originally founded under the name of Brownlee, Dolan and Stein (BDS) in 1972

4.2 What geographic areas do you serve? Provide a list of your facilities.

We cover all geographic areas in the United States as well as providing international EAP services. MHN has a particularly strong membership throughout the State of California.

MHN's California Book of Business

Although MHN has significant operations in the Northeast, Texas, and in many western states, our California book of business represents the largest segment of our operations. The *California Department of Managed Health Care Annual Report of 2005* indicated that

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MHN was the largest Knox-Keene behavioral organization in California in terms of behavioral membership. Our EAP book of business is distributed as follows:

MHN's EAP Stand-Alone Business (as of June 1, 2007)			
Product	Accounts	Employees	Members
California EAP Accounts	439	721,713	1,615,768
EAP Accounts in the United States	642	1,539,355	3,496,356
All MHN Accounts (EAP, Mental Health, Integrated, Wellness)	1,348	3,143,103	6,934,331

Expertise within the Public Sector

Over the years, MHN has worked closely with numerous transit districts, cities, counties, school districts and state agencies to provide both EAP and mental health and chemical dependency programs to public sector employees and their family members. We have provided these services in close collaboration and consultation with each institution and agency, focusing on the unique needs of their employee and member populations.

Presently, MHN provides EAP, integrated and mental health services to 267 government agencies, covering 672,415 employees and 1,462,300 members. These agencies represent a wide spectrum of government institutions, including one state, 101 cities, 48 counties, 50 school districts and universities, as well as police officers' associations, fire departments, transit districts, libraries, sanitation departments and employee benefits associations. We have provided these services in close collaboration and consultation with each agency, focusing on the unique needs of each agency and the specific needs of its employee and member population. MHN's public sector clients account for 14% of MHN's total revenue

Please refer to **Appendix 4** for a list of facilities throughout California.

4.3 What are your hours of service; are services provided on weekends?

Member calls from METRO will be taken in the San Rafael, California, service center. The services are available 24 hours per day, seven days a week, 365 days a year, including holidays.

4.4 What is the total number of employees currently being served by your program?

The total number of employees currently served by all MHN accounts (EAP, mental health, integrated and wellness): 3,143,103

4.5 Provide a current client list including the name of the contact person.

Our client list is proprietary; however, the following references are representative of our client list:

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Client Name	Greyhound Lines, Inc.
Address	15110 N. Dallas Parkway, Dallas TX 75248
Contact Name	Tyneeta Morris
Telephone Number	(972) 789-7366
Services provided	EAP, Online Member Services, Work/Life Services, Employer Services, Training Services
Effective Date	01/01/92
Employee population	3,005
Client Name	.Santa Cruz County
Address	701 Ocean Street, Suite 619 Santa Cruz, CA 95060
Contact Name	Lee Ann Shenkman
Telephone Number	(831) 454-2247
Services provided	EAP, Online Member Services, Work/Life Services, Employer Services, Training Services
Effective Date	07/01/04
Employee population	2,486
Client Name	Sonoma County
Address	575 Administration Drive, Suite 116B Santa Rosa, CA 95403
Contact Name	Ken Couch
Telephone Number	(707) 565-2549
Services provided	EAP, Online Member Services, Work/Life Services, Employer Services, Training Services
Effective Date	06/01/04
Employee population	3,827

4.6 In your experience, what are the average utilization rates for each of the following – employees, dependents, self-referrals, management referrals, and types of problems presented?

Our first quarter utilization indicates the following percentages for member categories:

Employee: 69.5%

Spouse: 18.1%

Dependents: 22.4%

The primary referral sources for our EAP services in the first half of 2007 are as follows:

Brochure/posters: 24.0%

Self-referral: 23.0%

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Human Resources: 9.1%

Family member: 5.9%

Provider referral: 3.5%

Coworker: 2.9%

Manager/supervisor: 2.7%

Other referral sources included our member newsletter, orientation sessions, online screening assessments and home mailings

The most significant primary presenting problems during the first half of 2007 were:

Marital/Couples: 17.51%

Legal Services: 14.70%

Relationships – family: 12.45%

Depression/Mood: 8.93%

Stress: 8.83%

Anxiety: 3.76%

4.7 How do you evaluate your service?

MHN evaluates the overall effectiveness of our services through our Quality Improvement Plan.

Quality Improvement Plan - Monitoring Indicators

MHN has established standards in the following areas:

- Access to care including promptness and courtesy of initial telephone response, promptness in setting appointments, adequacy of provider location
- Patient satisfaction with care including intake process, assigned provider, and overall system
- Adequacy of care including meeting of clinical standards and compliance with practice guidelines
- Clinical outcomes including problem resolution, improvement in functioning, decrease in symptoms, receiving appropriate follow-up

The Quality Management department assists in designing methods for appropriately measuring and reporting each indicator. Reports are made available to the QIC on a regular basis to help identify areas that need improvement.

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Member Satisfaction Survey

Outcomes and treatment effectiveness for METRO employees will be measured through our Member Satisfaction Survey. Ongoing feedback from plan members is vital in helping MHN to assess provider performance. MHN uses a paper-based questionnaire that is easy to read and complete and is mailed to patients four months after intake. These surveys are given to all members receiving care who are willing to accept them, and asks questions about the services they received upon intake and their satisfaction with treatment. The questionnaire is sent to the member's home with a self-addressed, stamped envelope. Members are asked to rate quality indicators for accessibility on a scale of 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Fair) and 1 (Poor). These quality indicators include questions regarding overall rating of provider, overall rating of MHN, promptness of appointment, and ease of the referral.

Members are asked how much the problem for which they sought services has been resolved, on a scale that ranks from -5 (very much worse) to +5 (very greatly improved). They are also asked to marital/significant other relationships, and general happiness and well being on the same scale. Please see **Appendix 5** for a sample of MHN's Member Satisfaction Survey.

Client Satisfaction Surveys

MHN also produces client satisfaction reports annually. In the last significant survey published in January 2006, MHN's clients were surveyed on a number of account management and customer service issues. The majority of the respondents expressed a very favorable impression of MHN's services. More than 93% of the clients who responded rated MHN's clinical services as good or excellent. With regards to claims, almost 94% percent of the respondents rated our claims timeliness as good or excellent. In addition, 94% percent also stated that our claims accuracy was good or excellent. Approximately 90% of the respondents stated that MHN's overall customer services met or exceeded their expectations. Please see **Appendix 5** for MHN's client satisfaction survey.

Critical Incident Stress Management

MHN's Critical Incident Stress Debriefing program is an organized system of interventions focused on responding to critical incidents in the workplace. Through our management consultation unit, MHN maintains a national network of over 14,000 professional counselors with expertise in the area of post-traumatic stress debriefing. These clinicians are licensed mental health professionals with specialization in critical incident debriefing.

After debriefing, MHN sends a survey regarding the specific CISD to the requestor to assess the timeliness and efficacy of the response.

Training Survey

MHN's training survey is intended to elicit feedback following the completion of each on-site training event. METRO managers and class participants are asked to rate MHN in four areas: promptness of the initial request for scheduling an on-site event, the competence of the MHN staff person who handled the inquiry, the ability of the MHN training department to satisfy the specific training needs of the client, and an overall rating of the experience.

Results of the surveys are forwarded to account management to foster improved services for METRO and to identify current trends.

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Measuring the Effectiveness of Specific Programs

MHN monitors specific programs in order to improve the quality of our programs and benefits and to quantify the efficacy of these programs. Examples follow

Job Performance Referrals (JPR)

MHN's outcome metrics indicated statistically significant improvement in all job elements after the JPR. More than 91% of supervisors surveyed rated the JPR program as good or better.

Anger Management

Ninety-two percent of supervisors surveyed said that the employee's job was in jeopardy at the time of the referral. Eighty percent said that the employee's job status was "good standing" after the referral. Ninety-four percent of supervisors surveyed rate the program good or better.

Please refer to **Appendix 6** for information regarding outcome metrics for many of MHN's programs and benefits.

Patient Satisfaction/Outcome Surveys

The Quality Improvement Committee oversees the system of surveying patients. Patient surveys are sent to both outpatients and those who have been admitted to higher levels of care. Surveys include such areas as access to care, satisfaction with provider, improvement in functioning, problem resolution, and satisfaction with overall delivery of services. These surveys are sent out to all consenting members four months after their initial intake and referral for treatment. Results are tabulated on a quarterly basis and reported to the QIC.

Provider Satisfaction Surveys

On an annual basis, MHN sends out surveys to a sample of providers to assess their satisfaction with staff and procedures. Results are tabulated by the Quality Management department and submitted to the QIC for determination of any corrective actions that need to be taken.

Provider Profiling

The Quality Management department prepares profiles of providers in a number of areas. These include:

- Patient satisfaction rating (average of all ratings of the provider on the patient satisfaction questionnaire)
- Patient outcome rating (average of patients' ratings problem resolution on the patient surveys)
- Promptness of first appointment
- Complaints made about provider
- Requests for re-referral to another provider

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Profiles are reviewed by the Credentialing Committee as part of the comprehensive review. In addition, profiles are reviewed every three years during the recredentialing process. High-volume providers are sent copies of their own profiles on an annual basis.

Focused Studies/Quality Improvement Activities

Focused studies are an integral part of MHN's quality improvement program. The purpose of conducting focused studies is to evaluate the quality of care and identify any areas that may need improvement. Quality improvement activities are documented actions taken by MHN to improve care.

The selection of a topic is based on an identified process improvement opportunity such as, consistent failure to meet target performance goals, increase in complaints, high frequency of a diagnosis and high-risk categories. Focused study topics are identified from data generated from the following sources as well as, others identified in the process of problem clarification:

Complaint/grievance logs tracking plan participant complaints related to quality of care, provider conduct or access complaints

- Individual/group provider site visit ratings
- Medical record audits
- Patient satisfaction surveys
- Accessibility monitoring reports for emergent/urgent/routine care
- Provider surveys
- Claims data

Focused studies can include measuring the effectiveness of activities undertaken to address:

- Prevention of behavioral healthcare problems
- Early intervention in treating behavioral healthcare disorders
- Improvement of delivery or outcomes of clinical care
- Testing new procedures
- Improvement of accessibility to services
- Increasing plan participant satisfaction
- Continuity and coordination of care

Focused studies are approved through the Quality Improvement Committee. The vice president of Quality Management provides oversight to ensure study designs are consistent with sound research principles and result in the measurement and analysis of data that can demonstrate statistically the effectiveness of the quality improvement program's interventions

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MHN's quality improvement activity summaries include the following elements:

- The activity or study name
- Description of affected population
- Reason for identification of topic
- Type of activity
- Measures
- Benchmarks or goals
- Data sources
- Sample size
- Sampling methodology
- Data source
- Time period
- Results
- Quantitative analysis
- Analysis and conclusions

Completed focused studies are documented and presented to the Quality Improvement Committee for review and recommendations.

- 4.8 Describe your plan to communicate your program to METRO employees, management and dependents. What specific materials are utilized for the promotion of the program?

MHN knows that effective communication and easy access are essential to drive utilization. Moreover, we recognize that METRO members have diverse needs and that those needs are best addressed by an EAP that educates, informs and provides multiple access points. In order for METRO members to use the program, first they must understand how to access it and know what it will do for them. Therefore, MHN has designed a customized communications plan that outlines the benefits of the product through multimedia and encompasses both initial orientation and follow-up reminders of how to use the benefit.

Initial Publicity Effort

An in-depth initial and ongoing employee communication plan will be essential in helping METRO members to maximize the use of their EAP and enable these members to seek the assistance they need. We have created a proposed communications plan for METRO, which is included as **Appendix 2**. Focused on gaining initial awareness of the program, along with frequent reminders to ensure maximum utilization of the program by members, this plan includes communications vehicles such as brochures, email reminders, handbooks, posters, booklets, e-newsletter, online Member Services website, orientation sessions for

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employees and supervisors and orientation videos DVD's for both METRO employees and supervisors.

Ongoing Publicity and Education Efforts

Our experience in delivering state-of-the-art communications to over 1,314 client companies is testimony to our ability and commitment to meeting METRO's education and training materials needs. We currently provide hundreds of thousands of employee brochures and supervisor handbooks to our clients each year, handling everything from design to delivery. Our communications department is staffed with a director, writers, designers and a coordinator.

Multiple Media Presentation

Understanding that members assimilate information in many ways, MHN has created a comprehensive communications program in multiple media designed to promote the EAP to METRO employees. To ensure the program is being promoted in the most effective way possible, MHN will work with METRO to further enhance usage of benefits through the use of a brochure with wallet cards, handbooks, posters, booklets, e-newsletters, e-mail reminders, Web-based tools and resources, self-assessment tools and educational videos. A sampling of available MHN communications tools is highlighted below, and shown in **Appendix 2**, communications samples.

Informative brochure: MHN has developed a comprehensive EAP brochure that highlights the program and its benefits. This informative, easy-to-understand brochure includes detachable wallet cards with MHN's toll-free hotline number for immediate assistance. The brochure is available in English and Spanish.

Promotional posters: MHN's attention-getting, informative displays promote the program and its benefits within the workplace. They are designed for bulletin boards in break rooms and/or other places in which members gather. The posters are available in English and Spanish.

Member Newsletter: This monthly electronic newsletter addresses common employee/member issues or concerns such as how to cope with stressful situations. Available in English and Spanish.

Videotape and DVD: MHN's EAP video, "The Employee Assistance Program," is available in both video and DVD format as a EAP orientation tool. It introduces the broad range of EAP services and benefits while emphasizing the confidential, voluntary nature of the program.

MHN engages many of its members by utilizing push tactics. By distributing our electronic Member Matters newsletter to all the available METRO employees, MHN will be able to introduce METRO's membership population to the benefits of utilizing their EAP. We will also arrange to have our brochure and fliers distributed to both English and Spanish-speaking employees.

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Posters and Payroll Stuffers for Drivers on the Go

METRO's employee pool presents particular challenges to finding effective delivery channels for our communication materials. METRO employees have jobs that take them on the road and keep them moving. Many drivers may have varied driving schedules, some may work night hours, and drivers typically do not have access to computers while on the road. Since much of the information that MHN makes available to its members is online, the issue for members whose jobs require them to work on the road with minimal computer accessibility can be reduced to the following: what is the best, most effective way of reaching mobile members and communicating the wealth of information regarding services and benefits that is available online?

Since we know that effective communication and easy access are essential to drive utilization, it is crucial that METRO members have easy access to information. Our solution is to arrange to have our newsletter, brochures, fliers and other collateral material distributed to both English and Spanish-speaking employees as payroll stuffers and displayed as posters in break rooms and other locales that drivers have access to along their routes.

Spanish Language Materials

MHN understands that METRO's Latino employees may have unique linguistic and cultural needs that set them apart from many other American groups. In recognition of this population group and their linguistic preferences, MHN has designed many of its communications materials in Spanish as a means of highlighting the importance of the Employee Assistance Program to our Latino members. We have included several of our Spanish-language promotional materials among the communications pieces in **Appendix 2**. These are the standard MHN Spanish-language pieces.

MHN has also implemented a Spanish version of the website that provides employees with a secure, personalized site to help balance their work, life and health. The site features interactive assessments and programs for stress, depression, anxiety, insomnia and alcohol abuse as well as a practitioner search and authorization tool. A wealth of tips and information on emotional health, work/life issues, health and wellness, and financial and legal issues are also included.

Additional Programs Geared Toward METRO Drivers

Those with sedentary jobs and those who must contend with the public on a daily basis may be at higher risk regarding weight and stress issues. For an additional cost, MHN offers a web-based and telephonic wellness suite that includes Stress Management, Smoking Cessation and Weight Management Programs.

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Stress Management

Seventy-five to 90% of all physician visits are for stress-related ailments and complaints. MHN's stress management program can decrease our clients' business medical costs and boost productivity by teaching employees how to prevent and reduce stress.

Our program includes:

- Online resources for employees, including a stress management kit, interactive self-help program, and a nutrition library
- Online toolkit for supervisors, including self-paced webinars, articles and action plan templates to help employees manage stress effectively
- Online, telephonic and onsite training and skill development workshops, such as Coping with the Stress of Change and The Stress of Business Travel

Smoking Cessation

The average annual cost of lost productivity for non-smokers was \$2,623, compared with \$3,246 for former smokers and \$4,430 for current smokers (Bunn, William B., et al. 2006, Journal of Occupational & Environmental Medicine). MHN's Smoking Cessation Coaching Program combines the American Lung Association's successful Freedom From Smoking(r) program with the MHN-pioneered telephonic group coaching method. It can help employees kick the habit for life, drastically improving their health and your business's bottom line.

Weight Management

Medical costs and absenteeism related to obesity can cost a business \$277,000 annually for every 1,000 employees. (Feinstein, Eric A and Brown, Derek S, 2006, North Carolina Medical Journal). MHN's weight management program can help employees regain control over their weight and boost your bottom line. Motivational Coaching for Weight Management is a telephonic group program pioneered by MHN that complements the participant's existing diet and exercise regimen with behavioral coaching for lifelong weight management. MHN's Wellness Suite can empower employees to achieve optimal health through healthier choices.

4.9 Describe the specific services you would provide. Include a description of any training programs for employees on stress management, communication skills, substance abuse, etc.

MHN will provide diagnosis, evaluation, counseling and referral services for METRO's employees and their dependents that constitute a comprehensive range of core benefits that will offer services for psychological, behavioral and emotional problems:

- **Clinical Consultations** – Local and national network of over 45,000 licensed professionals to address personal/family issues, substance abuse, emotional problems and other concerns that impact health, well-being, and job performance. Features include telephonic and face-to-face member-choice clinical consultations

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- **Work & Life Services** – Child and elder care consultations and legal and financial consultations. Telephonic consultation and referral addressing child and elder care needs (child care and family day care centers and agencies; nursing and retirement homes, communities and agencies for the aging); telephonic financial consultation for personal and family budget, work with creditors, restructure debt or re-establish credit, including federal tax audit advisory and pre-retirement consultations. Thirty-minute telephonic legal consultations on civil, family, criminal, real estate and estate planning law.
- **Daily Living Services** – Telephonic and online assistance in obtaining information on vendors and other resources for personal needs (home contractors, pet care, consumer tips, basic identity theft consisting of 60 minutes consultation with a fraud resolution specialist).
- **24/7 Online Member Services** – Assessment tools for depression, stress, anxiety, insomnia and alcohol abuse; interactive, clinically based, multi-media self-help programs; articles, tips and fact sheets in MHN's comprehensive database; financial and legal calculators, articles, and tips on financial and retirement planning, college planning, real estate, family law, landlord/tenant law; information on weight and stress management, and smoking cessation
- **Employee Orientations / Health Fairs** – On-site, telephonic or webcast meeting provided to employees to review all the services of the EAP

MHN will also provide a comprehensive range of services for METRO's management and supervisory staff:

- **Management Consultations** – Unlimited telephonic access with a Management Consultant to obtain guidance in handling difficult workplace situations and troubled employees
- **Job Performance Referrals and Anger Self-Management** – Unlimited formal referrals into the EAP to address an employee's job performance problems. Anger self-management training is a 6-session telephonic group to help employees with anger
- **Critical Incident Stress Debriefings** – Immediate response to traumatic events in the workplace that may include natural disasters/events, workplace violence, robbery, unexpected death, etc.
- **Supervisory Orientations / Health Fairs** – On-site, telephonic or webcast meeting provided to supervisors to review all the services of the EAP

Training, Consulting and Development

Choose from a variety of workplace topics addressing the challenges and opportunities facing METRO and its employees employees, facilitated by professionals with topical expertise. Workshops and Brown Bags include:

- Managing stress
- Coping with the stress of change

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- Family communication
- Substance abuse awareness
- Work-life seminars
- Health and wellness seminars
- EAP orientations for employees and managers
- Employee skill development seminars
- Management/supervisory skill development
- Workplace safety and protection programs
- Organizational development and consultation

MHN's training, consulting and development workshops and services can help METRO management cultivate a healthier, more productive workforce and a winning corporate culture.

Eight hours of training workshops will be included in the basic rate; additional hours may be purchased on a fee-for-service basis.

The training catalog included in **Appendix 1** lists 96 programs (40 new programs; all existing programs under re-design). Twenty new programs have been added since catalog publication, and MHN's training network has been expanded to include over 400 trainers nationally.

Training and Education through MHN's Web-based Services

As an adjunct to our training workshops, METRO employees will be able to access MHN's Premier Online Services which delivers tools to help members balance their health, work and life. It includes a wealth of information, assessments and self-help tools, as well as contact details for resolving issues. Through MHN's Online Member Services, members can benefit from interactive self-service assessments, articles, self-help tools, personal programs and professional consultation across a broad range of topics.

The Premier website includes the Triumph Series of self-assessments that target addiction, recovery and emotional health issues that most often impact worker performance. It includes:

Triumph over the Blues - Helps members understand and manage depression using commonly practiced cognitive behavioral techniques to address symptoms.

Triumph over Stress - Explores the potential causes of stress and educates users about effective stress-management techniques, including breathing and classic relaxation techniques.

Triumph over Anxiety - Helps members overcome anxiety by using thought and behavior patterns to impact their anxious feelings. Alternative behaviors, positive thinking, and anxiety management techniques are also presented.

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Triumph over Insomnia - Educates members about the various causes of insomnia, dispels myths about sleep problems, and teaches techniques for better sleeping

Triumph over Alcohol and Other Drugs - Combines clinically valid methods with established adult and distance learning techniques to identify and manage issues associated with substance abuse. The program is designed by experts in the psychology of substance abuse.

MHN.com has a wealth of content on stress, insomnia, depression, substance abuse, family, children, relationships and other emotional health issues. Additionally, many site pages have links to reputable external resources.

Please see **Appendix 7** for an overview of the Premier website. To access the Premier website, go to members.mhn.com; click the Register button. Follow the simple registration process using the access code "premiervisitor" and select your own user name and password.

Please refer to **Appendix 1** for our catalog listing training, workshops and seminars.

Enhanced Work/Life Services Available for an Additional Fee

Premium Legal and Financial Services

Premium Legal

In addition to the services provided in the basic product, an additional 30 minutes of telephonic or face-to-face consultation is added to the product.

Premium Financial

In addition to the services provided in the basic product, an additional 30 minutes of telephonic consultation is added to the product; additionally, unlimited group financial classes and 30 days free telephonic Financial Coaching is provided for every individual who attends the classes.

Premium Identity Theft Recovery Services

In addition to the services provided in the basic product, members receive unlimited access to a Fraud Resolution Specialist. The specialist will:

- Deal directly with lenders, collection agencies, government entities, and credit bureaus on behalf of the member
- Provide free credit reports
- Prepare identity theft affidavits
- Notify authorities
- Prepare challenge statements on the member's behalf to dispute fraud

Enhanced Work/Life Benefits

Our Enhanced Work/Life Benefits program is a comprehensive Work/Life referral and consultation program that provides telephone access 24/7/365. Members receive consultation and referral for the following:

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- Child care – centers, family day care, before and after school care, in-home care, and care for children with special needs
- Elder care – assisted living, residential and medical care facilities, information on Meals on Wheels and other community resources
- Adoption – agencies, attorneys

Enhanced Work/Life with Baby Kits

The kit is an exclusive design for MHN's expecting members and is available upon request. The kit is creatively designed and packed into an attractive diaper bag that includes the following:

- Baby bib
- White Hot Bath ducky
- Books (Child Care Handbook, New Mom's Handbook, etc)
- Brochures (Safe Sleep for Your Baby, You and Your Pediatrician, etc.)

24-Hour Nurseline

The Nurseline is a 24 hour, 7-day-a-week service that provides advice and consultation to members via a toll-free number from registered nurses. Calls are received by a trained Medical Service Representative (MSR) who documents the presenting problem and checks it against a list of clinical red-flag criteria developed by the American College of Emergency Room Physicians to screen for emergencies. Emergencies are routed to an available RN. Members call in order to determine the need to seek medical care, ask questions about medications, tests and procedures, to get tips on more effective communication with healthcare providers, pose questions about keeping fit, and more.

Caregiver Assistance

MHN's Caregiver Assistance Program is an invaluable asset to employees who are responsible for caring for aging parents and others. One phone call puts them in touch with a credentialed care manager specializing in geriatric care. The care manager provides an onsite assessment of the elder's living environment and special needs, and then works with the member to develop a customized support plan. Members receive up to four hours of access to a care manager per assessment.

Services include:

- Exploration of housing options
- Coordination and monitoring of home health services
- Safety management, including environmental risk reduction and emergency response technology
- Health management, including medical service coordination and medical monitoring
- Social engagement, such as leisure activity planning, personal care and transportation arrangement

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- Household maintenance and repairs
- Meal delivery, grocery ordering and nutritional counseling
- Housekeeping, laundry, shopping and other personal services
- Cognitive monitoring, memory skills enhancement
- Mental health and grief counseling

Family Assistance

Family assistance offers support to families by providing a regular check-in service for school age children and older adults. Parents can use the program to schedule regular calls to their home to ensure that their children have arrived safely, or to ensure that an elderly loved one is well. This service is available Monday through Friday, 8:00 a.m. to 9:00 p.m. EST. Consultants provide service directly in English or Spanish, and indirectly in more than a hundred languages through Language Line.

Compliance Line

Employers can ensure the integrity of their businesses by offering MHN's Compliance Line Program, which will work to:

- Promote an organizational culture that encourages ethical conduct
- Strengthen employee and customer confidence
- Reduce risks and improve profits

Ethics training is a component of the Compliance Line Program that includes in-depth business ethics and compliance training for team leaders. Managers and supervisors will learn how to execute regular, effective ethics activities to keep their teams informed and working toward your company's compliance goals. They learn to plan and implement brief (10-20 minute) biweekly meetings to discuss a series of ethical principles. For each topic/meeting, we provide:

- Questions to guide your team's conversation about the ethics topic as it relates to your company and its policies, the law and personal life
- Simple exercises employees can do between meetings to incorporate the desired ethical behaviors into their work lives

4.10 Do you coordinate benefits with an individual's health care provider? If so, under what circumstances do you coordinate benefits?

Yes, MHN's leading-edge medical management system, Unity, integrates disparate systems into a single, member-centric view, providing one place to access all information on a case.

Information about METRO's other vendors will be loaded into the system during implementation so that MHN has all the necessary information available when a member calls. Thus, MHN will be able to access information about METRO's medical and mental health carriers, as well as any disease management, short-term disability and Worker's

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Compensation providers, and refer the member to the correct benefit provider. Our care managers can work with METRO's medical and mental health providers when appropriate. Unity will have the added benefit of assisting METRO benefit managers in managing health care and disability costs more effectively and evaluating the impact of benefits and wellness programs on overall health costs.

4.11 What is the policy for referrals to the program?

Initial Member Call

MHN's intake staff are available to assist METRO members 24x7x365. Initially, members will use a designated "800" number to access service through MHN's URAC-accredited service center in San Rafael, California. The call center has an interactive voice response (IVR) system that routes all routine calls to intake staff. Urgent calls at any time of the day are immediately routed to a licensed clinician.

Routine Referral Process

Upon receiving a routine call from a member, the MHN intake specialist asks questions and gathers routine demographic information, including:

- Caller's name and phone number
- Caller's relationship to the employee
- Permission to contact and leave messages for the caller and/or patient
- Referral source (how the caller heard about MHN)
- Presenting problem (reason for the call/referral request)
- Special reporting data requested by specific accounts (age range, office location, etc.)

For callers with routine issues, MHN intake specialists can assist METRO members in finding a provider who is best suited to assist them with their problems. Our referral software assists in clinician selection and assignment based upon member needs and preferences such as:

- Nature and severity of the presenting problem
- Provider specialty and licensure
- Convenience in terms of office or home location
- Convenience in terms of appointment availability
- Member preferences such as a female counselor, a bilingual counselor, or a particular age/racial/cultural group
- Accommodation for the physically and/or hearing impaired

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A provider will be selected whose skills and profile provide the best match for that member's needs and preferences. MHN's system encourages successful matching through a network of more than 44,477 licensed behavioral healthcare professionals representing a broad range of disciplines, specialties and license categories.

The intake specialist will give the member a choice of three to five providers and members can often choose a clinician right away based on this detailed information. Usually the assessment and referral are made during the initial phone call to intake for counseling. Once the Transit employee has chosen a provider for a face-to-face consultation, he or she will contact the therapist directly to schedule an appointment at his or her convenience.

MHN's provider contracts specify that each provider must make covered services available and accessible to enrollees during reasonable business hours of operation, with provision for after-hours services, if applicable. MHN's contracted network of private practitioners is based in professional offices and the majority of them offer extended office hours during the evening or on Saturdays to accommodate our membership. Providers who are not willing to offer services outside of regular business hours are generally not admitted into the network. Typical provider hours are from 10:00 a.m. to 8:00 p.m. or from 7:00 a.m. to 5:00 p.m. on weekdays with half-day hours on Saturday.

The member also has the option of selecting our telephonic counseling option which is very effective for those who work shift hours, live in remote locations or prefer the total privacy of the telephonic option.

Emergent and Urgent Evaluation and Referral

All emergent calls are immediately transferred to a licensed on-site clinician, a fully licensed mental health care professional, for further telephone assessment. On-site clinicians provide coverage for crisis and emergency calls 24 hours a day, 365 days a year. Emergency procedures are deployed in the following situations:

- Any member-defined emergency
- Situations in which the member, a family member or others are at risk of physical harm
- Child and elder abuse cases
- Callers who are distressed or emotionally distraught
- Members requesting hospitalization for a psychiatric, drug or alcohol problem

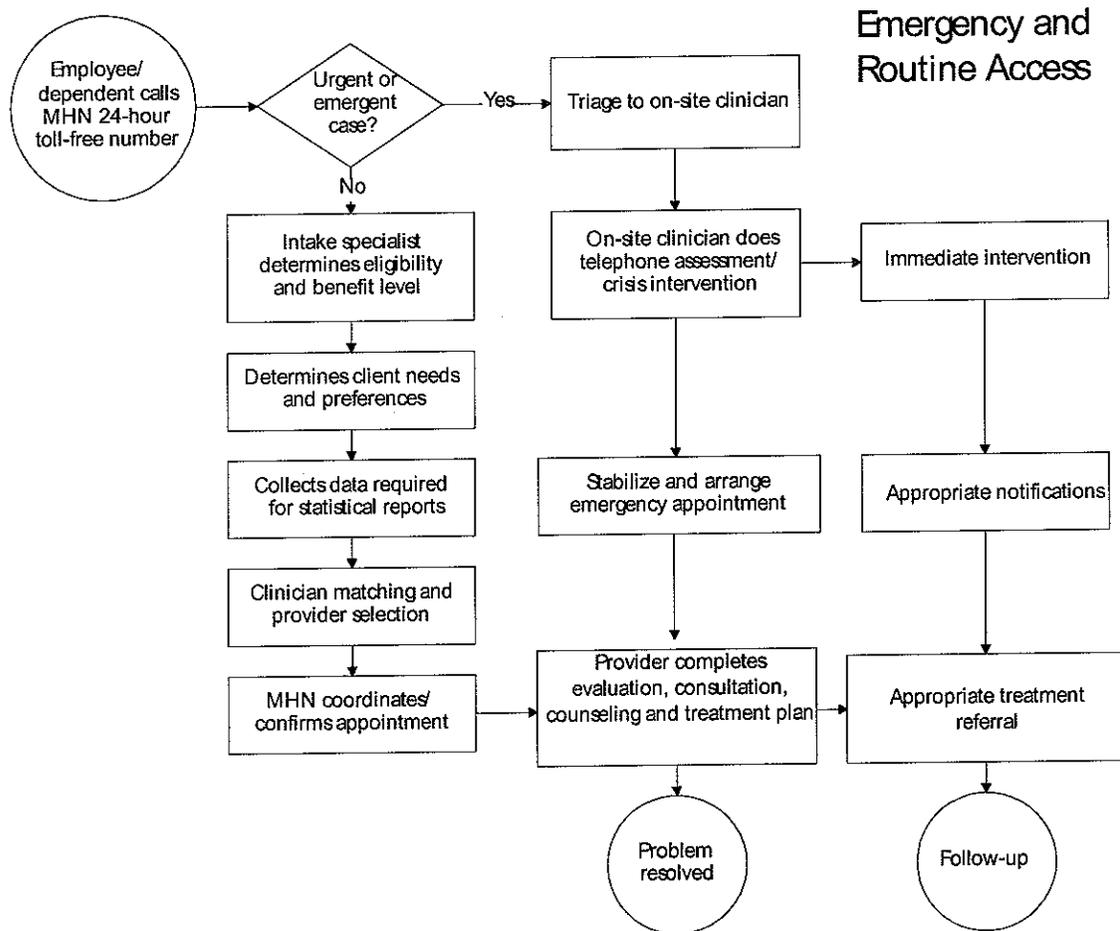
When the clinician receives a transferred call from an intake specialist, the case receives special handling. MHN staff use a structured triage questionnaire, available online through MHN's information management system, to assess each caller's status and need for intervention. Caller information is documented and evaluated in the process of making a referral. Clinicians are trained in detailed protocols concerning triage and referral, and staff all emergent calls with a supervisor. Triage typically includes questions concerning:

- Current or past homicidal ideation, intent, verbalization or attempt
- Current or past physical or sexual abuse - perpetrator or survivor experiences

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- Domestic violence - perpetrator or survivor experiences
- Current or past substance use and/or abuse
- Affective symptoms
- Cognitive symptoms
- Depressive symptoms
- Psychosocial factors
- History of inpatient and/or outpatient episodes of care

Please see refer to the following flow chart illustrating the routine and emergency access for METRO members:



4.12 How does an employee access your services?

METRO members will be able to access MHN's services in several ways:

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- By calling the designated toll-free number for METRO, 24x7, and speaking to an intake representative who will assist them to make appointments with our telephonic counselors
- By going to the Member portal of the MHN Web site via a designated METRO password and requesting an authorization for service
- By calling intake, 24 x7, and requesting to speak to a clinician. These calls can be made at any time and do not count against the session benefit limit.

4.13 What criteria do you use to select outside referral sources? Please provide information on any networks your company is associated with How do those associations benefit METRO employees.

MHN has a proprietary network consisting of a wide range of providers and contractors to serve our membership. We have a rigorous quality management program that allows us to exercise control over service issues, ensures privacy for our membership regarding office visits, and allows us to create and develop an extensive provider network.

All providers in the MHN provider network are required to complete the same rigorous application and credentialing process. MHN's clinical network of providers includes psychiatrists, psychologists, clinical social workers, clinical nurse specialists and other Master's-level, independently licensed counselors. In order to ensure high quality service to its members, MHN has established a standard credentialing procedure for admitting providers in its clinical network. All applicants are reviewed individually to verify specialties, license, training and experience, special interests, references and recommendations. Primary source verification of credentials is done upon initial application to the network and during the re-credentialing process.

MHN uses the following proprietary criteria for professional standards:

Non-Physician (Ph.D., L.C.S.W., M.F.C.C./M.F.T., and other Master's-level licensed clinical professionals)

- Education and training commensurate with state requirements for the license or certificate held
- All individual practitioners must hold a degree from an accredited degree program
- Independently licensed or certified in the state where practice is to occur
- Current, unrestricted license or certificate in the state where practice is to occur
- Professional liability insurance in the amount of \$1 million per occurrence/\$1 million aggregate
- Registered nurses, nurse practitioners and clinical nurse specialists must have a state license that has language or a designation relating to a behavioral health specialty
- Registered nurses, nurse practitioners and clinical nurse specialists must be able to provide psychotherapy and attest to having a minimum of:
 - Master's degree in nursing or behavioral health-related area
 - 36 semester hours of graduate level coursework in behavioral health counseling related subjects

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- 1500 hours of supervised behavioral health experience in an outpatient psychotherapy setting
- Nurses who wish to be classified as having prescriptive authority must have a current controlled substances registration (DEA certificate)
- Current resume or curriculum vitae that details work history and clinical training (work absences of six months or more must be explained by the applicant). All practitioners must have documented work history since licensure, or for five years, whichever is less

In addition, all providers must complete and submit an application, requiring them to state if any of the following has occurred:

- A felony conviction or misdemeanor conviction, including convictions under the Criminal Control Act with an accompanying perjury statement
- A pending felony allegation or misdemeanor allegation
- Sanctions by a federal or state payment program
- Adverse professional review actions reported by any professional review board.
- Denial, loss, suspension or limitation of medical license or certificate, narcotics license, or staff privileges
- Malpractice claim, investigation or lawsuit filed
- Cancellation or material modifications of professional liability insurance
- Physical or mental condition or substance abuse problem, which would impair ability to practice with or without accommodation

4 14 Does program staff track employees who are referred to community resources? If so, please describe.

After a METRO member has called for a referral, that member will receive a follow-up call to see if he or she made - and kept - the appointment, and if the member was satisfied with the provider's service. All EAP counseling and Work/Life calls are followed up.

Additionally, each member who has received EAP services will be mailed a satisfaction survey, with which he or she can rate the level of satisfaction with the service received. MHN has developed an outcome measurement program to evaluate our EAP services. The survey contains an overall measure of problem resolution and measures of changes in functioning for job, marital/family relationships, and well-being.

MHN offers a comprehensive approach to EAP care coordination and long term follow-up. The program consists of the following components that together help to ensure appropriate coordination and disposition of specific types of cases, ultimately improving patient care and satisfaction:

- Care coordination and linkage
- Emergency/emergent follow up
- Long-term follow-up

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Care Coordination and Linkage

Through the treatment planning kit mailed to all providers before their scheduled member appointments, MHN currently requires providers to submit documentation regarding post-EAP referral recommendation outcomes. As an enhancement to this procedure, MHN has developed a care coordination and linkage procedure to ensure that post-EAP clinical care is coordinated/transitioned to the appropriate medical/behavioral health delivery system. Our medical management system, Unity, captures all the member's health benefit information and enables care coordination easily. In this way, MHN determines the follow-up status of all clinical EAP cases, and assists in the transition to post-EAP clinical care whenever necessary.

Emergencies

In life-threatening emergencies, referrals are made for immediate evaluation (as soon as the patient can present) and there is continuous involvement by the MHN clinician until the member's care is transferred to an appropriate provider. In non-life threatening emergencies, referrals are scheduled within six hours of the patient's initial call. In urgent, non-emergent situations, appointments are scheduled within 48 hours. MHN utilizes an automated tracking system that ensures urgent and emergency cases are carefully monitored from time of identification until an appropriate treatment plan is implemented.

Emergent Follow-Up

For all emergent and specially handled cases, follow-up/confirmation of initial appointments is completed. MHN meets guidelines, which dictate that callers with life-threatening emergencies are seen immediately. Those with non-life-threatening emergencies are seen within six hours. There is continuous involvement by the MHN on-site clinician until the member's care is transferred to an appropriate clinician and/or the situation has been stabilized. The clinician will also confirm that safe transportation is available, and arrange for emergency transport if needed.

4.15 Describe what measures you will take to maintain program confidentiality. What records are kept on clients of the program? Who has access to this information? Describe what information the METRO would receive and how often

MHN requires its employees to follow the MHN security policies and procedures that limit access to health information about members to those employees who need it to perform their job responsibilities. In addition, MHN maintains physical, administrative and technical security measures to safeguard protected health information.

Information regarding a member's use of the program, the nature of a consultation, or referrals, is held in confidence by MHN staff and counselors. All MHN associates are required to read the Confidentiality of Patient Information Section of the MHN Clinical Services Policy and Procedure Manual and sign an Associate Confidentiality Agreement indicating that they have read and agree to comply with all of MHN's policies and

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procedures regarding confidentiality of patient information. Any business information revealed during the counseling process also remains strictly confidential.

The confidentiality of METRO member records will be provided in the following ways:

Administrative Security Controls

Electronic records and statistical information used by MHN employees are protected by a dual security system that prevents any unauthorized access and that requires passwords or security codes that are changed on a regular basis. All activity is permanently logged and frequently audited. Computer records are backed up on tape nightly and transported to an off-site location each morning. A comprehensive system backup is performed periodically. MHN has hardware redundancy that includes the use of a duplicate system maintained at a secure, password-protected off-site location.

The following security controls are used to protect the privacy of individuals:

- System security passwords are maintained with multiple security levels
- Passwords are changed every six weeks
- Terminated users are promptly removed from the system
- Four levels of security are in place within the claims processing system, with sign-on restrictions allowing limitations on operator access as appropriate
- Group restrictions permit limitations on operator access with regard to designated employer groups

Clinical Measures to Protect Confidentiality

MHN understands that METRO members must have total confidence about confidentiality in order for the program to be successful. Information regarding a member's use of the program, the nature of a consultation, or referrals, is held in confidence by staff and counselors. All MHN associates are required to read the Confidentiality of Patient Information section of the MHN Clinical Services Policy and Procedure Manual and sign an Associate Confidentiality Agreement indicating that they have read and agree to comply with all of MHN policies and procedures regarding confidentiality of patient information. Any business information revealed during the counseling process also remains strictly confidential.

Confidentiality of Job Performance Referrals

When an MHN EAP professional develops an action plan for a job performance referral (JPR), the employee is confronted in a confidential setting. Our management consultants have expertise on a great variety of employee issues, including those that involve illegal activity or serious job issues, and understand the sensitivities involved in such procedures and strictly maintain the employee's confidentiality.

MHN will provide METRO with feedback only if the member has signed a "Release of Information" form. When the JPR is made for work performance issues, under the general "Release of Information" form, feedback is limited to attendance, whether or not a treatment plan is developed, and whether the employee has agreed to accept and follow the recommendations in the treatment plan. When the JPR is made for chemical

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dependency issues, a specialized "Release of Information form" is used which allows the disclosure of the recommended treatment and any reasonable accommodation requests, if any, in addition to attendance and compliance.

Reports

MHN will produce comprehensive annual utilization reports to provide METRO with information on the value and performance of the EAP as well as recommendations for plan changes or program enhancements that will ensure the plan is meeting organizational needs.

MHN's utilization reports compare clients' statistical data with norms developed over the years. These norms contain demographic and clinical information regarding program usage and discern trends in the types of problems presented. Reports typically include:

- Utilization rates and summary
- Employees Case Demographics
- Referral Sources (including a list of the top five referral sources)
- Case Activity
- Presenting Problem Summary
- Statistics on Management Consultations
- Normative comparisons
- Average number of employees
- Total EAP participating rates

4.16 At the METRO's option, what is the hourly cost to the METRO to provide supervisor trainings, union representative orientations, health promotion training sessions, substance abuse, and other agreed upon services?

4.17 Contractor to provide a cost proposal for a two-year contract period. Rate shall be a fixed rate per employee/month. Proposal can be a two-year firm fixed rate or separate rates for contract year one and contract year two.

- MHN is proposing a PEPM rate of \$2.60, 1 – 3 session EAP. Legal and financial included. Rate includes eight hours of training and orientation. This rate is guaranteed for two years. Any subsequent increase after year two would be equal to the consumer price index for San Francisco, Oakland and San Jose.
- Enhanced Work & Life (optional): \$0.35
- Extra training hourly rate: \$450 plus travel (\$100)
- Extra orientations hourly rate: \$300/session

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- SAP services: \$500/incident

Assumptions

1. The quote assumes a 12/01/07 effective date
2. The quote assumes 325 employees. If the actual enrolled employees vary by more than 10%, MHN reserves the right to re-evaluate the rate
3. Standard annual reports will be provided. If customized reports are requested, they will need to be priced separately.
4. The proposal assumes that standard communication materials will be provided. If additional communication pieces are requested, they will need to be priced separately.
5. The quote is valid 90 days from the proposed effective date.
6. Premiums must be paid within 30 days of the due date. A 1% penalty will be applied to premiums received after that.
7. there will be one contract and one monthly billing.

Additional Requirements

- 5.1 Provisions for a 24-hour emergency toll-free telephone counseling service should be described fully. Turn-around time from request of counseling service to scheduling should be no longer than forty-eight (48) hours.

METRO members will be given a designated toll free number to call for services. Intake specialists at our Call Center in San Rafael will answer the calls live, 24/7/365, and direct any appropriate calls to an onsite clinician. The After Hours team in San Rafael handles calls after regular business hours

The first question that will be asked is if the member would like telephonic or face-to-face counseling. If the caller is requesting a routine referral to an outpatient provider for face-to-face counseling, the intake specialist will ask for the following information:

- Preferred provider location (usually near home or work address)
- Any provider preferences (languages spoken, age range, licensure, experience, etc)

A provider will be selected whose skills and profile provide the best match for that member's needs and preferences. MHN's system encourages successful matching through a network of 45,000 licensed behavioral healthcare professionals representing a broad range of disciplines, specialties and license categories

Members can often choose a clinician right away based on this detailed information, and once the clinician is selected, identifying information about the member and provider is

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entered into the computer database. Immediately following the patient referral call, MHN notifies the network provider that an MHN patient has been referred for services and initiates mailing of the appropriate forms. The member contacts the therapist directly to schedule an appointment at his or her convenience.

If a member is unsure about which provider he or she prefers or if the member requests more than one name, MHN provides multiple referrals. Typically, three to five provider names provide ample choice without overwhelming the caller. In these circumstances, the member can contact MHN with his or her choice of provider once they have scheduled an initial appointment so that the treatment can be authorized and forms can be mailed to the provider.

If treatment under the mental health or medical benefit is more appropriate for the participant's needs, the clinician or care manager will assist the participant in using his or her other benefits.

If the member is calling to utilize work/life services, he or she will be warm transferred to the appropriate vendor partner's care consultant for immediate assistance.

Turnaround Times

Upon dialing the toll-free telephone number for the San Rafael service center, the plan participant will hear an automated attendant, which will offer the caller four options:

- Press 1 for a psychiatric emergency and immediate assistance
- Press 2 for information about a claim
- Press 3 to access EAP, mental health or substance abuse benefits.
- Press 7 for Spanish-speaking intake

If the caller presses 1 for an emergency, he or she is immediately transferred to a licensed clinician with crisis intervention experience. The clinician will attempt to calm the caller, determine the nature of the emergency and, if appropriate, arrange and authorize an immediate on-site evaluation with a network practitioner or facility. While the caller is still on the phone, the clinician will also contact appropriate emergency services (police, fire, etc.) and, if necessary, confirm that safe transportation is available, or arrange for emergency transport if needed.

In life threatening emergencies, referrals are made for immediate evaluation (as soon as the patient can present) and there is continuous involvement by the MHN clinician until the member's care is transferred to an appropriate provider. In non-life threatening emergencies, referrals are scheduled within 6 hours of the patient's initial call. In urgent, non-emergent situations, appointments are scheduled within 48 hours. MHN utilizes an automated tracking system that ensures urgent and emergency cases are carefully monitored from time of identification until an appropriate treatment plan is implemented.

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5.2 Does your firm have liability insurance to cover malpractice?

MHN's has general liability insurance of \$1 million per occurrence and \$2 million aggregate, provided through Lexington Insurance.

Additionally, all of MHN's providers and facilities must submit proof of owning professional liability insurance coverage in the amount of the following:

- * Physicians: \$1 million per occurrence/\$3 million aggregate
- * Non-Physicians: \$1 million per occurrence/\$1 million aggregate
- * Facilities: \$1 million per occurrence and \$3 million in aggregate

Process of Submittal of Proposals

6 5.4 The overall evaluation process will be performed by a Proposal Evaluation Negotiation Committee. The evaluation criteria set forth at the end of this section will be the sole basis for determining the technical acceptability of proposals. The technical proposal should be specific and complete in every detail. Reference checks will be made of the top rated offerors.

The proposals will be evaluated according to the following respective criteria:

Compliance Matrix

Criteria	Points	Page
1. Approach to Scope of Required Services and ability to meet requirements presented in the Scope (which include answers to questions in Part III, Article 4, Content of proposal)	30	P.1
2. Qualifications and Experience	25	Appendix 8
3. References	20	P. 12 (4.5)
4. Cost Proposal	20	P. 35,36 (4.16/4.17)
5. Disadvantaged Business Enterprise participation	5	N/A
Total Points Possible	100	

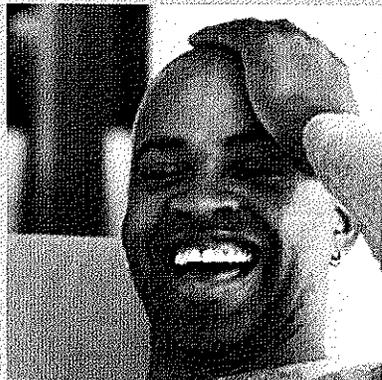
MHN SOLUTIONS

Employee Orientation for

Client Name

Date

MHN
www.mhn.com





What keeps you
awake at night?



EAP

So, what is it?



Eligibility

- All active employees
- Spouse and domestic partner
- Dependents/family members

CUSTOMIZED FOR EACH CLIENT



Clinical Counseling

- 3 sessions per incident, per benefit period
- Face-to-Face or telephonic sessions
- Confidential

CUSTOMIZED FOR EACH CLIENT



Work and Life Services



Child Care & Elder Care

- Assess your needs
- Obtain referrals for providers in your area
- Learn how to monitor and assess care



Financial Services

30-60 minute session, 25% discount on additional services

- Financial counseling
- Pre-Retirement planning
- Tax planning
- Credit counseling
- Debt and budgeting assistance
- Discounted tax levy resolution services



Daily Living

Type of services

- Party planning
- Personal care services
- Gift and personal shopping
- Pet services
- Response to your inquiry by phone or email within 72 hours
- Three to five names and contact numbers provided



Legal Issues & Mediation

Up to 30 minutes per session. Face-to-face or telephonic

- Personal and family issues
- Civil and consumer issues
- Financial matters
- Real Estate
- Business matters
- Criminal issues
- IRS matters
- Estate Planning



Identity Theft Recovery

- Identify theft prevention tips
- ID theft emergency response kit
- Fraud resolution consultation - 60 minutes
 - Place fraud alerts
 - Freeze credit
 - Close affected accounts
 - File police reports

Website Resources

WELCOME TO

Online Member Services

WELCOME

Member Log In

Company Code:

Enter your company code in the field above and click "Submit." If you do not know your company code, please contact your HR Representative.

Some areas of the site are protected and require a user name and password. To access those areas

please or to create a user name and password.

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Website Resources

Online Member Services

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Assess Your Health

Get Fit

Eat Well

Quit Smoking

Emotional Health

Family & Work

Financial & Legal

Welcome!

We realize that it's your life
and we want to help you live it
with optimum health and well being.



Coach's Corner

Tools and resources to keep
you motivated and on track
toward achieving your goals

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- Insomnia
- Family, Children & Relationships
- Traumatic Events
- Anger Management
- Grief & Loss
- Eating Disorders

Family & Work

Financial & Legal

Coach's Corner

Emotional Health

[Log In](#)

[Self-Assessment](#) | [Self-Help Program](#) | [Articles & More](#) | [Professional Help](#)

Practitioner Search & Authorization

Welcome to MHN's comprehensive and convenient practitioner search tool. To find a practitioner and request an authorization, fill in one or more fields below and click "Search".

Search by Distance

Within miles of:

Address:

City: State:

Zip:

OR

Search by Practitioner Name or Location

Last Name:

First Name:

City: State:

Zip: Area Code:

Narrow search results by:

Specialties:

Gender:

Language:

Please note: online authorizations are available for members with Employee Assistance Program (EAP) benefits only.

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Your EAP Benefits



Log In

Your EAP Benefits

Your EAP help for

EAP B

Think MHN is fit for expect out of the experience.

Immediate Crisis Support - Microsoft Int...

Immediate Crisis Support

- If you are in crisis and need immediate clinical consultation, please call:
- **(800) 327-0556**
- You may call MHN at any time. MHN has licensed clinicians available 24-hours a day, 7 days a week.
- If you need emergency medical help, please call 911.
-

Close

Description of EAP Services

Online Member Services

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Ask Our Expert



[Log Out](#)



If you think you or another person is in immediate danger, please call 911 or go to the nearest emergency room.

Submit Your Question

Submit your question below and you'll receive an answer in your Message Center within two business days. Just return to this page and click Message Center to view the response.

Please only ask questions in a single category with each submission. You can return to this page to submit new questions in another category at any time.

Please note: Our experts cannot answer **legal** questions.

General Category:

Select One:

Subject:

Your Question:

Email Address:

Submit

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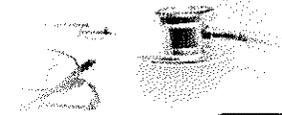
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Assess Your Health



Log Out

Discover the relationship between your behaviors and health. Our Succeed® program will help you learn how to make healthy lifestyle choices so that you can prevent disease and improve the quality of your life.

Succeed® will look at nine lifestyle behaviors that impact your health including:

- Weight Management
- Nutrition
- Physical Activity
- Tobacco Use
- Stress and Well-being
- Alcohol Use
- Skin Protection
- Injury Prevention

Start Today!

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Assess Your Health

GOAL

- Lose Weight
- Fitness
- Women's Health
- Men's Health
- Children & Teen's Health
- Senior Health

Eat Well

Quit Smoking

Emotional Health

Family & Work

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Coach's Corner

Get Fit

[Log Out](#)

It's no secret that a sensible diet and regular exercise are vital to our health. Plus, keeping informed about your health now can also prevent problems later. Here are some simple ways to live healthy each day.

Health Assessment

How healthy are you? Take our comprehensive health risk assessment and find out.

Balance™ - A Weight Management Program

Balance™ is a weight management program designed to help you lose weight and keep it off. Through Balance™ you'll learn how to make your own smart decisions about healthy food selections, physical activity, and positive self-image so you can achieve your goals. Get started today!

Health Calculators

Use our quick and easy calculators to learn your heart rate, healthy weight range and how much energy you burn with your favorite activities.

- Target Heart Rate
- Body Mass Index
- Caloric Expenditure

Articles & More

Access our library of carefully selected articles, quick tips and information sheets on a range of health issues.

- Fitness
- Women's Health
- Men's Health
- Children & Teen's Health
- Senior Health

Related Sites

[MEDLINEplus - Health Information](#)

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Eat Well



[Log Out](#)

Eating healthy isn't always easy. But by taking small steps in the right direction you can achieve your long-term goals. Here are some simple ways to develop healthy eating and lifestyle habits for optimal health.

Balance™ - A Weight Management Program

This personalized weight management program is designed to help you lose weight and keep it off. Through HealthMedia® Balance™ you'll learn how to make your own smart decisions about healthy food selections, physical activity, and positive self-image so you can achieve your goals. This award winning program helped thousands of people reach their weight loss goals. To reach your goals, get started today!

Nourish™ - A Nutrition Program

Increase your energy and feel in control of what you eat. The Nourish™ program will teach you personalized strategies for making smart, satisfying food choices that can improve your health and well-being. Start today!

Health Calculators

Use our quick and easy calculators to learn your heart rate, healthy weight range and how much energy you burn with your favorite activities

Target Heart Rate
Body Mass Index
Caloric Expenditure

Articles & More

Learn more about weight control from the articles below.

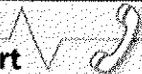
Be Choosy About What You Chew
The Art of Eating Smart
Six Tips to Lower Your Cholesterol
20 Tips for Weight Control
20 Tips for Healthy Eating
More Articles

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Quit Smoking

[Log Out](#)

If you are among the millions of Americans who want to stop smoking or using tobacco, MHN wants to help you succeed. Here are some tools and resources to help you take that step.

Self-Help Program

Our Breathe® program can help you quit smoking for good. First, we'll ask you to fill out an online questionnaire about your past and present smoking patterns. Then we'll use what we learn to create an online smoking cessation plan just for you. Get started today!

Tools

The tools in this section are designed to supplement your quit smoking attempt. Here you will find: health assessment, a stop smoking contract and a nicotine addiction test to get you working toward your goal.

Resources

The resource section contains articles and links providing information on reasons to quit, how to quit, helpful related websites and more.

Coaching Support

MHN's Smoking Cessation Coaching Program has been developed for individuals who have identified a quit date and are ready to take action. Participants meet in a telephonic group format for 6 weeks. The topics include reasons to quit smoking, strategies on how to quit, benefits of becoming smoke free and relapse prevention strategy. Learn more about what our smoking cessation program can do for you!

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- Family, Children & Relationships
- Traumatic Events
- Anger Management
- Grief & Loss
- Eating Disorders

Emotional Health

[Log Out](#)

Information and tools to help you manage your stress, depression, anxiety and more.

Self-Assessments

Easy-to-use, interactive assessments that help you identify emotional problems, set personal targets and track your progress.

- Depression
- Stress
- Anxiety
- Alcohol & Substance Abuse
- Insomnia

Self-Help Programs

Multimedia personal programs, using clinically-tested techniques, that empower you to manage:

- Depression
- Stress
- Anxiety
- Alcohol & Substance Abuse
- Insomnia

Articles & More

Articles, quick tips and information sheets on a wide range of emotional health issues.

Select a Topic 

Professional Help

We're here to help you cope. Learn how to access the professional services you need.

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Financial & Legal

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[Retirement Planning](#)
[College Planning](#)
[Insurance](#)
[Real Estate](#)
[Landlord & Tenant Law](#)
[Family Law](#)

[Coach's Corner](#)

Financial & Legal

[Log Out](#)

Get help with your financial and legal needs - like planning for retirement, organizing your personal finances, finding legal advice and a whole host of other services.

Financial Calculators

Use our quick and easy calculators to help manage your investments, save for college, or buy or refinance a home.

- General Finance
- Retirement Planning
- College Planning
- Insurance
- Real Estate

Articles & More

Access our carefully selected library of articles, quick tips and information sheets for:

- General Financial Planning
- Retirement Planning
- College Planning
- Insurance
- Real Estate
- Landlord & Tenant Law
- Family Law

Financial & Legal Library

A comprehensive library of articles and legal forms to help you with a wide range of financial and legal needs.

Professional Help

We're here to help you cope. Learn how to access the professional services you need.

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Self-Help Programs

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Coaching Support

Coach's Corner Resources



[Log Out](#)

Congratulations! Your participation on Coach's Corner is a defining moment for your weight management, your health and your life. In this section, you will find articles and link providing information on emotional trigger awareness, suggestions for overcoming obstacles and much more.

Getting Ready for Change

The Five Stages of Change
[Are You Ready for Change?](#)

Diet & Exercise

The Yo-Yo Effect of Dieting Without Exercise
20 Tips for Weight Control
20 Tips for Healthy Eating
20 Tips for Exercising
The Basics of Exercise

Impulse Control

Basics of Self-Control
Controlling Self-Defeating Automatic Thoughts
Managing Uncontrolled Arousal
Controlling Compulsive Eating Through Awareness
Taking Control of Self-Defeating Actions
The 4-A Approach to Self-Control: Choosing a Focus Area

Staying Motivated

Accepting Responsibility for Your Choices
Think Your Way to a Positive Attitude
Imagery Tools
Making Success Out of a Relapse

Building Social Support Networks

Building Your Social Support Networks

MEDLINEplus - Health Information

MedlinePlus offers trusted health information and answers to your weight management questions including news articles, a dictionary of medical terms and a variety of related health topics.

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Trusted Health Information for You

A service of the U.S. NATIONAL LIBRARY OF MEDICINE
and the NATIONAL INSTITUTES OF HEALTH

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[español](#)

Health Topics

Start here with over 700 topics on conditions, diseases and wellness

Drugs & Supplements

About your prescription and over-the-counter medicines, herbs and supplements

Medical Encyclopedia

Includes pictures and diagrams

Dictionary

Spellings and definitions of medical words

News

Current health news and press announcements

Directories

Find doctors, dentists and hospitals

Other Resources

Local health services, libraries, organizations, international sites and more

Current Health News

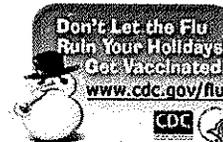
- ▶ [Stretch Away the Pain of Plantar Fasciitis](#)
- ▶ [High Blood Pressure Risk Independent of Alcohol Intake](#)
- ▶ [Shop-Till-You-Drop Season Scary for Some](#)
- ▶ [More news](#)

Featured Site



Watch a live webcast of surgery for [GERD](#) on November 29, 2006 at 6 PM CST

In the Spotlight



Interactive Tutorials

Over 165 slideshows with sound and pictures



ClinicalTrials.gov

Studies for new drugs and treatments



NIHSeniorHealth

Health information for older adults



Surgery Videos

Videos of surgical procedures



What's new on MedlinePlus



[Director's comments](#)



[E-mail updates](#)



[NIH MedlinePlus Magazine](#)



Employee Assistance Program

Call 800-###-####

Visit www.members.mhn.com

Access code: insert code here

24 hours a day, 7 days a week

Management Consultation

800-533-3720

Employee Assistance Program

SUPERVISOR TRAINING – OUTLINE

The 90 minute presentation covers two distinct aspects of the EAP that are of interest and importance to supervisors and managers:

- The Employee Assistance Program as an employee benefit
- The management consultation process and management referral

The presentation begins with a brief review of the broad range of counseling and consultation services available to all eligible employees and their dependents to help them address personal and family problems. This is followed by a discussion of the Management Consultation unit and the management consultation and referral processes (aka "JPR").

In this presentation, you will learn about these powerful tools used by supervisors and managers throughout the country to help them recognize and address problem performance and behavior in the workplace. The video clearly shows the value of the management consultation process as a tool for supervisors and managers.

Materials sent: Addressing Employee Performance & Conduct Problems, Job Performance Referral Management Guidelines (JPR), Benefit Flyers and Evaluations.

I. Introduction: Purpose of Orientation

- A. EAP as resource for employees to identify and develop a plan to deal with personal problems
- B. Management consultation and referral service as a source for supervisors or managers

II. Features of EAP

- A. One point of contact for services
- B. Broad range of counseling and consultation services
- C. Ease of use
- D. High quality service
- E. Confidential
- F. Voluntary
- G. Paid by employer
- H. Delivered by licensed professionals and highly trained specialists
- I. Gateway to additional mental health and substance abuse benefits

III. Confidentiality

- A. MHN and counselors bound by federal and state regulations as well as professional ethics
- B. Statistical reports provided – limited information
- C. Exceptions due to federal and state regulations: child/elder abuse, intent to commit homicide/suicide, subpoena

IV. Scope of Services

- A. Clinical and non-clinical services
- B. Types of problem areas handled

V. Employee Entitlement Under the Contract

- A. Eligibility – subscriber and dependent
- B. Coverage – benefit for employees and dependents

VI. Accessing the EAP

- A. Easy to use – single telephone call or visit website
- B. Intake procedures
- C. Monitoring client satisfaction
- D. Available information on brochure, wallet-size card and website

VII. Walk-through of MHN Online Member Services

- A. URL: <http://members.mhn.com>
- B. Log in, provider search, etc.

VIII. Special Services for Supervisors and Managers

- A. Consultation
- B. Critical Incident Debriefing service
- C. Supervisory/management referrals both formal and informal

IX. Video: "Supervisory Orientation" (Approximately 14 minutes)

X. Consultation Services for Managers and Supervisors

- A. Consultation services
 1. Available to any supervisor or manager
 2. Consultation is with an experienced MHN professional
 3. Consultants have a background in human resources and/or psychology
- B. Type of consultations
 1. Address performance or behavioral problems
 2. Address conflict between employees
 3. Advice in effective handling of mental illness at work
 4. Concerns about violence in the workplace
 5. Handling employees involved in sexual harassment
 6. Advice on how to deal effectively with downsizing and restructuring

7. How to help an employee who is chemically dependent
8. Advice regarding departmental and organizational changes

XI. Critical Incident Debriefings

A. What is a Critical Incident Debriefing?

1. A critical incident is an unexpected event outside the range of normal human experience that causes trauma to one or more employees in the workplace.
2. A "debriefing" is an individual or group counseling session to educate and support employees who have been traumatized in the workplace.
3. Examples of critical incidents.

B. Coordinating a Critical Incident Debriefing

1. Consult with your Human Resources Department.
2. Ask the employees involved in the traumatic incident if they wish to receive a debriefing.
3. Contact a management consultant. (Critical Incident Debriefing services are available 24 hours a day, 7 days a week.)
4. Provide details of incident.
5. Consultant will schedule a debriefing within 24 to 72 hours after it is requested.

XII. Management or Supervisory "Informal" Referral

A. An informal referral – Supervisor is aware of employee with personal problem and job performance is not affected. Example: Employee confides to you he is having personal problems (marital, child/elder care, stress, etc.).

B. How to make an informal referral.

XIII. Management or Supervisory "Formal" Referral

A. Formal referral – A pattern of below standard performance behavior is occurring and employee has not improved after receiving your feedback and guidance. In a formal referral, an EAP counselor does an assessment of the employee and develops a plan to resolve the performance issues.

1. Referral is not used as disciplinary action; it does not replace or interfere with existing personnel practices.
2. Focus on job performance, not the nature of the employee's personal problems.
3. The assessment and referral usually takes one to three sessions.

B. Making a formal referral

1. You may want to consult your Human Resources department.
2. Call management consultant.
4. The counselor's role
3. Describe the performance or behavioral problem.
4. Together with the management consultant you will determine whether a formal referral is appropriate.
5. Discuss how you will approach the employee in a "meeting" to formally refer him/her to the EAP.

C. Meeting with the employee to make a formal referral

1. Select private time and place to meet.
2. Review the specific nature of the unacceptable performance or behavior.
3. Communicate expectations for performance improvement.
4. Tell employee of decision to make a formal referral and why.

- 5. Explain EAP confidentiality and release forms.
- 6. Discuss organization's policy on providing administrative time for counseling (or not).
- 7. Tell employee you will provide name of counselor and appointment time within a week.
- D. When a formal referral is accepted
- E. When a formal referral is refused
- F. Consent to release information
 - 1. Purpose of consent to release form
 - 2. When release form is not signed
 - 3. When release form is signed

XIV. Feedback Process

Optional Case Studies

XV. Summary and Closure of Program

Employee Assistance Program

EMPLOYEE ORIENTATION - OUTLINE

During this 30-minute session, you will learn about the EAP. The following outlines the content of the Employee Orientation:

CONTENT

- Wide range of available counseling and consulting services
- Eligibility and dependent information
- Available sessions
- How to access EAP services

Materials sent: Benefit flyer and evaluation

I. Introduction and Background: MHN as the EAP provider

- A. Provider of EAP since 1974
- B. National firm – private and public sector
- C. External EAP provider

II. Nature of the EAP services

- A. Voluntary
- B. Paid by employer
- C. Delivered by licensed professionals and highly trained specialists
 - 1. Counselors available close to work or home
 - 2. Nationwide network
- D. Confidentiality
 - 1. MHN and counselors bound by federal and state regulations as well as professional ethics
 - 2. Statistical reports provided – limited information
 - 3. Exceptions due to federal and state regulations: Child/elder abuse, intent to commit homicide/suicide, subpoena

III. Video: The Employee Assistance Program (5 minutes, 40 seconds; only shown if legal services are included in benefit plan)

IV. Scope of Services

- A. Types of problem areas handled and services provided by EAP:
 - 1. Marital
 - 2. Family
 - 3. Chemical dependency
 - 4. Emotional/stress

5. Child care
 6. Elder care
 7. Legal
 8. Financial
 9. Pre-retirement
 10. Federal tax problems
 11. Organizing Life's Affairs
 12. Concierge Services
- B. Eligibility
C. Benefit

V. Accessing the Services

- A. Easy to use
1. Toll-free telephone number available nationwide
 2. 24-Hour availability, 7 days a week
 3. TDD line for the hearing impaired
 4. Translation available in 140 languages
 5. Online services accessible at any time
 6. MHN Online Member Services (walk through major features)
- B. Intake Procedure
C. Complete information in program brochure

The objectives of the employee orientation briefing are as follows:

1. Emphasize confidential, voluntary nature of the program – a valuable benefit for all employees.
2. Explain the professionalism associated with the broad range of services provided.
3. De-stigmatize "counseling/therapy" – encourage use as a healthy way of handling problems.
4. Emphasize employer's legitimate/pragmatic concern for employees' welfare.
5. Describe common problems to demonstrate how the program may be used.
6. Identify the number of counseling sessions and explain the entitlement benefits.
7. Identify and explain the benefits available through the managed care program where appropriate.
8. Clarify how the MHN employee assistance and managed care programs operate.
9. Encourage use of the MHN Online Member Services website.

MHN TRAINING AND CONSULTING SERVICES



WORKPLACE SOLUTIONS FOR
ORGANIZATIONAL HEALTH AND EFFECTIVENESS

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MHN TRAINING AND CONSULTING SERVICES

The Training and Consulting department at MHN offers a broad range of training programs and consulting services designed to enhance workplace health and employee effectiveness

Our workplace services blend a unique understanding of behavioral health with strong employee and organizational development expertise. Whether you are coping with organizational change, workplace stress or fulfilling professional skill development needs, we are committed to helping you meet the diverse challenges of today's workplace and effectively manage and develop your most valuable resources – your employees.

OUR GOALS ARE TO:

- Strengthen the professional skills of managers and employees
- Foster individual responsibility for behaviors and actions
- Inspire a commitment to personal growth and professional development
- Raise an awareness of the importance of personal and organizational health and wellness
- Help turn personal and business challenges into healthy opportunities

QUALIFIED PROFESSIONAL NETWORK

The professionals in our national network of trainers and consultants are selected for their solid understanding of behavioral health along with their proven success as presenters and facilitators. Their wide range of expertise includes employee and management development, organizational development, employee relations and workplace health and wellness.

TRAINING POLICIES AND GUIDELINES

Requesting Services

- Please submit training and consulting services requests directly through your account management representative
- Your request will be forwarded to the Training and Consulting department
- The Training and Consulting department will contact you to process your request and identify the appropriate trainer or consultant

Request Notification

- Training requests require a minimum of three weeks' notice to ensure training date and to reserve the best-qualified trainer for your request
- Customized course design requires additional time

Use of Contracted Training Hours

- Contracted training hours may be used for most training programs except those otherwise specified
- Training hours are deducted for actual on-site service time only, not for set-up or travel time

Travel Time and Expenses for Contracted Training

- No contracted hours are deducted for travel time
- All travel expenses will be billed additionally with client pre-authorization

Fee for Service Rates Will Be Applied to:

- Services after contracted training hours are exhausted
- All organizational development consultation services
- Any customized training programs (including Web-based programs)
- Port charges (after the first three connections) for all Web-based offerings
- Selected specialized programs (consult with your account management representative or account training coordinator for fee-for-service program offerings)

Cancellation of Services

- Five working days' notice is required to avoid being charged for services
- Non-refundable travel expenses will be billed to the client

Training Delivery Modalities

- On-site
- Telephonic
- Web-based (selected topics)

LEARNING OBJECTIVES

- Handling multiple demands
- Five steps to achieving balance
- Internal and external stressors
- Using energy wisely

- Find out what's really important to you
- Gap between reality and expectations
- Assess your stress level
- Basic stress management techniques

- Self-assessment
- The importance of optimism
- Self-talk and attitude
- Overcoming negativity

- Understand new realities of the work place
- Identify competencies for career success
- Explore options in the new workplace
- Develop action plans

- Typical work place conflicts
- Self-awareness and attitude
- The relationship between difficult people and conflict
- Anger management skills

- Family communication skills
- How and when to communicate
- Changing communication needs as families evolve
- Family conference guidelines

CREATING WORK-LIFE BALANCE

The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this workshop, participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives. Competing demands will be identified, and an assessment of central life goals will contribute to an understanding of how to achieve improved work/life balance. **Available formats: one-hour or two-hour workshop.**

MANAGING STRESS

Stress seems to be a constant companion in today's busy world. However, frequent or cumulative stress erodes emotional and physical health. This workshop emphasizes that managing stress begins with the assumption of personal responsibility and self-control across different situations and environments. The ability to choose healthy responses to any given event is the key to minimizing stress and creating a healthy life. **Available formats: one-hour or two-hour workshop.**

CREATING A POSITIVE ATTITUDE

A positive outlook can greatly enhance personal success, health and well-being. Negative self-talk and personal beliefs can hinder the process toward, and results of, reaching personal and professional goals. This workshop examines the physical, psychological and interpersonal effects of both negative and positive attitudes. **Available format: one-hour workshop.**

ACHIEVING CAREER RESILIENCE

Achieving career success depends on the ability to anticipate and adapt to change. A critical factor involves linking talents, interests and values with the changing requirements of the workplace. Taking greater responsibility for personal learning contributes to skill enhancement and staying current with new demands. **Available formats: two-hour or half-day workshop.**

MANAGING YOUR RESPONSES TO ANGER

It is very easy to blame others for an anger response, but in reality personal choice guides the reaction to an external situation. Being easily angered adversely affects personal relationships, whether at work, home or within our communities. This workshop explores the motivation to choose anger over other healthier responses. **Available formats: one-hour or two-hour workshop.**

FAMILY COMMUNICATION

One of the biggest challenges facing families in today's hectic world is to maintain healthy, effective communication. Even if "quality time" exists within the family, miscommunications and misunderstandings may still be perpetuated, especially if parents revert to communication patterns that were learned from their family of origin. This program discusses the dynamics of communication and how to enhance the process within the family. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

HOLIDAY STRESS HARDY

As joyous as the fall and winter holiday season can be, it also comes with the potential for enormous pressure and stress. Whether the celebrations are religious or secular, they bring with them expectations that may be very hard to meet. This workshop discusses the source of some of the stressors that can interfere with the enjoyment of the season. **Available format: one-hour workshop.**

HUMOR FOR THE HEALTH OF IT

Humor is an essential part of life, and it contributes to remaining healthy and positive and effectively handling life's upsets and setbacks. This workshop describes why humor is healthy both emotionally and physically. It explores ways to cultivate and find humor in everyday life. **Available format: one-hour workshop.**

COPING WITH THE STRESS OF CHANGE

Stress associated with change can be both good and bad, depending on personal perceptions. Surprisingly, even positive changes in life, such as marriage or a new job or promotion, can contribute to high levels of stress due to the multiple adjustments to the new event that are required. This program explores typical responses people demonstrate when change happens, such as resistance to change, stress reactions to change, and creating opportunities from the change process. **Available formats: one-hour or two-hour workshop.**

LIFESTYLE ISSUES FOR PRE-RETIREMENT

Good planning is the key to an easier transition and a richer, more satisfying retirement. Finances, health issues, use of time, lifestyle changes and changing roles and relationships are all areas that need to be explored. This course is a brief introduction to the broad spectrum of issues and to the ongoing process of retirement planning. **Available formats: one-hour or two-hour workshop.**

MANAGING PERSONAL FINANCES

Balancing personal income and expenditures is fundamental to enjoying success in one's personal life, occupation and relationships. This workshop will provide all the basics to create a successful budget and spending plan. Additionally, participants will analyze overspending and credit concerns, discuss the importance of establishing credit (including guidelines for using credit cards and avoiding credit card fraud) and review remedies for being overextended in debt. **Available formats: one-hour or two-hour workshop.**

- Minimizing self-imposed stress
- Your "Bill of Rights" for the holidays
- Stress management for the holidays
- Dealing with grief and loss at the holidays
- Why humor is a necessity and not a luxury
- Physical/psychological benefits of humor
- How to cultivate humor at work
- Tips on how to identify and find humor
- The risks of change
- The change process
- Options for making the most of change
- Modifying your responses to change
- Timetable for planning
- Reviewing income, benefits and assets
- Evaluating the lifestyle changes of retirement
- Maintaining your health and social contacts
- Defining your family financial profile
- Creating financial balance
- Short-, medium- and long-term goals
- Tips to manage your credit

WORKSHOP FORMATS

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- The role of the caregiver
 - Problems faced by the caregiver
 - Areas of immediate concern
 - Developing a plan for addressing current and future needs
-
- Exploring personal beliefs about the "perfect" parent
 - Survival tips for dealing with difficult times in the family group
 - Creating "balance" between competing demands
 - More effectively managing work and family issues
-
- The nature of losses, big and small
 - The stages of grief
 - How to accept your own grief and that of others
 - How to get help or help others who grieve
-
- Characteristics of successful single parenting
 - Unique strengths of single parent families
 - Taking care of yourself first
 - Single parenting discipline
 - Creating your support network
-
- Characteristics of successful stepfamilies
 - Building foundations of trust
 - How to avoid the step-parent trap
 - Building marital harmony for family harmony
-
- The realities and the myths about the "empty nest"
 - Fathers versus mothers' reactions to the children leaving home
 - Improving relationships with spouses and family
 - Adjusting to your life without the children
-
- Letting go of past hurts and healing emotionally
 - Rebuilding your financial health
 - Re-claiming your social life
 - Establishing new healthy romantic relationships

UNDERSTANDING ELDER CARE ISSUES

Elder care is a major issue facing American families today. We now have the largest over-70 population in U.S. history. Families, and society in general, are facing unanticipated challenges to provide care for this growing segment of the population. These issues are made more complex because of the role-shift they imply: adult children now find themselves in the position of having to parent their parents. **Available formats: one-hour or two-hour workshop.**

STRATEGIES FOR WORKING PARENTS

When faced with the challenges of parenthood, many working parents feel guilty. The pressures and demands placed upon them are extraordinary and many parents feel conflicted by the dual roles they must play. This workshop helps working parents explore strategies for achieving balance between their demanding work and family schedules. **Available format: one-hour workshop.**

COPING WITH GRIEF AND LOSS

Grief is a natural response to any loss, whether large or small. It could be a death, a relationship that doesn't work out, a job change, relocating to a new home or the loss of a friendship. In all cases, there needs to be a process of grieving and letting go. Unresolved grief can contribute to physical and psychological problems that may affect one's personal and professional lives. **Available formats: one-hour or two-hour workshop.**

SUCCESSFUL SINGLE PARENTING

Whether by death or divorce, or whether the individual is the custodial or visitational parent, being a single parent carries with it a unique experiential perspective that cannot be fully understood – unless you are one. With its challenges and rewards, single parenting has its own distinct set of opportunities for personal and family growth. **Available formats: one-hour or two-hour workshop.**

SUCCESSFUL STEP-PARENTING

The blending of two families is not an easy process. Although the adults have fallen in love and have decided to live together, the children may or may not desire the stepfamily situation. Adjustments to the new family situation take time for all family members, including the biological parent, the stepparent and the children. **Available formats: one-hour or two-hour workshop.**

SURVIVING THE EMPTY NEST

The 'empty nest syndrome' – characterized by a sense of loss of purpose, a crisis of identity as parents, and even depression – allegedly occurs when the children leave home. While parents may feel some loss when their nests empty, they are also finding that this period can be one of increased satisfaction and improved relationships. This workshop provides information about adjustment issues that may arise after the kids leave home. **Available formats: one-hour or two-hour workshop.**

LIFE AFTER DIVORCE

Divorce is often a painful process, even in the most civil of dissolutions. Multiple issues surface for individuals following the disintegration of the marital relationship, and making sense of the process can be difficult. This workshop helps participants identify and deal with concerns people typically face after the divorce is final. **Available formats: one-hour or two-hour workshop.**

LEARNING OBJECTIVES

GRANDPARENTS PARENTING GRANDCHILDREN

Over the past two decades there has been a dramatic increase in the numbers of children being raised in grandparent-headed households. Grandparents who are the primary caregivers of grandchildren living in their homes (whether or not a parent is also present) face a myriad of challenges in this situation. **Available formats: one-hour or two-hour workshop.**

- Types of grandparent caregivers
- Benefits and challenges of grandparents in the parental role
- Legal, financial, social, health and family relationship issues
- Sources of support for grandparents

DEALING WITH PRE-TEENS AND TEENAGERS

The pre-teen and teen years are periods of intense growth, not only physically but also morally and intellectually. Since the primary goal of the teen years is to achieve independence, family life can sometimes feel confusing and experience periods of upheaval. This program explores how parents can negotiate these sometimes trying times with their growing children. **Available formats: one-hour or two-hour workshop.**

- Overview of the developmental task of adolescence
- Explore parenting styles and their impact on teenagers
- Learn about rules, enforcement, and negotiation with teens
- Communication processes and support

CREATING AND MAINTAINING A HEALTHY MARRIAGE

Good marriages require a lot of hard work and compromise, both before and after a couple says "I do." The reality is that every couple will face challenges over the course of their marriage, such as handling finances, negotiating conflict and creating a connection in today's hectic lifestyles. This program will examine some of the important issues in creating a healthy lifelong marriage. **Available formats: one-hour or two-hour workshop.**

- Discuss the myths of marriage
- Examine the stages of marriage
- Learn what behaviors lead to marital conflict and divorce
- Learn the keys to creating and maintaining a healthy relationship

THE STRESS OF BUSINESS TRAVEL

Business travel is often a positive experience, with important meetings, agreements and progress resulting from the work. However, work overload, cumulative fatigue, recovering from time zone travel and family disruptions can collectively result in increased stress on the part of the traveler. This workshop considers tips and strategies to maximize performance while on the road, as well as some ideas to minimize business travel stress. **Available format: one-hour workshop.**

- Impact of business travel on health and well-being
- Tips to balance business travel and your life
- Staying connected while you travel
- Ideas to reduce travel-related stress

LIVING WITH EXTENDED FAMILY

Multiple-generation households occur for many reasons, such as economics, health needs of a family member, divorce or temporary transitions. Families benefit from the sharing of emotional, social and financial resources – however, special challenges may emerge from the decision to have generations of a family live under the same roof. **Available format: one-hour workshop.**

- Needs of individuals in the multi-generational family
- Challenges to inter-generational households
- Developing realistic expectations for all family members
- Creating a living agreement on household duties, responsibilities and finances

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- Challenges and ways to overcome them
- Benefits and rewards of healthy change
- Plan of action
- Reinforcements and support along the way

- Understand the addictive nature of smoking
- Define the quitting steps and determine behavioral readiness
- Learn how to avoid smoking triggers
- Identify new tools and techniques to replace the smoking habit

- Explore needs and readiness for change in diet and fitness habits
- Tools and strategies for weight management
- Create a diet/fitness plan and staying motivated
- Identify and develop relationships for ongoing support

- Increase awareness of depression
- Discusses how depression affects people based on age or gender
- What to do if you or someone you know is depressed
- Identify additional resources

- Reduce unhealthy behaviors
- Learn ways to minimize health risks
- Learn the basic aspects of fitness
- Create an exercise program that meets individual needs

- Explain benefits of exercise
- Perform basic movements to increase muscular strength and endurance
- Perform basic movements to increase flexibility
- Develop a plan to increase physical activity throughout the day

READINESS FOR HEALTHY CHANGE

This program is for anyone who has ever tried to make healthy changes in their life, and had trouble sticking with their plan. What sabotages change efforts? Is it a lack of information, lack of creative problem solving or what? In this workshop participants will discuss the necessary planning steps leading to desirable change. **Available formats: one-hour or two-hour workshop.**

SMOKING CESSATION

Smoking is a powerful addiction, and making the decision to quit is not an easy one. When asked, most smokers indicate that they want to break both the physical addiction and the psychological dependence that nicotine creates. This workshop discusses the steps that smokers can take in order to become tobacco-free, including guidelines for maintaining the new non-smoking habit. **Available formats: one-hour or two-hour workshop or a series of four one-hour workshops.**

WEIGHT MANAGEMENT

With over 63 percent of Americans overweight or obese, weight management is increasingly becoming the number one health concern in the U.S. The popular media provides a barrage of conflicting information on effective weight management techniques. This program provides information on the nutrition and exercise basics to get you jump-started on a healthy, balanced weight-loss plan. **Available formats: one-hour workshop or a series of four one-hour workshops.**

COPING WITH DEPRESSION

A severe or prolonged sadness can interfere with your life and work, or in the life of someone you know, making normal activities impossible. You can help yourself or a co-worker or a family member by recognizing the signs of depression and taking action. This workshop discusses the causes and symptoms of the illness of depression and offers guidelines on disease identification and treatment. **Available formats: one-hour or two-hour workshop.**

FITNESS AND EXERCISE

Daily exercise plays a key role in maintaining good health and managing weight. Exercise also assists in stress reduction, promotes healthy sleep and increases feelings of well-being. This workshop will focus on fitness and exercise and help participants develop a workout plan. **Available format: one-hour workshop.**

SIT AND FIT

Fitness is an essential component of health. This program emphasizes exercise in the workplace and presents a series of movements that can be performed at the desk. The workshop also discusses finding time for exercise and the types of exercise that are beneficial to your health. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

CHILDREN'S HEALTH

Care and good judgment are still the most important aspects of creating a healthy environment for children. This workshop focuses on the preventative measures that keep children healthy along with the risk factors to consider for your own child's needs **Available format: one-hour workshop.**

- Identify the components of children's health
- Model healthy behavior
- Identify the most common childhood illnesses and how to prevent them
- List individual children's risk factors and develop a plan to address them

HELPING YOUR CHILD LOSE WEIGHT

Childhood obesity is reaching near epidemic proportions, with poor dietary habits and physical inactivity among the main contributing factors. However by addressing these two factors, parents can improve children's health by gaining control over their weight. This program is targeted to the parents of overweight children wanting to facilitate the child's weight-loss process **Available format: one-hour workshop.**

- Identify the causes and results of obesity in children and adolescents
- Identify participants' role in supporting their children's weight and health management
- List the steps necessary to help their children control their weight
- Develop an action plan

HELPING YOUR TEEN MANAGE HEALTHY WEIGHT

An increasing number of teenagers are struggling with healthy weight management issues. Whether overweight or facing the challenges of food addiction, anorexia or bulimia, our teens can be at risk for various medical problems as well as adverse affects on their self-esteem. This program provides information on the nutrition and exercise basics to help you help your teen get started on a healthy, balanced weight loss plan, and on how to identify the symptoms of more serious weight-related conditions **Available formats: one-hour or two-hour workshop.**

- Explore needs and readiness for change in diet and fitness habits
- Tools, strategies and action planning for weight management
- Help teens avoid eating disorders
- Develop relationships for ongoing support

HELPING YOUR PARENTS STAY HEALTHY

Baby boomers often find themselves responsible both for their children and their elderly parents. In this program, participants focus on learning about the aging process, as well as the prevention and treatment of decreased physical and mental capacity. Participants also learn about methods to help parents maintain health and well-being **Available format: one-hour workshop**

- Identify the components of optimum health for seniors
- Identify the most common senior health issues and how to prevent them
- List parents' risk factors and develop a plan to address them

LONGEVITY

Today, people are living longer with a better quality of life than in previous generations. Diet and exercise are critical factors in the long-term maintenance of health and well-being. Other personal habits can contribute to, or detract from, the ability to have a long, healthy and happy life. This workshop will explore how personal habits and attitudes are important to living longer **Available format: one-hour workshop**

- Explain role of exercise in longevity
- Explain role of changing certain personal habits to achieve longevity
- Explain role of a good quality of life in living longer

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- List the benefits of regular walking
 - Identify personal motivation for walking
 - Determine the current walking amounts
 - Create a plan to reach 10,000 steps a day
-
- Explain benefits of good health
 - Identify the components of good health
 - List the steps necessary to achieving and maintaining a healthy life
 - Create a personal wellness plan
-
- Identify the benefits of a healthy diet
 - Identify the benefits of exercise
 - Identify preventive screenings for optimal health
 - Create a personal wellness plan
-
- Identify symptoms of CHD
 - Identify factors contributing to CHD
 - Measures to prevent CHD
 - Treatments for CHD
-
- Identify the benefits of healthy eating
 - Present the components of good nutrition
 - Analyze eating patterns
 - Plan a healthy diet
-
- Identify the benefits of healthy eating
 - Present the components of good nutrition
 - Analyze eating patterns
 - Plan a healthy diet
-
- Present the different classifications of dementia
 - Examine physiological factors that contribute to different types of dementia
 - Discuss the role of diet, exercise and task variety in preventing dementia
 - Develop an action plan to maintain brain fitness

WALKING TO HEALTH, HAPPINESS AND LONGEVITY

Described by experts as "almost perfect exercise," regular walking can improve stamina, energy and life expectancy, while reducing many common health risks. Walking aids in stress relief, weight control and sleep enhancement. This program assists participants in creating a personal plan to walk for health benefits. **Available format: one-hour workshop.**

OPTIMUM HEALTH FOR MEN

The leading causes of death today are heart disease, cancer and stroke. This workshop focuses on diseases that affect men the most, and provides education on disease prevention and risk reduction for disease. **Available format: one-hour workshop.**

OPTIMUM HEALTH FOR WOMEN

The leading causes of death today are heart disease, cancer and stroke. This workshop focuses on diseases that affect women the most, and provides education on disease prevention and risk reduction for disease. **Available format: one-hour workshop.**

HEART HEALTH

Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States. CHD is caused by a narrowing of the coronary arteries that supply blood to the heart and often results in a heart attack. Fortunately, everyone can take steps to protect their heart and their life – or someone else's. This workshop will focus on preventing and treating CHD. **Available format: one-hour workshop.**

NUTRITION

Poor eating habits create many health issues and problems. Eating well promotes good health and reduces the risk of chronic diseases such as heart disease, certain cancers, diabetes, stroke and osteoporosis. This workshop focuses on proper eating habits, discusses the different food groups and assists in setting up a good diet. **Available format: one-hour workshop.**

WORKPLACE ERGONOMICS

This program is for office workers at all levels to learn how to effectively use ergonomics to increase performance and productivity. Appropriate ergonomic applications can reduce the risk of injury and illness from repetitive motion at work. Participants will develop an action plan to address issues identified by an ergonomic self-assessment. **Available format: one-hour workshop.**

FITNESS AND YOUR BRAIN: AVOIDING DEMENTIA

Dementia refers to a group of mental conditions that interfere with a person's ability to think clearly, make decisions and carry out the activities of daily living. Dementia will become more prevalent as our elderly population increases. This workshop discusses ways to prevent or forestall the onset of dementia. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

EMPLOYEE EAP ORIENTATION

During this presentation, participants learn about the kinds of counseling and other assistance available through the Employee Assistance Program (EAP). This presentation also includes a video that shows the many ways MHN EAP can help. **Available format: 30-minute workshop.**

- Eligibility and dependent information
- Number of sessions available
- How to access the service
- What to expect when you call

SUPERVISOR EAP ORIENTATION

This session addresses how the EAP can be used to assist managers and supervisors. The presentation begins with a brief review of the broad range of counseling and consultation services available to all eligible employees and their dependents to help them address personal and family problems. This is followed by a discussion of the Management Consultation unit and the Job Performance Referral (JPR) process. In this presentation, participants learn how these powerful tools help supervisors and managers throughout the country recognize and address problem performance and behavior in the workplace. A video shows vignettes about using the EAP and Management Consultation process to effectively address employee problems. **Available format: 90-minute workshop.**

- The EAP as a management asset
- The Management Consultation and Job Performance Referral processes

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- The connection between good working relationships and effective communication
- Key elements of a clear message
- Challenges to getting the message across
- Techniques to building rapport

- The ideal workplace
- Agreements on work behavior
- What to do when words fail
- Providing support and encouragement

- Typical workplace conflicts
- Problem-solving model to create win-win results
- Communication techniques that promote creativity
- Common behaviors of difficult people

- Problem-solving model to create win-win results
- Communication techniques that promote creativity
- Different styles of dealing with conflict
- Benefits of constructive conflict

- Why companies lose customers
- Identify your "hot buttons"
- What customers want/don't want
- Handling complaints

- Diversity definitions
- Benefits of a culturally diverse workplace
- Factors that inhibit creating a culture that values diversity
- Communication, a diversity tool

EFFECTIVE WORKPLACE COMMUNICATION

Effective communication is the foundation upon which solid working relationships are built. Clear, direct speech and active listening are essential elements in every interaction, whether personal or professional. By increasing the likelihood that all parties in a relationship are heard and understood, good communication skills ensure that win-win situations will result. **Available format: one-hour workshop**

CREATING A POSITIVE WORK ENVIRONMENT

In an ideal workplace people are committed to working together harmoniously. They treat one another respectfully and maintain an environment in which work gets done efficiently and problems are solved in an assertive, fair manner. This workshop examines effective, respectful and positive workplace functioning. **Available formats: one-hour or two-hour workshop.**

DEALING WITH DIFFICULT PEOPLE

In every workplace customer interaction, or even family situations there are likely going to be people who can be labeled as "difficult". This workshop examines what makes people "difficult", how emotional triggers are activated by difficult people, and how to mitigate conflict that often accompanies difficult behaviors. **Available formats: one-hour, two-hour or half-day workshop.**

RESOLVING CONFLICT IN THE WORKPLACE

Conflict in the workplace can result from a variety of causes, such as differing beliefs, ideas, values and goals. Although conflict is a natural and sometimes useful process, most people avoid conflict and fail to see the benefits of direct confrontations. In this workshop, conflict will be examined as a normal part of work life and methods of creatively handling conflict to achieve successful resolutions will be explored. **Available formats: one-hour, two-hour or half-day workshop.**

DELIVERING EXCELLENT CUSTOMER SERVICE

Excellent customer service is important to many types of organizations and includes both internal and external customers. The basics of excellent customer service include managing customers' needs and expectations and dealing with "difficult" customer issues. This workshop examines ways to handle customer complaints, show sensitivity while customers vent and manage personal stress. **Available formats: two-hour or half-day workshop.**

DIVERSITY: A WORKPLACE ASSET (FOR EMPLOYEES)

Every member of the workforce brings unique skills, background and experience vital to the successful completion of company productivity and service goals. This program discusses the value each person contributes to the whole as well as the strengths of our diversity. Participants will learn about the value of clear communication, overcoming stereotypes and appreciating the unique differences people bring to the workplace. **Available formats: two-hour or half-day workshop.**

LEARNING OBJECTIVES

CHANGE MANAGEMENT

Change is the one constant that can be counted on in today's world and success at work and in life is greatly influenced by effectiveness at handling change. This workshop enhances understanding of the change process, the various options we can choose and how to fully take responsibility for our choices. Participants can explore their own perceptions and beliefs about change and examine methods of success for themselves and their organization in a changing environment. **Available formats: one-hour or two-hour workshop.**

- Finding opportunity in change
- Elements of the change process
- Identifying losses associated with change
- Taking responsibility for choices

WORKING IN TEAMS

The quality of the work team may be the single most important factor in determining whether success and productivity in the workplace can be achieved. This program examines components of a successful team and discusses team dynamics such as building trust, clarifying goals, self-assessment, problem solving, appropriate roles and effective communication. **Available formats: two-hour or half-day workshop.**

- How effective teams develop
- Key elements of successful teams
- Advantages of team problem-solving
- Key skills for team members and leaders

ETHICS AND INTEGRITY IN THE WORKPLACE (FOR EMPLOYEES)

An individual may feel that only those in positions of title or power can make the difference to build an ethical culture. However, every person can make a difference in developing and maintaining integrity in the company, based on his or her "real power" or influence within the job position. **Available format: one-hour workshop.**

- The role of influence within the job scope
- Information about ethical decision-making
- Steps to remedy an "ethics gap"
- Developing a network of ethically minded cohorts in the company

CAREER MANAGEMENT AND CAREER PLANNING

Career planning and management is a lifelong process, which includes choosing an occupation, getting a job, "growing" a job, possibly changing jobs or careers and eventually retiring. Creating educational goals, using assessments in interest and skill identification, technical and skill acquisition, and methods for the planning process are all important components of successful career building. **Available formats: one-hour or two-hour workshop.**

- Understand the career planning process
- Describe typical short-term and long-term career planning goals
- Examine barriers to reaching goals
- Identify steps in developing a career action plan

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

WORKSHOPS

MANAGEMENT/SUPERVISORY SKILL DEVELOPMENT

LEARNING OBJECTIVES

- Roles and responsibilities of supervision
- Qualities, skills and aptitudes of an effective manager
- How to provide constructive feedback and motivation
- Common management pitfalls

- How to develop effective teams
- Key elements of successful teams
- Key skills for team members and leaders
- Modifying work styles for team effectiveness

- Information about ethical decision making
- Organizational pre-conditions necessary for ethically congruent leadership
- The steps for development of ethically congruent companies
- Anticipated outcomes of ethics program implementation

- Presents the characteristics of corporate compassion
- Describes the human factor that it takes to move any project or career forward
- Outlines implementation of "heart" in different aspects of business practice
- Discusses future developments for good business practice

- Understanding the multiple adjustment issues that returning military must face
- How to support a colleague or employee coming back to work after active duty
- Avoiding over-care or interference
- Assisting the employee in the job skills transition process

- Personal and professional issues in repatriation
- Managing expectations in the repatriation experience
- Developing strategies for successful reintegration
- Understanding the role of the company in repatriation

BASIC SKILLS FOR SUPERVISORS

Research continues to show that an employee's direct supervisor has an enormous impact on morale and job satisfaction. This workshop will examine the multiple roles and responsibilities that effective supervisors must fill, such as coach, team leader and change agent. **Available formats: two-hour or half-day workshop.**

BUILDING EFFECTIVE TEAMS

Successful teams don't just happen – they require thoughtful planning, specific skills and careful execution. Managers will learn to identify the characteristics of effective teamwork that influence the work group function and recognize the signs of a team in trouble. This workshop examines the components of successful team building in the workplace. **Available formats: two-hour or half-day workshop.**

ETHICS AND INTEGRITY IN THE WORKPLACE (FOR MANAGERS)

An ethical culture is built and sustained by aligning organizational values and internal organizational processes. To create an atmosphere of integrity and ethics, the corporate management must "walk the talk," providing employees with examples of and opportunities for ethical behavior. **Available formats: one-hour or two-hour workshop.**

BRINGING "HEART" TO CORPORATE AMERICA

In today's business world, it is dangerous for an organization to be seen as heartless or clumsy in the way it treats people. Companies should treat their employees, shareholders, suppliers, local communities and the environment with the same respect they bestow on their customers. Inconsiderate behavior can result in a simultaneous loss of reputation and revenue. This program examines factors related to enhancing corporate compassion. **Available format: one-hour workshop.**

RETURNING MILITARY STAFF

Most National Guard and Reserve troops completing a war-related deployment must face transition issues when returning home to the United States and their jobs. In addition to any personal stressors this transition process creates, the employee returning from the military must come back to "business as usual" to resume his or her career. This workshop discusses the unique challenges and benefits that this group brings back to the organization. **Available format: one-hour workshop.**

EXPATRIATE WORKPLACE REINTEGRATION

As expatriates and their families return home from the foreign assignment, many soon discover that they are returning neither to the home they had remembered nor to the homecoming they had anticipated. Organizational re-entry is a major problem to such an extent that repatriation is sometimes referred to as reverse or re-entry culture shock. This program presents the issues that influence expatriates returning to work and provides insight into the factors related to successful repatriation. **Available format: one-hour workshop.**

LEARNING OBJECTIVES

CREATING A POSITIVE WORK ENVIRONMENT (FOR SUPERVISORS)

An important responsibility for supervisors is to create and maintain an environment in which individuals are encouraged and supported, work gets done efficiently and employees treat one another with respect. This workshop helps supervisors and managers proactively create workplace environments that encourage the best from their employees. Supervisors will learn the importance of sharing the corporate vision, providing clear communication, developing trust, encouraging employee participation and addressing roadblocks **Available formats: one-hour or two-hour workshop.**

- Elements of a positive workplace
- The four kinds of consequences for behavior
- Roadblocks to success
- Power versus delegation

MANAGING CHANGE

Managers and employees may have very different reactions and approaches to change in the organization. This program presents the change process from the perspective of supervisors needing to manage employee reactions, and describes attitudes and behaviors that can enhance (or detract from) change. Examples of typical employee responses to change are presented, as well as methods that can be used to address employee concerns **Available formats: two-hour or half-day workshop**

- Managing during the change process
- Effectively dealing with employee reactions
- Building acceptance to the change
- Tips to help managers and employees

MANAGING PERSONAL AND EMPLOYEE STRESS

As a manager or supervisor, there is an added responsibility to minimize and respond to the concerns or distress of employees. This workshop will focus on techniques for assisting employees with workplace stress, and also discuss the supervisor's role in enhancing stress resilience **Available format: two-hour workshop.**

- Contributors to workplace stress
- Aspects of a stress-hardy personality
- Stress-management techniques for personal use
- Employee stress – management motivation and feedback

DIVERSITY: A WORKPLACE ASSET (FOR SUPERVISORS)

Every member of the workforce brings diverse skills, background and experience vital to the success of the company. While there is strength in this diversity of culture, ethnicity, gender and other factors, these differences can sometimes be misinterpreted in the work environment. This program focuses on helping supervisors understand the strengths and challenges of managing a diverse work group by encouraging communication skills, overcoming stereotypes and recognizing the paradox of "unity through differences" in the workplace **Available formats: two-hour or half-day workshop.**

- The emerging workplace
- Benefits of a culturally diverse workplace
- Managing cultural diversity
- Traditional vs. emerging workplace

LEADERSHIP AND LEADING

Leaders must draw upon multiple resources and skills to optimally influence the work environment of the organization. Since there is no "one best way" to be a leader, it is important to evaluate a supervisor's leadership style to enhance effectiveness across different situations. In this workshop, participants discuss the components of leadership, different roles of a leader and skills to develop for leadership positions **Available formats: two-hour or half-day workshop.**

- Managing and leading
- What is leadership?
- Leadership styles
- Roles and skills of the leader

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

LEARNING OBJECTIVES

- Normal response to trauma
 - Debriefing, defusing and other trauma recovery services
 - Workplace concerns and impacts
 - Understanding triggers for further traumatic response
-
- Recognize the types and levels of violence
 - Recognize threatening situations
 - Understand how to reduce the risk of violence
 - Develop a personal plan of action
-
- Recognize the types and levels of violence
 - Understand what the organization can do to reduce the risk of violence
 - Understand the critical role of the supervisor/manager
 - Learn conflict management skills
 - Identify the next steps in the planning process
-
- Review the dangers of drug and alcohol abuse
 - Learn how to determine when drug use is out of control
 - Explore behaviors that support continued abuse
 - Understand the benefits of being drug-free
-
- Understanding the negative impact of substance abuse
 - Reviewing and understanding the organization's policies
 - Learning a process for constructive confrontation
-
- One hour covering drugs
 - One hour covering alcohol
 - One hour covering policies and procedures

CRITICAL INCIDENTS AND TRAUMA RESPONSE

A critical incident can happen at any time. Industrial accidents, workplace violence, terrorism, vehicle accidents or other unexpected events can trigger traumatic responses. This workshop explores the normal reactions people exhibit after experiencing abnormal events. The workshop addresses performance expectations and work flexibility of both supervisors and employees in the aftermath of a traumatic incident. The CISM process is explained, and the debriefing process and other methods that can mitigate the effects of post-traumatic stress are discussed. **Available formats: one-hour or two-hour workshop.**

CREATING A SAFER WORKPLACE (FOR EMPLOYEES)

The threat of workplace violence can create feelings of fear, anger or powerlessness; however, there are things we can do to make our workplace and ourselves safer. This workshop examines different types and levels of workplace violence, as well as the impact of violence on individuals and the organization. The responsibilities of individual employees and communication techniques that can be used to diffuse potential violence are also presented. **Available formats: two-hour or half-day workshop**

CREATING A SAFER WORKPLACE (FOR SUPERVISORS)

The increase of violence in our workplace mirrors the increase of violence in our society as a whole. Organizations are responding by enhancing security measures, planning for possible incidents and training their employees. Supervisors and managers are being asked to take a major role in making the workplace a less violent place. **Available formats: two-hour or half-day workshop.**

SUBSTANCE ABUSE AWARENESS (FOR EMPLOYEES)

Substance abuse continues to be a problem for our society that also impacts our work environments. Thousands are addicted, and thousands more – family members, friends, co-workers, even strangers – feel the effects of substance abuse. Education can help everyone confront and combat this problem. **Available formats: one-hour or two-hour workshop**

SUBSTANCE ABUSE PREVENTION (FOR SUPERVISORS)

This program prepares supervisors and managers for their role in maintaining a drug-free workplace. This role involves the implementation of rules and regulations as well as intervening early and appropriately to ensure workplace safety. This workshop will cover the impact of employee substance abuse on the workplace, organizational policies and procedures, alcohol and other abused drugs, strategies for confronting the employee and options for available resources. **Available format: two-hour workshop.**

SUBSTANCE ABUSE: DOT

This workshop covers the substance abuse material required by the U.S. Department of Transportation (DOT). It meets DOT requirements for training employees subject to DOT regulations. **Available format: three-hour workshop (two hour mandatory).**

LEARNING OBJECTIVES

HARASSMENT AWARENESS (FOR EMPLOYEES)

Everyone has a right to work in an environment free from harassment or intimidation. This program examines what constitutes harassment, what to do if harassment occurs, and the effects of harassment on legal, monetary and employee morale issues. **Available formats: one-hour, two-hour or half-day workshop.**

- The changing workplace
- What is harassment?
- Gender communication styles
- EEO guidelines
- Employer responsibilities

PREVENTING WORKPLACE HARASSMENT (FOR SUPERVISORS)

This supervisory version of the Harassment Awareness workshop expands on the information provided in the employee version. This program delineates the manager's responsibility for communicating clear policies and reporting procedures, and intervening appropriately to stop any form of harassment in the workplace. Additionally, the workshop addresses the legal ramifications of not taking action to prevent harassment and presents guidelines for conducting investigations. **Available formats: two-hour or half-day workshop.**

- Changing expectations of the workplace
- What constitutes harassment?
- Types of sexual harassment
- Employer responsibilities
- EEO guidelines

SEXUAL HARASSMENT IN THE WORKPLACE (CALIFORNIA AB 1825 COMPLIANCE)

This two-hour supervisory training meets the new California mandate affecting employers within the state who employ 50 or more people. This workshop uses both interactive exercises and direct instruction and enables supervisors to understand their vital role in creating a respectful, harassment-free work environment. Supervisors will also learn techniques for effectively intervening to stop inappropriate workplace behavior. **Available format: two-hour workshop.**

- Review applicable state and federal laws
- Learn the legally defined types of sexual harassment
- Identify behaviors that may constitute harassment
- Review supervisory responsibilities and liability
- EEO guidelines for non-discrimination, non-harassment, and available remedies to victims

ON-SITE ORGANIZATIONAL DEVELOPMENT CONSULTATION SERVICES

Our on-site consulting services help address workplace challenges that cannot be resolved through training. These services utilize a values-based approach to resolving workplace issues that will help achieve and sustain a greater level of organizational effectiveness. Among these services are:

- Workplace Needs Assessment
- Facilitated Group Processing
- Workplace Support and Group Development
- Train-the-Trainer Programs
- Leadership/Management Coaching
- Organizational Development Consultation

Consulting services are assessed on an individual basis and can span as little as a few hours to extensive, ongoing interventions over several months.

WORKSHOP FORMATS

One-hour workshop: Provides overview

Two-hour workshop: Provides in-depth information and assessment

Half-day workshop: Provides in-depth information and assessment, skills practice and action plan

Series of four one-hour workshops: In-depth information and assessments

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LIFE LOOKS BETTER

WITH MHN

IT'S ABOUT YOU

An EAP is a service designed to help you manage life's challenges. At MHN, we customize EAP solutions by understanding your unique needs and then offering the appropriate assistance or referrals. The following services, paid for by your employer, are available to eligible members *



CLINICAL COUNSELING

Your EAP provides assessment, assistance and, when necessary, referral to additional services. Eligible members may be entitled to face-to-face or telephonic consultations for a wide range of emotional health, family and work issues, including:

- » Marriage, relationship and family problems
- » Alcohol and drug dependency
- » Stress and anxiety
- » Depression
- » Grief and loss

WORK & LIFE SERVICES

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephonic consultations are available in the following areas:

Childcare and eldercare assistance – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and/or to referrals to providers with current, confirmed openings)

Financial services – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues

Legal services – Telephonic or face-to-face consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more (excluding disputes or actions between you and your employer or MHN)

Identity theft recovery services – Information on ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized

Daily living services – Referrals to consultants and businesses that can help with everyday errands, travel, event planning and more (does not cover the cost nor guarantee delivery of services)

EMPLOYEE ASSISTANCE PROGRAM

(continued)

ONLINE MEMBER SERVICES

Access helpful information and powerful emotional health and work-life tools online.
You can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find helpful tips, tools and articles

To access these services, go to: **members.mhn.com** and register with the company access code listed on this flyer

For a referral to a counselor, you will be prompted to supply additional information

* Please note that the product features offered under your plan may vary from those described above. Please consult MHN (at the number to the right), your benefits manager or your benefits documentation (such as an Evidence of Coverage booklet or Summary Plan Description) for detailed product and employee/dependent eligibility information

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: XXXXX

Eligible members are entitled to X
telephonic or face-to-face clinical consul-
tations per incident, per calendar year



IT'S ABOUT YOU

At MHN, we're committed to understanding your unique needs and helping you manage a broad range of challenges – from everyday hassles to serious emotional health issues. Whether you need a simple helping hand or a whole new lifestyle, we're here to help.

When's right time to seek help? *Before* a problem turns critical.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxx**

Eligible members are entitled to **X** telephonic or face-to-face clinical consultations per incident, per calendar year.

MHN CAN HELP

you and your family with personal and work-related issues, including:

- » Achieving life balance
- » Stress and anxiety
- » Grief and depression
- » Health and wellness
- » Substance abuse
- » Marital, family and relationship issues
- » Financial and legal issues
- » Identity theft
- » Daily living

When you have a problem, call your EAP.

If you have a complaint or dispute about MHN's services or counselors, you may call the same toll-free number you use to access your EAP services, submit a complaint online at www.mhn.com, or submit a complaint in writing to:

MHN
Quality Improvement Department
503 Canal Boulevard
Point Richmond, CA 94804

Complaints are acknowledged within five business days and submitted for resolution to the appropriate department.

EVIDENCE OF COVERAGE AND DISCLOSURE

To see a detailed description of your EAP benefits in MHN's Combined Evidence of Coverage and Disclosure Form (EOC), please review the EOC, available through your benefits department. You may also contact MHN at the number in this brochure for a copy of the EOC (California members only).

MHN is a licensed California specialized health care service plan. The Department of Managed Health Care (the "Department") is responsible for regulating health care service plans in California. If you have a grievance against MHN, you should first telephone MHN at the number in this brochure, and use MHN's grievance process, as described above, before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you.

If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by MHN, or a grievance that has remained unresolved for more than 30 days, you may call the Department. You may also be eligible for an Independent Medical Review ("IMR"). If you are, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services.

The Department has a toll-free telephone number (1-888-HMO-2219) to receive complaints and a TDD line (1-877-688-9891) for the hearing and speech impaired. The Department's Internet website (<http://www.hmohelp.ca.gov>) has grievance forms, IMR application forms and instructions online.



IT'S ABOUT YOU

EMPLOYEE ASSISTANCE PROGRAM



YOUR EAP SERVICES

The following services are provided by MHN and paid for by your employer. This is just a summary. For detailed product and member/dependent eligibility information, please contact MHN or refer to your benefit documentation (such as an Evidence of Coverage booklet or Summary Plan Description).

CLINICAL COUNSELING

Call your EAP any time for help with emotional health issues. A qualified intake specialist will assess your needs and connect or refer you to a professional who can help. We are available 24 hours a day, seven days a week to help you with:

- » Marriage, family and relationship issues
- » Stress and anxiety
- » Depression
- » Grief and loss
- » Anger management
- » Alcohol and drug dependency
- » Other emotional health issues

The type (telephonic or face-to-face) and number of visits to which you and your eligible dependents are entitled are listed on the inside flap of this brochure.

WORK & LIFE SERVICES

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephonic consultations are available in the following areas:

Childcare and eldercare assistance – Needs assessment plus referrals to childcare and eldercare providers (depending on your plan, you may also be entitled to help with other parenting matters, and/or to referrals to providers with current, confirmed openings)

Financial services – Budgeting, credit and financial guidance (investment advice, loans and bill payments not included), retirement planning and assistance with tax issues

Legal services – Telephonic or face-to-face consultations for issues relating to civil, consumer, personal and family law,

financial matters, business law, real estate, estate planning and more (excluding disputes or actions between you and your employer or MHN)

Identity theft recovery services – Information on ID theft prevention, plus an ID theft emergency response kit and help from a fraud resolution specialist if you are victimized

Daily living services – Referrals to consultants and businesses that can help with everyday errands, travel, event planning and more (does not cover the cost nor guarantee delivery of services)

ONLINE MEMBER SERVICES

Access helpful information and powerful emotional health and work-life tools online. You can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find helpful tips, tools and articles

To access these services, go to: **members.mhn.com** and register with your company access code (listed on the inside flap of this brochure).

For a referral to a counselor, you will be prompted to supply additional information.

FREQUENTLY ASKED QUESTIONS

What is an EAP?

An Employee Assistance Program – or EAP – is a program designed to help you cope with emotional health, family and other personal problems. Employers provide an EAP to help their employees be happy, healthy and productive.

Who provides the help?

An MHN intake specialist or counselor provides your initial assessment. Depending on your needs, we may refer you to a network psychologist, social worker, marriage and family counselor, financial advisor, lawyer, childcare or eldercare provider or other trusted professional.

Will I have to pay for services?

No. Your employer pays for your EAP services. There are no copayments, deductibles, or co-insurance payments, and you will not be liable to an MHN provider for any fees covered by your EAP. You will only be responsible for payment if you opt for services not covered by the EAP or choose a provider outside MHN's network.

Are EAP services confidential?

Yes. Your privacy is important to us. MHN abides by state and federal mandates governing confidentiality, and your identity is protected by law.

How do I get help?

Simply call the number in this brochure. An experienced intake specialist will promptly answer your call. Based on your needs, the specialist will either provide a referral to a counselor or consultant, or connect you with one.

Wallet card – detach below

MHN

For more information about your EAP or to schedule an appointment, please call:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

Or visit: **members.mhn.com**
(access code: xxxxxxxx)

in an emergency, please call 911



SE TRATA DE USTED

En MHN, tenemos el compromiso de comprender sus necesidades individuales y de ayudarle a manejar una amplia gama de desafíos, desde asuntos diarios hasta problemas serios de salud emocional. Ya sea que simplemente necesite una mano amiga o un estilo de vida completamente nuevo, estamos para ayudarle.

¿Cuándo es el momento oportuno para buscar ayuda? Antes de que el problema se convierta crítico.

Puede llamar al número de teléfono gratuito las 24 horas del día, los siete días de la semana:

(800) XXX-XXXX

Los usuarios de TDD deben marcar el: (800) 327-0801

o visítenos en:

members.mhn.com

y regístrese con el código de acceso: **xxxxx**

Cada año calendario, los miembros elegibles tienen derecho a un número **X** de consultas telefónicas o visitas clínicas personales por incidentes.

MHN PUEDE AYUDARLE

a usted y su familia con problemas personales o relacionados con su trabajo, incluyendo los siguientes:

- » Alcanzar un equilibrio en la vida
- » Estrés y ansiedad
- » Duelo y depresión
- » Salud y bienestar
- » Fármaco dependencia
- » Problemas de pareja, familia y relaciones personales
- » Problemas financieros y legales
- » Robo de identidad
- » Vida diaria

Quando usted tenga un problema, llame a su EAP.

Si usted tiene un reclamo o disputa sobre los servicios o asesores de MHN, puede llamar al mismo número de teléfono sin costo que utiliza para acceder a sus servicios de EAP, enviar un reclamo en línea a www.mhn.com o enviarlo por escrito a:

MHN
Quality Improvement Department
503 Canal Boulevard
Point Richmond, CA 94804

Dentro de los siguientes cinco días hábiles, se notifica el recibo de los reclamos y se envían al departamento apropiado para su resolución.

EVIDENCIA DE COBERTURA Y DIVULGACIÓN

Para consultar una descripción detallada de sus beneficios de EAP en el Formulario de Evidencia Combinada de Cobertura y Divulgación (EOC) de MHN, por favor revise el EOC, el cual se encuentra disponible a través del departamento de beneficios. Adicionalmente, para obtener una copia de la EOC (únicamente para miembros de California) puede llamar a MHN al número de teléfono en este folleto.

MHN es un plan autorizado en California especializado de servicio de atención en salud. El Departamento de Administración de la Atención de la Salud (el "Departamento") es responsable de la regulación de los planes de servicio de atención de salud en California. Si usted tiene alguna queja contra MHN, primero debe llamar por teléfono a MHN al número de teléfono en este folleto y utilizar el proceso de reclamo de MHN, como se describe anteriormente, antes de comunicarse con el Departamento. El uso de este proceso de quejas formales no prohíbe el ejercicio de ningún derecho o recurso legales potenciales que pueda estar a su disposición.

Si necesita ayuda con una queja relacionada con una emergencia, una queja que no ha sido resuelta de forma satisfactoria por parte de MHN o una queja que ha permanecido sin resolver durante más de 30 días, puede llamar al Departamento. Usted también puede ser elegible para una Evaluación Médica Independiente ("IMR"). Si es elegible, el proceso de IMR proporcionará una evaluación imparcial de la toma de decisiones médicas realizada por un plan de atención en salud relacionadas con la necesidad médica de un servicio o tratamiento propuesto, decisiones de cobertura para tratamientos experimentales o de investigación y pago de disputas para servicios médicos urgentes o de emergencia.

El Departamento tiene un número de teléfono gratuito (1-888-HMO-2219) para recibir reclamos y una línea TDD (1-877-688-9891) para las personas con deficiencias de la audición y del habla. El sitio Web del Departamento (<http://www.hmohelp.ca.gov>) tiene formularios de quejas, formularios de solicitud de IMR e instrucciones en línea.



SE TRATA DE USTED

PROGRAMA DE ASISTENCIA AL EMPLEADO



SUS SERVICIOS DE EAP

MHN brinda los siguientes servicios, los cuales para su empleador. Éste es únicamente un resumen. Para obtener información más detallada sobre el producto y la elegibilidad del miembro y sus dependientes, por favor comuníquese con MHN o consulte su documentación de beneficios (como, por ejemplo, un folleto de Evidencia de cobertura o una Descripción Resumida del Plan).

ASISTENCIA DE PSICOLOGÍA CLÍNICA

En cualquier momento llame a su EAP para recibir ayuda si tiene problemas de salud emocional. Un especialista de admisión calificado evaluará sus necesidades y lo comunicará o referirá con un profesional que pueda ayudarle. Estamos a su disposición 24 horas al día, siete días a la semana para ayudarle a resolver:

- » Problemas de pareja, familia y relaciones personales
- » Estrés y ansiedad
- » Depresión
- » Duelo y pérdida
- » Manejo de la ira
- » Dependencia del alcohol y fármaco dependencia
- » Otros problemas de salud emocional

El tipo de consultas (telefónicas o personales) y el número de visitas a las cuales usted y sus dependientes elegibles tienen derecho se detallan en la cara interna de este folleto.

SERVICIOS DE TRABAJO Y DE VIDA

Su EAP también ofrece servicios para ayudarle a establecer un equilibrio entre trabajo y vida y manejar toda clase de tareas y desafíos. Las consultas telefónicas están disponibles en las siguientes áreas:

Atención a niños y ancianos. Evaluación de necesidades y referencias hacia proveedores de atención a niños y ancianos (dependiendo de su plan, usted también puede tener derecho a recibir ayuda en otros aspectos de paternidad o referencia a proveedores con disponibilidad actualizada y confirmada)

Servicios financieros. Orientación para la elaboración de presupuestos, consejería sobre crédito y finanzas (no se incluye asesoría sobre inversiones, préstamos y pago de facturas), planificación del retiro y asistencia para problemas de impuestos

Servicios legales. Las consultas telefónicas o personales para temas relacionados con las leyes civiles, de protección al consumidor, personales y familiares, de asuntos financieros, leyes comerciales, bienes raíces, planificación de patrimonio y otras (excluyendo disputas o acciones legales entre usted y su empleador o MHN)

Servicios de recuperación del robo de identidad. Información sobre prevención del robo de identidad, más un equipo de emergencia en caso que sucediera y el apoyo de un especialista en resolución de fraudes si usted se convierte en víctima

Servicios de la vida diaria. Referencias con consultores y negocios que pueden apoyarle con los mensajes diarios, viajes, planificación de eventos y otros (no cubre costo ni garantiza entrega de los servicios)

SERVICIOS EN LÍNEA PARA MIEMBROS

Acceda, en línea, a información útil e importante sobre salud emocional y herramientas para su vida laboral. Usted puede:

- » Buscar un consejero de MHN y obtener una referencia
- » Preguntar a nuestro experto dudas sobre salud emocional
- » Acceder a las evaluaciones y programas de autoayuda en línea para el manejo del estrés, depresión, insomnio, ansiedad y fármaco dependencia
- » Acceder en línea a información y herramientas sobre planificación de su patrimonio, incluyendo un programa sobre elaboración de testamentos en línea
- » Encontrar consejos, herramientas y artículos útiles

Para acceder a estos servicios, visite: members.mhn.com y regístrese el código de acceso de su compañía (que se encuentra indicado en la cara interna de este folleto).

Para obtener una referencia a un consejero, se le pedirá que proporcione información adicional.

PREGUNTAS FRECUENTES

¿Que es un EAP?

Un Programa de Asistencia al Empleado, o EAP, es un programa diseñado para ayudarle a enfrentar problemas de salud emocional, de salud, familiares y otros problemas personales. Los empleadores ofrecen un EAP para ayudar a que sus empleados sean felices y productivos y se encuentren saludables.

¿Quién ofrece la asistencia?

Un especialista de admisiones o consejero de MHN proporciona su evaluación inicial. Dependiendo de sus necesidades, podríamos referirlo a un psicólogo, trabajador social, consejero matrimonial y familiar, consejero financiero, abogado, proveedor de servicios de atención a niños y ancianos u otros profesionales de confianza, todos miembros de la red.

¿Tendré que pagar por los servicios?

No. Su empleador paga sus servicios de EAP. No existen copagos, deducibles o pagos de coaseguro y usted no será responsable por ningún honorario de un proveedor de MHN cubierto por su EAP. Únicamente será responsable del pago si decide tomar la opción de los servicios no cubiertos por el EAP o si selecciona un proveedor fuera de la red de MHN.

¿Son confidenciales los servicios de EAP?

Sí. Su privacidad es importante para nosotros. MHN cumple los mandatos estatales y federales que rigen la confidencialidad y su identidad se encuentra protegida por ley.

¿Cómo obtengo asistencia?

Simplemente llame al número de teléfono que encuentra en este folleto. Un especialista de admisión con experiencia atenderá inmediatamente su llamada. Con base en sus necesidades, el especialista le ofrecerá una referencia a un consejero o consultor o lo pondrá en contacto con alguno de ellos.

Targeta para portar en la billetera - desprender abajo

MHN

Para obtener más información sobre su EAP o para programar una cita, por favor llame al:

(800) XXX-XXXX

Los usuarios de TDD deben marcar el: (800) 327-0801

O visítenos en la Web: members.mhn.com
(código de acceso: xxxxxxxx)

En caso de emergencia, por favor llame al 911.

A BETTER QUALITY OF LIFE

JUST A PHONE CALL AWAY

EVERYONE NEEDS HELP ONCE IN A WHILE

Through your Employee Assistance Program (EAP), you and your eligible family members can access telephonic consultation services for a variety of emotional health, relationship and family needs. These services are provided at no cost to you

ISSUES ADDRESSED

Telephonic consultations are available for a broad range of issues, including:

- » Marriage and Relationships
- » Family and Parenting
- » Stress and Anxiety
- » Substance Abuse
- » Grief and Loss
- » Anger Management
- » Performance Anxiety

THE TELEPHONIC ADVANTAGE

There are many benefits to a telephonic consultation:

IT'S FREE!

- » Your EAP sessions are paid for by your employer.
- » There are no co-pays or deductibles

IT'S CONVENIENT!

- » Access your EAP anywhere a telephone call can be received, at your home or office
- » Sessions are designed to fit your schedule, ranging from 15 to 50 minutes

IT'S EASY TO SCHEDULE AN APPOINTMENT!

- » Only one call is needed to schedule your EAP session.

OUR CLINICAL STAFF

You'll speak with highly experienced, licensed, masters-level counselors who cover a range of clinical specialties including child, adult and geriatric issues.

HOURS & LOCATIONS

- » Monday - Friday 7 a.m. - 8 p.m. (MST)
Saturdays (variable)
Services are provided anywhere a telephone call can be received



TELEPHONIC EAP SERVICES

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

Eligible members are entitled to **X**
telephonic clinical consultations per
incident, per calendar year

PEACE OF MIND

IS MAKING THE RIGHT CHOICE

Finding appropriate, reliable care for your child or aging loved one can be challenging and exhausting. MHN's Employee Assistance Program (EAP) can help.

At MHN, it's about you, so our first step is to understand your unique situation. We then provide a variety of resources – including telephonic consultations and easily accessible online information and services – based on your particular needs.

CHILDCARE SERVICES

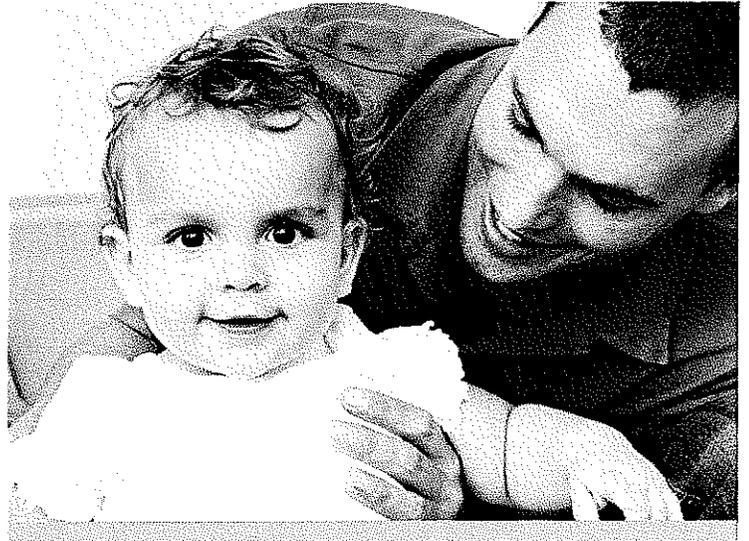
MHN's dedicated onsite staff and electronic resources can help you:

- » Evaluate and understand differences among various types of childcare (such as cost, structure and approach)
- » Understand developmental issues that can impact your choice
- » Obtain referrals for childcare providers in your area
- » Evaluate the quality of childcare settings and providers
- » Monitor and continually assess the care of your child
- » Identify resources to help you with adoption, explore educational options and address your child's special needs

ELDERCARE SERVICES

Through MHN's online services and telephonic consultations, you can:

- » Evaluate your loved one's living arrangements, healthcare, legal rights and financial concerns
- » Identify public and private resources, such as skilled nursing, assisted living, home healthcare agencies and adult day care providers
- » Obtain referrals for eldercare providers in your area
- » Evaluate the quality of eldercare settings and providers
- » Monitor and continually assess the care of your loved one



CHILDCARE AND ELDERCARE SERVICES

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: XXXXX

GO AHEAD, RELAX

WE'VE GOT YOU COVERED

Wish someone could help you find a reliable plumber or contractor? Planning a vacation and want to know which hotels take pets? Not enough hours in the day to accomplish everything on your "to do" list?

Don't waste valuable time searching for the right business or service to meet your needs. Let MHN do the legwork for you.

Here are just a few of the services we can find for you:

- » Hotel accommodations
- » Transportation services
- » Automobile repair and maintenance
- » Errand or chore services
- » Event and party planning
- » Personal care services
- » Gift and personal shopping
- » Pet services
- » Relocation assistance
- » Tickets to entertainment and sporting events

If you need it, let MHN find it for you.

- » Services are available 24 hours a day, seven days a week, nationwide
- » Responses are provided by phone or email within 72 hours.
- » You'll get 3-5 referrals with complete contact information

MHN does not cover the cost or contract for services on your behalf or guarantee the quality or delivery of any services.



DAILY LIVING SERVICES

Need help?

Call toll-free, 24 hours a day,
seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

HAVE YOU GOT MONEY

ON YOUR MIND?

Are you struggling to curtail your debt or develop a monthly budget? Working toward major financial goals – like buying a house, sending kids to college or ensuring a comfortable retirement?

Expenses seem to grow faster than income, while complex financial decisions arise and retirement looms. It's not uncommon to lose sleep, have difficulty focusing at work, or even find your marriage breaking up over money.

WE'RE HERE TO HELP

With personal financial counseling, pre-retirement services and tax advisory sessions, MHN can help you gain control of your financial life. Our certified financial counselors can help you overcome financial distress and meet your goals with telephone assistance and referrals to professional services. Issues covered include:

- » Tax planning
- » Credit counseling
- » Debt and budgeting assistance

or each separate financial issue, you are eligible for 30 to 60 minutes of consultation, at no cost to you. You're also entitled to a 25 percent discount on additional services.

SPECIALIZED TAX ASSISTANCE

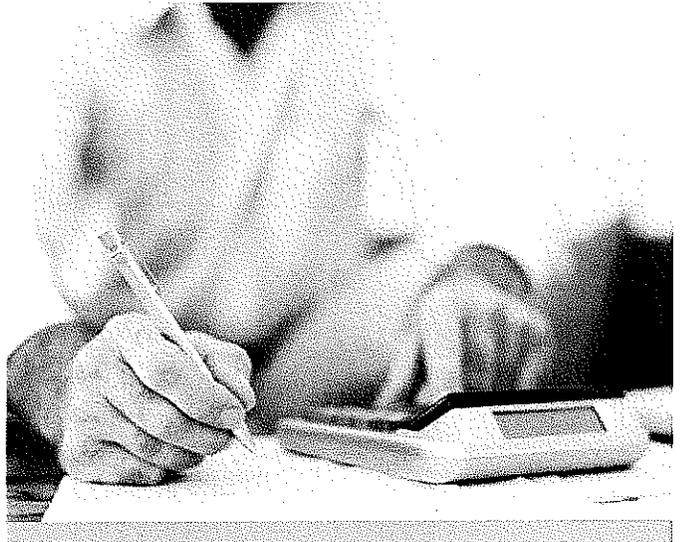
Seasoned financial professionals and licensed CPAs will provide you with:

- » Telephonic income tax planning assistance (30 minutes per separate issue)
- » Income tax preparation services (at a 25 percent discount)
- » Tax levy resolution consultation (30 minutes per separate tax problem)
- » Discounted tax levy resolution services, such as negotiation with tax authorities, stopping tax collections and interfacing with HR/payroll

ONLINE TOOLS, TIPS AND MORE

For an array of helpful financial tools, calculators, worksheets and information, log on to MHN's Online Member Services at members.mhn.com and click the Financial & Legal button

MHN does not offer specific investment advice or counseling. If you are seeking these services, please contact a certified financial planner or investment counselor.



FINANCIAL SERVICES

Need help?

Call toll-free, 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: XXXXX

TIP THE SCALES

IN YOUR FAVOR

Every year, one out of three people in the U.S. is confronted with a legal problem. MHN can help you resolve your legal problems quickly and confidentially, saving you both time and money, and minimizing stress and anxiety.

WHAT OUR LEGAL SERVICES COVER

You are entitled to 30 minutes of office or telephone consultation per separate legal matter, with either a network attorney or mediator. Our attorneys deal with almost all types of legal matters, while mediators typically cover divorce and child custody, contractual and consumer disputes, real estate and landlord-tenant issues, and car accidents and insurance disputes. If you want to retain an attorney or a mediator after your initial consultation, you'll receive 25 percent off the normal hourly rate.

HOW WE CAN HELP YOU

You can use this program for:

Civil and consumer issues - Retail transactions, warranty and other consumer product matters, governmental entitlements and benefits, advice on small claims court and other general legal matters

Personal and family legal services - Adoption and guardianship, custody and support matters, divorce, separation and annulment issues, name changes as well as other domestic or family law issues

Financial matters - Bankruptcy representation and defense for lending-related legal issues by appropriately qualified attorneys

Business legal services - Advice, consultation and representation for contracts, incorporation, partnerships and other commercial activities

Real estate - Assistance in the acquisition or sale of property, lease and rental agreements, property boundary disputes and other matters surrounding personal real property

Criminal matters - The defense of both misdemeanor and felony criminal acts of all kinds

IRS matters - Former senior-level IRS employees can advise and negotiate with the IRS on the member's behalf, whether in an audit environment or to assist with a lien or a balance

Organizing life's affairs - Advice on organizing vital documents and arranging final details for a loved one

Online estate planning - Create a will, financial power of attorney, living will or record of your preferred final arrangements

Note: Matters involving disputes or actions between members and their employer or MHN are specifically excluded from this plan. Also excluded are matters that, in the attorney's opinion, lack merit. Court costs, filing fees and fines are the responsibility of the member.



LEGAL SERVICES

Need help?

Call toll-free, 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: XXXXX

A BURGLAR ALARM

CAN'T STOP AN IDENTITY THIEF

Identity theft is a real and growing threat to your financial security: in 2003, two separate studies (one by Gartner Research, the other by Harris Interactive) found that approximately 7 million people were victims of identity theft in the previous year.

Identity theft, which includes credit card, phone, utility and bank fraud, as well as other types of fraud, can hurt you financially, damage your credit and cause legal troubles. Resolving identity theft is almost always difficult, time-consuming and stressful.

Luckily, your Employee Assistance Program (EAP) from MHN is here for you. You can call our toll-free number any time for identity theft prevention tips and tools, and in the unfortunate event that you are a victim, we can help



IF YOU ARE VICTIMIZED

Call MHN as soon as you suspect you've been a victim of identity theft. As an MHN member, you and your eligible dependents are entitled to:

An ID theft emergency response kit – free upon request.

» **Fraud resolution consultation** – a 60-minute consultation with a fraud resolution specialist, who can help you evaluate your situation and advise you on how to:

- Place fraud alerts
- Freeze credit
- Close affected accounts
- File police reports
- Conduct other activities necessary to resolve fraud

If you are victimized by an identity thief, MHN can help. But prevention, of course, is even better. Call MHN today for information on how to lower your risk of being victimized, and to request your free ID theft emergency response kit.

(MHN Identity Theft Recovery Services do not constitute legal counsel for issues arising from identity theft and do not guarantee resolution.)

IDENTITY THEFT RECOVERY SERVICES

**Call today for
more information:**

(800) XXX-XXXX

TDD: (800) 327-0801

or visit us at:

members.mhn.com

access code: XXXXX

THE PREMIER SOLUTION

FOR BETTER LIVING

MHN's Premier Online Member Services (OMS), the online component of your Employee Assistance Program, is your one-stop Web destination for better living. Whether you're coping with stress, hoping to get fit, choosing a childcare provider or getting a referral to a counselor, Premier OMS can help.

TAKE CARE OF YOURSELF

Visit Premier OMS for helpful information and powerful emotional health and work-life tools. From the comfort and convenience of your own computer, you can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and alcohol/substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find the childcare and eldercare you need with our extensive online directories, searchable by location and provider type
- » Sign up for *Member Matters*, our monthly online newsletter about health, wellness and work-life balance

FOCUS ON WELLNESS

Improve your quality of life by taking a proactive approach to wellness. Premier OMS gives you easy access to four powerful online programs that can help you make positive lifestyle changes to better your health:

- » **Succeed®** – Based on a personalized online health assessment, this program teaches you to make healthy lifestyle choices that can prevent disease and improve overall health
- » **Balance®** – A weight management program that can help you develop a positive self-image and make smart decisions about diet and physical activity
- » **Nourish®** – A nutrition program that teaches personalized strategies for making smart, satisfying food choices
- » **Breathe®** – A personalized smoking cessation program that can help you achieve lasting behavior change so you can quit smoking for good

EXPERT ADVICE AND INFORMATION

You can also rely on Premier OMS for helpful tips and tools to support healthy lifestyle decisions and behavior, as well as articles on:

- » Stress, depression, grief, anxiety and other emotional health issues
- » Parenting, relationships and family issues
- » Financial and legal issues and estate planning
- » Other work-life challenges

Note: Some restrictions may apply to the services listed. To obtain a referral to a counselor, you will be prompted to supply additional information.



PREMIER ONLINE MEMBER SERVICES

Visit your private, online solution for health, work and life challenges at:

members.mhn.com

access code: XXXXX

For telephonic help, call MHN at:
(800) XXX-XXXX

TDD: (800) 327-0801

LA SOLUCIÓN PREFERENCIAL

PARA UNA VIDA MEJOR

Los Servicios en línea preferenciales para afiliados (OMS) de MHN, el componente en línea de su Programa de Asistencia al Empleado (EAP), son su camino hacia una vida mejor. Si está sufriendo estrés, si desea ponerse en forma, elegir un prestador de servicios de atención infantil u obtener una consulta con un orientador, los OMS preferenciales pueden ayudarlo

CUÍDESE

Visite los OMS preferenciales para obtener información útil y poderosas herramientas para su salud emocional y su equilibrio entre trabajo y vida personal. Desde la comodidad y conveniencia de su propia computadora, usted puede:

- » Buscar un orientador de MHN para que lo derive
 - » Formular sus preguntas sobre salud emocional a nuestros especialistas
 - » Acceder a evaluaciones y programas de autoayuda en línea para manejar el estrés, la depresión, el insomnio, la ansiedad, el alcoholismo y la drogadependencia
 - » Obtener en línea información y herramientas para su planificación testamentaria, como por ejemplo, el programa en línea para crear testamentos
 - » Obtener los servicios de atención infantil y para la tercera edad que usted necesita, con la ayuda de nuestros extensos directorios en línea, siguiendo criterios de ubicación y de tipo de prestador
- Suscribirse a Member Matters, nuestra gaceta mensual electrónica sobre salud, bienestar y equilibrio entre trabajo y vida personal

OCÚPESE DE SU BIENESTAR

Mejore su calidad de vida adoptando una actitud proactiva hacia el bienestar. Los OMS preferenciales le brindan un fácil acceso a cuatro poderosos programas en línea, que lo pueden ayudar a hacer cambios positivos en su estilo de vida para mejorar su salud:

- » **Succeed®** – Este programa se basa en una evaluación de salud en línea y personalizada, y le enseña a hacer elecciones de estilo de vida saludables que pueden evitar enfermedades y mejorar la salud en general
- » **Balance®** – Un programa de control de peso, que lo puede ayudar a desarrollar una imagen propia positiva y que le puede enseñar a tomar decisiones inteligentes respecto de su dieta y de su actividad física
- » **Nourish®** – Un programa de nutrición que enseña estrategias personalizadas para tomar decisiones inteligentes y satisfactorias respecto de los alimentos
- » **Breathe®** – Un programa personalizado para dejar el hábito de fumar, que lo puede ayudar a lograr un cambio permanente de comportamiento para que pueda dejar de fumar para siempre

ASESORAMIENTO E INFORMACIÓN DE ESPECIALISTAS

Los OMS Preferenciales también le brindan consejos y herramientas útiles para dar sustento a comportamientos y decisiones saludables en relación con su estilo de vida, así como artículos sobre los siguientes temas:

- » Estrés, depresión, dolor, ansiedad y otros temas de salud emocional
 - » Problemas con los hijos, de relación y de familia
 - » Temas financieros y legales, y planificación testamentaria
- Otros desafíos relacionados con el equilibrio entre trabajo y vida personal

Nota: Puede haber ciertas restricciones a los servicios descritos. Para ser derivado a un orientador, se le solicitará que brinde más información



SERVICIOS EN LÍNEA PREFERENCIALES PARA AFILIADOS

Visite su solución privada y en línea Para sus problemas de salud, trabajo y vida personal en:

members.mhn.com

y regístrese utilizando el código de acceso: xxxxx

Para asistencia telefónica, llame a MHN al:

(800) XXX-XXXX

Si tiene problemas de audición, llame a la línea con dispositivo de telecomunicaciones para sordos (TDD): (800) 327-0801

CHILDCARE AND ELDERCARE RESOURCES



Caring for a child or a senior can be challenging. Your Employee Assistance Program, provided by MHN, can connect you with helpful resources for your childcare and eldercare needs. Take advantage of an online resource database, plus articles, professional guidance and other self-help tools.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxx**

MHN
www.mhn.com

HAPPY BIRTHDAY?



For many, birthdays are a time to celebrate the past and the promise of more joy-filled years. But if you've been struggling with depression, anxiety or stress during the year, your Employee Assistance Program (EAP) can help. Provided by MHN, your EAP offers counseling, online services and more to help you cope with life's challenges.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxx**

MHN
www.mhn.com

YOUR FINANCIAL FUTURE IS CLOSER THAN YOU THINK.



Your Employee Assistance Program (EAP) offers free financial consultations and a wealth of helpful online resources, such as financial calculators, articles and more. Plus, your EAP can help you with a range of other issues, including emotional health, fitness, family and work.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxx**

MHN
www.mhn.com

HELP WANTED.



Your success at work depends on many factors, including your ability to communicate with colleagues, manage your time, and set and achieve goals. MHN's Employee Assistance Program (EAP) offers a range of resources to help you improve these skills. Your EAP can also help you with a variety of other issues, including emotional health, fitness, family and work.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxxx**

MHN
www.mhn.com

YOUR BEST YEAR YET.



New year? New you! Take advantage of your Employee Assistance Program (EAP), provided by MHN and make 2007 your best year yet.

Your EAP offers helpful online resources, such as articles, assessments and other self-help tools for a range of life issues, including emotional health, fitness, family and work and financial and legal matters.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxx**

MHN
www.mhn.com

RESOURCES FOR LIFE, A CLICK AWAY.



Looking for information to help you meet life's challenges? Your Employee Assistance Program (EAP), provided by MHN, delivers a wealth of online articles, quick tips and more—on a range of topics, including emotional health, fitness, family and work, and financial and legal matters.

Call toll-free 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD callers, please dial: (800) 327-0801

or visit us at:

members.mhn.com

and register with the access code: **xxxxx**

MHN
www.mhn.com

MEMBER OUTREACH EMAILS:

AUGUST

Subject line: Researchers say one good night's sleep can change the course of history

Take the case of Napoleon Bonaparte, a well-known insomniac, who lost his empire at Waterloo while stumbling around the battlefield in a sleep-deprived stupor.

Emperors aren't the only ones to suffer from insomnia's debilitating effects. More than 20 million Americans complain of chronic insomnia ¹

Research also shows that insomnia plays a significant role in the cost of absenteeism. For example, the work absences of employees with insomnia cost an average of \$3,025 per employee each year, while the missed days of good sleepers cost an average of \$1,250 ²

The Right Solutions

If you have employees who are plagued by insomnia, MHN can help. Our Employee Assistance Program offers a broad variety of solutions – from informative articles and online insomnia assessments to self-help programs and referral to clinical services.

Visit us online at www.mhn.com or call (XXX) XXX-XXXX to learn more.

¹ American Insomnia Association. 2006. *About Insomnia*.
<http://www.americaninsomniaassociation.org/aboutaia.asp> (accessed May 25, 2007).

² Medical News Today. 2006. *Insomnia Linked to Higher Rate of Absence from Work*.
<http://www.medicalnewstoday.com/medicalnews.php?newsid=37053> (accessed May 25, 2007).

OCTOBER

[Labor and Trust audience]

Subject Line: A Few Interesting Facts About Concrete

- The largest concrete dam in North America, the Grand Coulee in Washington, contains nearly 12,000,000 yards of concrete.
- China is the world's largest concrete producer. The country's total production capacity tops 700,000,000 tons.
- The Paris Exhibition Hall boasts the largest concrete roof in the world, covering 5 ½ acres.

...And a Few Concrete Facts of Interest

- MHN's ROI calculator can estimate how much you save with our EAP.
- Our ROI calculator formula is based on data collected from real members.
- It takes only minutes to find out how much your company can save.

Calculations cover substance abuse, depression and general emotional health diagnoses.

It's About You

For a customized, complimentary estimate of your savings – compared with the cost of an EAP – call us today at (XXX) XXX-XXXX.

10 TOP FOODS FOR GOOD HEALTH

Below are the top 10 foods individuals should be eating because each is a powerhouse of good nutrition, offering health benefits

1. Tomatoes – Tomatoes have been shown to reduce the risk of cardiovascular disease in women since they are loaded with the antioxidant lycopene. In addition, the carotenoids in tomatoes can help prevent prostate cancer and other cancers. A study in the *Journal of Nutrition* found that women who had 7 or more weekly servings of tomato-based foods had a 30% reduction in their risk of heart disease, compared with those who had 1½ servings per week.

2. Low-fat proteins – University of Illinois researchers found that diets moderately high in protein and meals with 1,340-1,700 calories a day enhanced weight loss and preserved muscle mass better than lower-protein diets. Some low-fat proteins include fish, seafood, skinless white-meat poultry, eggs, lean beef (tenderloin, sirloin, eye of round), and skim or low-fat yogurts, milk, and cheeses.

3. Whole grains, oats and fibrous foods – Fiber helps your digestive tract function properly and lowers your cholesterol levels. Whole grains are fat-free and contain antioxidants. A study published in *The Journal of the American Medical Association* showed that people with the highest intake of whole-grain fiber had a 21% lower risk of heart disease. Another study suggested that a high-fiber diet can cut your risk of colon cancer.

4. Berries – Nutritious berries (red and blue including grapes) are loaded with vitamins and minerals as well as phytochemicals with cancer-fighting properties. Red grapes in the form of one glass of red wine daily may reduce the risk of heart disease, according to the American Heart Association.

5. Nuts – A handful of almonds, cashews, pecans, or walnuts provides lots of vitamin E, fiber, and monounsaturated fats. The Food and Drug Administration recently decided to allow food labels to proclaim that one ounce of nuts can help reduce the risk of heart disease.

6. Fish and fish oil – These foods contain omega-3 fatty acids that can reduce the risk of heart disease by protecting the heart against inflammation. The American Heart Association recommends eating fatty fish such as salmon, mackerel, tuna, or sardines at least twice a week. Men who eat fish one to three times per week may reduce their risk of stroke by 43%.

7. Unsaturated fats – Olive, canola and soybean oils are the best kind of fats. You should still limit total fats in your diet, but when you have them, go for the unsaturated ones. One study found that older Americans who primarily ate fats from vegetable sources were less likely to develop Alzheimer's disease. And there is growing evidence that these polyunsaturated fats may also help prevent complications of diabetes and arthritis.

8. Low-fat dairy products – Research conducted at the University of Tennessee showed that eating three servings of low-fat dairy products per day could foster weight loss. Low-fat dairy - including yogurt, cheese or milk - could be the secret weapon to staying healthy and losing weight. These foods provide plenty of calcium to help keep bones and teeth strong. They are also a great source of protein, which can enhance weight loss.

9. Vegetables – All veggies except avocado are fat-free and loaded with disease-fighting phytochemicals. Veggies contain compounds that can stimulate enzymes that will get rid of cancer-causing free radicals in your body.

10. Legumes – Beans (pinto, garbanzo, kidney and black beans and lentils) are naturally fat free and loaded with protein, iron, fiber, vitamins and minerals. According to a study published in the *Archives of Internal Medicine*, eating a serving of beans 4 times a week can reduce your risk of heart disease by 22%.

Resources:

Journal of Agricultural and Food Chemistry, June 9 2004

Archives of Internal Medicine, May 2, 2005

WebMD website: http://www.weightlossmd.com/10_amazing_disease_fighting_foods.asp

FAMILY FITNESS

Don't Exercise... Play!

For generations, school children impatiently anticipated outdoor recess and after school fun. But today nature, with all her adventures, must compete with television, video games and the Internet for our children's attention. This change in childhood activities is affecting our nation's health:

- The prevalence of overweight among children aged 6-11 has more than doubled in the past 20 years, increasing from 7% in 1980 to 18.8% in 2004.¹
- Overweight and obesity increase the risk of diabetes, high blood pressure, high cholesterol, asthma, arthritis, and poor health status.²
- Physical inactivity increases the risk of dying prematurely, dying of heart disease, and developing diabetes, colon cancer, and high blood pressure.³

Clearly it's time to find ways for parents to help their kids develop more active lifestyles. Here are some ways to make physical activity a regular part of your child's day.

JUST HAVE FUN

For adults, getting enough exercise is often a chore. "I have to go work out" doesn't sound like much fun, does it? Instead of presenting physical activity as something your children should do, consider it play and make it inviting. Biking, skating, and neighborhood games like tag will get your kids' hearts pumping and be loads of fun.

When it comes to sports, don't hamper your child's enjoyment by insisting he or she performs up to a certain standard. Children will ask for instruction when they want to know how to do something better, and they'll let you know just how much coaching they want. Focus on having fun and don't let parental lectures or pressures become a deterrent.

EXERCISE TOGETHER – EARLY AND OFTEN!

One of the best ways to foster good exercise habits is to make fun physical activity something your family does together, and you can establish family exercise habits even before your kids are walking! Hiking with the baby in a pack or pushing your toddler on a trike can lay the foundation for associating activity with fun and family.

Once your little one is mobile, try "follow the leader" around your neighborhood or at the local playground. You can incorporate running, hopping, skipping and

more, the sillier the better. Just watch out – you might have trouble keeping up when it's your child's turn to lead!

As your kids grow and their schedules fill up with school and extracurricular activities, make a point of scheduling family time after work or school and on weekends. Plan regular hikes, games and active adventures, choosing things your children enjoy to keep their interest level high. Be prepared to switch gears mid-game, since many children like to bounce from one thing to another.

ORGANIZE ACTIVE PLAY DATES AND PARTIES

Invite your children's friends to join the fun! Organize get-togethers that include skating, swimming, bowling or hiking. It's a great way to celebrate a birthday, or just to make an afternoon special. When your child has friends over on a weekend, resist the temptation to head to the video store to rent movies. Instead, provide skates, kites and a bike ride to the park. If you meet with resistance, add a video camera to the mix and let them film each other clowning around or showing off – it's a temptation few kids can resist!

ATTITUDE IS EVERYTHING

Organized sports are a natural choice for introducing healthy exercise into your child's life, and being part of a team can be an enriching experience. But if you pressure your child to win or are critical of his or her play, you may take the fun right out of the game. So keep it positive.

(The "praise sandwich" is a good technique for positive skill development, in which you couch constructive criticism with praise and encouragement. For example: "That was a great swing, Jessie. This time, keep your eye on the ball. You're doing a great job!")

Also, remember that your child won't necessarily take to your choice of sport or activity. Some kids love to be part of a team, some are more comfortable with individual sports, such as swimming, gymnastics or martial arts, and others don't like competitive sports at all. Non-competitive activities, like dancing and hiking provide plenty of exercise, too.

Foster a love of physical activity by encouraging your children to try different things and discover what they like best.

(continued)

FAMILY FITNESS: DON'T EXERCISE... PLAY!

Positively reinforce your child's physically activity, whether she's the star of her soccer team or just loves to dance the afternoon away in her bedroom. Making exercise an enjoyable part of your family's life will improve the physical health of your kids and you, *and* it will likely strengthen family ties along the way.

This article is for informational and self-help purposes only. It should not be treated as a substitute for financial, medical, psychiatric, psychological or behavioral healthcare advice, or as a substitute for consultation with a qualified professional.

¹ Ogden CL, Carroll MD, Curtin LR, McDowell MA, Tabak CJ, Flegal KM. Prevalence of overweight and obesity in the United States, 1999-2004. *Journal of the American Medical Association* 2006;295(13): 1549-1555

² Mokdad AH, Ford ES, Bowman BA, et al. Prevalence of obesity, diabetes and obesity-related health risk factors, 2001. *Journal of the American Medical Association* 2003;289(1):76-79

³ CDC. Physical activity and health: A report of the Surgeon General. Atlanta, GA: U.S. Department of Health and Human Services. 1996

ARE YOU GETTING ENOUGH PHYSICAL ACTIVITY?

Find out with MHN's online health assessment!

MHN's Online Member Services website includes a wealth of health and fitness information, plus an interactive health assessment called Succeed®. Succeed assesses your physical activity and several other lifestyle behaviors that impact your health, and will help you learn how to make healthy choices to reduce your risk of disease and improve the quality of your life.

Visit members.mhn.com and click on 'Health and Fitness' to get started.

**IF YOU NEED HELP, CALL TOLL-FREE
24 HOURS A DAY, SEVEN DAYS A WEEK:**

(800) XXX-XXXX

TDD callers, please dial: **(800) 327-0801**

or visit us on the web at:

members.mhn.com

YOUR MOODY TEEN COULD BE DEPRESSED

WOULD YOU BE ABLE TO TELL IF YOUR TEENAGER NEEDED HELP?

Your 14-year-old son wanders the house restlessly, and when you ask what's wrong he says, "Nothing" or "I'm bored." You offer to take him out for ice cream – his favorite – and he declines the invitation.

Your 16-year-old daughter has been crying off and on all week. All she'll say is, "My life sucks." When you knock on her bedroom door to offer a sympathetic ear, she calls weakly from bed, "Leave me alone."

ARE THESE KIDS DEPRESSED?

Maybe. Or maybe they're just exhibiting typical teenage behavior. Sporadic incidents of sadness, irritability and anxiety are part of life, and during adolescence it's normal for feelings to be particularly intense. The most obvious difference between normal teen moodiness and depression is pervasiveness.

If your child seems sad, depressed or irritable most of the time for two weeks or more (even with friends), and no longer enjoys anything (including hobbies or activities he used to enjoy), consider getting a professional opinion.

According to a 2004 study by the Substance Abuse & Mental Health Services Administration of the U.S. Department of Health and Human Services, an estimated 14% of youths aged 12 to 17, approximately 3.5 million youths, had experienced at least one major depressive episode in their lifetime.¹

Depression is not a character flaw, nor is it something you can fix by telling your teen to cheer up or snap out of it. Depression is a serious mental health disorder that, if left untreated, can rob your teen of a happy, fulfilling life. The good news is that depression is highly treatable.

SYMPTOMS

Symptoms of depression in teens include:

- » Persistent sadness, depression or irritability lasting longer than two weeks
 - » Loss of interest in activities that used to bring pleasure
 - » Frequent crying (often over seemingly minor things or for no apparent reason)
 - » Low energy, listlessness, indifference or constant boredom
 - » Constant pessimism or self-criticism
 - » Frequent anxiety or anger
 - » Difficulty concentrating
- » Declining grades, missed assignments, unfinished projects
 - » Increased behavioral problems at school
 - » Withdrawal from friends or family
 - » Decreased requests for favors, privileges or material items
 - » Loss of appetite; significant weight loss or weight gain
 - » Change in sleep patterns (sleeping "all the time;" difficulty sleeping or waking up)
 - » Aches and pains, such as headaches and stomach aches, that have no physical cause
 - » Risky and/or masking behaviors, such as alcohol/ substance abuse or cutting
 - » Talk of death or suicide

WHEN IN DOUBT – GET A PROFESSIONAL OPINION!

It's often hard for parents to distinguish between normal teenage moodiness and genuine depressive behaviors. If you are worried about your child's emotional health, call your EAP or visit your child's primary care doctor or a child psychiatrist.

Your MHN EAP is available 24 hours a day, seven days a week, to provide assessment, counseling and referrals. You can also log on to members.mhn.com for an online self-assessment for depression, our Triumph over Depression self-help program, and a broad range of helpful information.

¹ U.S. Department of Health and Human Services. Substance Abuse & Mental Health Services Administration. National Survey on Drug Use and Health. Suicidal Thoughts among Youths Aged 12 to 17 with Major Depressive Episode. at <http://www.oas.samhsa.gov/2k5/suicide/suicide.pdf>

This article is for informational and self-help purposes only. It should not be treated as a substitute for financial, medical, psychiatric, psychological or behavioral health care advice, or as a substitute for consultation with a qualified professional.

Need help?

Call toll-free, 24 hours a day, seven days a week:

(800) XXX-XXXX

TDD: (800) 327-0801

or visit us at: members.mhn.com

access code: **XXXXX**

Member Matters

Helping members balance their health, work and life

July 2007

Volume 51

In This Issue:



- Focus on Sleep
- Keep Your Kids Healthy
- 10 Steps to Mental Fitness
- Improving Work Relationships
- How to Choose a Financial Planner

Focus on Sleep

Sufficient sleep is crucial to our health and well-being, but many of us aren't getting enough of it. If you're having difficulties falling asleep or getting a good night's rest, read on.

- How Much Sleep Is Enough?
- The Yawn Factor – Relax Those Muscles
- Get the Balance Right
- Think Sleep – Manage Your Thoughts

Get Fit



Keep Your Kids Healthy

According to the Centers for Disease Control, since 1980, obesity rates have doubled among children and tripled among adolescents. **Here are some tips** to help your kids reverse these trends.

Emotional Health



10 Steps to Mental Fitness

Just as exercise can improve your physical fitness, adopting healthy attitudes and behaviors can improve your "mental fitness." **Read more.**

Family & Work



Improving Work Relationships

Forming positive relationships with co-workers helps you enjoy work and be more productive. There are times, however, when work relationships can be challenging. Here are a few **tips to keep them on track.**

Financial & Legal



How to Choose a Financial Planner

Finding the right financial planner requires hard work. Here are **10 tips** to help you find one that's right for your needs.

Tools & Features

- Stress Program
- Financial Tools
- My EAP Benefits
- Provider Search

Coach's Corner

Tools and resources to keep you motivated and on track toward achieving your goals.

Ask Our Expert

Have an emotional health concern? Submit your question and one of our experts will get back to you within two business days.

Not Sleeping Well?

Take our insomnia self-assessment.

Click here to learn what **MHN** can do for you!



Not yet registered with Online Member Services?

Register

MHN
www.mhn.com

[Click here to view Member Matters in Spanish](#)

The articles and tools on the MHN Member Services website are for informational and self-help purposes only. They should not be treated as a substitute for medical, psychiatric, psychological or behavioral health care advice or as a substitute for consultation with a qualified health care professional.

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MHN Proposed Communications Plan

Member Awareness (Tools for Engagement):

EAPs benefit employers (and their employees) most when they're frequently used. Several approaches can be used to increase member engagement. The table below highlights the common approaches that MHN uses to help you promote the EAP to your employee population.

	Communication Method	Key Features	Distribution Schedule / Frequency
1.	Brochure and wallet card	<ul style="list-style-type: none"> ▪ Eligibility definition ▪ Benefit specifications (# of sessions, etc.) ▪ Toll-free phone number ▪ TDD phone number ▪ Online access information ▪ 24/7 availability ▪ Overview of telephonic, face-to-face, and online member services ▪ Online access and registration information ▪ Confidentiality statement ▪ Complaint process ▪ Knox-Keene and Evidence of Coverage (EOC) information, when applicable 	Orientations and ongoing
2.	Evidence of Coverage booklet	<ul style="list-style-type: none"> ▪ Eligibility definition ▪ Benefit specifications (# of sessions, when benefits begin and end, etc.) ▪ Toll-free phone number ▪ TDD phone number ▪ 24/7 availability ▪ Member rights and responsibilities ▪ About our providers ▪ Notice of privacy practices/confidentiality ▪ Complaints process ▪ Limitations and exclusions ▪ Claims for benefits instructions ▪ Continuation of coverage (COBRA) information ▪ Definition of EOC Booklet terms 	Yearly
3.	Employee handbook	<ul style="list-style-type: none"> ▪ Description of how supervisors can access the EAP for assistance with managerial issues and tasks ▪ Information about basic behavioral health issues in supervisory relationships 	Orientations and ongoing
4.	Member privacy policy	<ul style="list-style-type: none"> ▪ Description of how MHN may collect, use and disclose a member's protected health information. ▪ A member's rights to view their health information 	Yearly
5.	Posters	<ul style="list-style-type: none"> ▪ Toll-free phone number ▪ TDD phone number ▪ Online access information ▪ 24/7 availability 	Twice a year, January 15 and June 15
6.	Flyers	<ul style="list-style-type: none"> ▪ Eligibility definition ▪ Benefit specifications (# of sessions, etc.) ▪ Toll-free phone number ▪ TDD phone number ▪ Online access information ▪ 24/7 availability ▪ Overview of telephonic, face-to-face, and online member services 	Orientations and as needed

MHN Proposed Communications Plan

	Communication Method	Key Features	Distribution Schedule / Frequency
7.	Member Matters (e-newsletter)	<ul style="list-style-type: none"> ▪ Timely information on behavioral health issues related to the workplace ▪ Benefit specifications (# of sessions, etc.) ▪ Registration information ▪ Feedback process ▪ Online tools and assessments ▪ Information on Emotional Health, Health & Fitness, Family & Work, Financial & Legal, and seasonally appropriate material 	<p>Quarterly, first Tuesday of each month for OMS Welcome clients</p> <p>Monthly, first Tuesday of each month for OMS Premier clients</p>
8.	Online Member Services website	<ul style="list-style-type: none"> ▪ Self-help available 24/7 on the Web on a wide variety of behavioral health topics ▪ Self-assessment and detailed, clinically based, self-help programs for changing behavior ▪ Detailed information on EAP benefits available through MHN ▪ Information on how to contact MHN 	Available 24/7
9.	On-site orientation sessions and orientation handouts	<ul style="list-style-type: none"> ▪ How to access the EAP ▪ EAP Benefits 	Sessions at agreed upon sites during and immediately following implementation
10.	On-site supervisory orientation sessions and supervisory orientation handouts	<ul style="list-style-type: none"> ▪ How and when to refer direct reports to the EAP ▪ How and when to access EAP consultants for management issues ▪ How and when to access the EAP for yourself 	Sessions at agreed upon sites during and immediately following implementation
11.	Newsletter Ads	<ul style="list-style-type: none"> ▪ Highlights the EAP in general (or a specific type of service) ▪ Contact Information 	Monthly or quarterly (as needed)
12.	Newsletter Articles	<ul style="list-style-type: none"> ▪ Focus on an EAP issue, tips for overcoming or treating the issue and contact info, encouraging employees to call their EAP for help 	Monthly
13.	Outreach Emails	<ul style="list-style-type: none"> ▪ Seasonal, topical, date or event driven ▪ Contact info 	Monthly
14.	Intranet Banner Ad	<ul style="list-style-type: none"> ▪ Gateway to Online Member Services website 	Quarterly
15.	Paycheck Stuffer (additional cost)	<ul style="list-style-type: none"> ▪ Highlights the EAP in general (or a type of service(s) available through the EAP) ▪ Contact information 	As requested, at an additional cost
16.	Premiums (additional cost)	<ul style="list-style-type: none"> ▪ Contact information ▪ Specifically tailored to Client 	As requested, at an additional cost
17.	Direct Mail (additional cost)	<ul style="list-style-type: none"> ▪ Highlights the EAP in general (or a type of service(s) available through the EAP) ▪ Contact information 	As requested, at an additional cost



Jan 2007 - Mar 2007
Employee Assistance Program
Utilization Report

**Employee Assistance Program
Utilization Summary
Jan 2007 - Mar 2007**

I. Number of Subscribers	
Subscribers, Monthly Average	35,051

II. Call Activity	Current Period	Year to Date	MHN Norm
	Jan 2007 - Mar 2007	Jan 2007 - Mar 2007	
Calls Received	7,639	7,639	
Annualized Utilization Rate	87.18%	87.18%	41.22%

III. EAP Case Activity	Current Period	Year to Date	MHN Norm
	Jan 2007 - Mar 2007	Jan 2007 - Mar 2007	
Routine	655	655	
Crisis	4	4	
Total	659	659	
Annualized Utilization Rate	7.47%	7.47%	5.72%

IV. MHN National Survey Results	
	MHN Year to Date
Overall Experience with MHN - Responses Good and Above	89%
Percent Returned	17%

**Employee Assistance Program
Utilization Summary
Jan 2007 - Mar 2007**

EAP Clinical Cases	Current Period	Year to Date
	Jan 2007 - Mar 2007	Jan 2007 - Mar 2007
Face to Face Cases	617	617
Telephonic Cases	6	6
Total	623	623

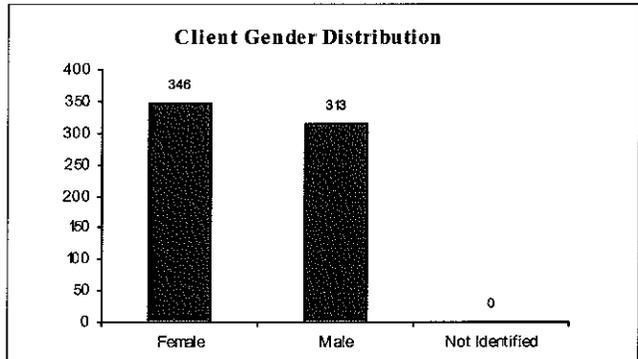
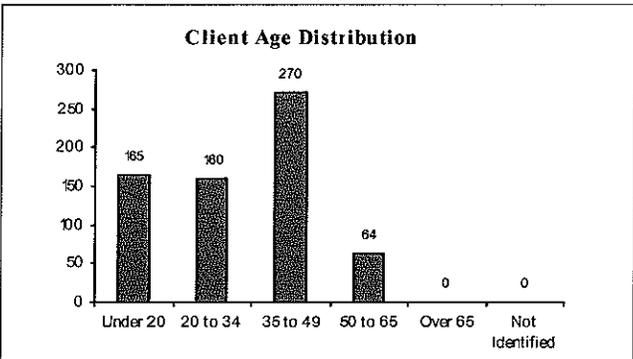
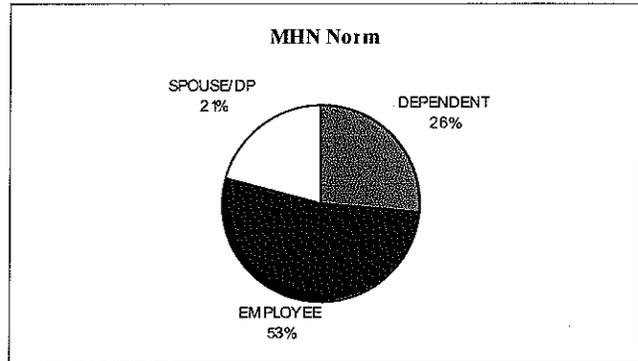
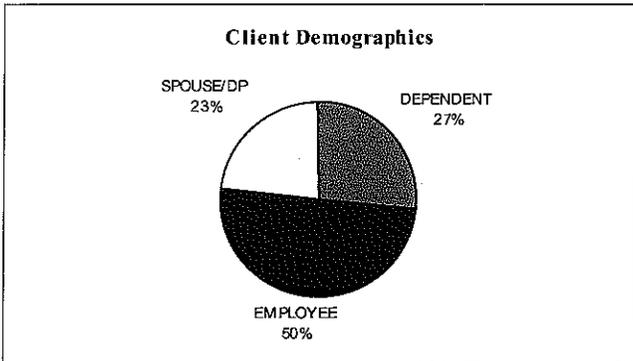
Employer Services	Current Period	Year to Date
	Jan 2007 - Mar 2007	Jan 2007 - Mar 2007
Critical Incident Stress Debriefings	8	8
DOT	0	0
Employee Orientation	0	0
Health Fair	0	0
Job Performance Referrals	0	0
Management Consultations	7	7
Management Workshops/Seminars	0	0
Organizational Development	0	0
Supervisor Orientation	0	0
Total	15	15

Life Management Services	Current Period	Year to Date
	Jan 2007 - Mar 2007	Jan 2007 - Mar 2007
Adult/Elder Support Services	1	1
Child/Parenting	0	0
Concierge Services	0	0
Financial Services - Full	1	1
Financial Services - Short	0	0
Legal Services	19	19
Organizing Lifes Affairs	0	0
Pre Retirement - Financial	0	0
Pre Retirement - Lifestyle	0	0
Tax Consultations	0	0
Total	21	21

Grand Total	659	659
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**Employee Assistance Program
Member Case Demographics
Jan 2007 - Mar 2007**

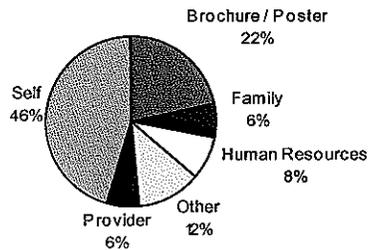
	Client Name							MHN Norm		
	Employee		Spouse/DP		Dependent		Total	Employee	Spouse/DP	Dependent
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	% of Total	% of Total
Female										
Under 20	0	0.0%	0	0.0%	73	90.1%	73	0.3%	0.2%	82.7%
20 to 34	46	35.7%	42	30.9%	7	8.6%	95	30.9%	25.1%	8.4%
35 to 49	63	48.8%	82	60.3%	0	0.0%	145	38.7%	48.3%	0.7%
50 to 65	20	15.5%	12	8.8%	1	1.2%	33	13.8%	15.5%	0.2%
Over 65	0	0.0%	0	0.0%	0	0.0%	0	0.6%	0.7%	0.0%
Subtotal - Female	129	37.3%	136	39.3%	81	23.4%	346	46.4%	30.5%	23.2%
Male										
Under 20	0	0.0%	0	0.0%	92	94.8%	92	0.3%	0.4%	87.1%
20 to 34	56	28.1%	4	23.5%	5	5.2%	65	23.5%	22.3%	4.4%
35 to 49	115	57.8%	10	58.8%	0	0.0%	125	43.1%	47.2%	0.2%
50 to 65	28	14.1%	3	17.6%	0	0.0%	31	14.0%	20.8%	0.0%
Over 65	0	0.0%	0	0.0%	0	0.0%	0	0.5%	1.2%	0.0%
Subtotal - Male	199	63.6%	17	5.4%	97	31.0%	313	61.5%	7.8%	30.6%
Not Identified										
Not Identified	0	0.0%	0	0.0%	0	0.0%	0	9.4%	9.2%	2.2%
Subtotal - Not Identified	0	0.0%	0	0.0%	0	0.0%	0	48.8%	23.2%	28.0%
Total	328	100.0%	153	100.0%	178	100.0%	659			



Referral Source
Jan 2007 - Mar 2007
Employee Assistance Program

Referral Sources	Assessments Completed	% of Total
Brochure / Poster	84	17.1%
Co-worker	9	1.8%
Decision Power Coach	0	0.0%
DOT	0	0.0%
EAP (External)	5	1.0%
EAP (Internal)	8	1.6%
E-mail	0	0.0%
Family	25	5.1%
Group Representative	9	1.8%
Home Mailing	1	0.2%
Human Resources	31	6.3%
Manager/Supervisor	8	1.6%
Medical Department	20	4.1%
MHN Screening Tool-By-Phone	1	0.2%
MHN Screening Tool-On-Line	10	2.0%
MHN.com	6	1.2%
Newsletter	0	0.0%
Orientation	1	0.2%
Primary Care Physician	15	3.1%
Provider	25	5.1%
Self	177	36.1%
SHPS	0	0.0%
Union	8	1.6%
Workshop	0	0.0%
Declined to Answer	0	0.0%
Other	47	9.6%
Total	490	100.0%

Top 5 Referral Sources



**Employee Assistance Program
Case Activity
Jan 2007 - Mar 2007**

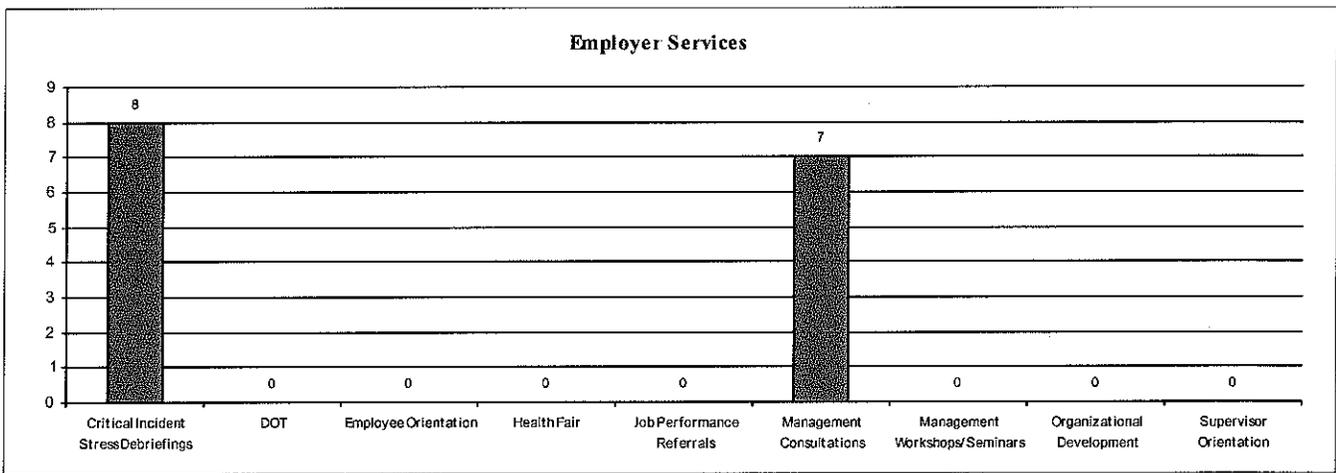
Services Provided	Employee Number	Spouse/DP Number	Dependent Number	Total Number
EAP Clinical Cases				
Face to Face Cases	294	149	174	617
Telephonic Cases	5	1	0	6
<i>Subtotal - EAP Clinical Cases</i>	<i>299</i>	<i>150</i>	<i>174</i>	<i>623</i>
Life Management Services				
Adult/Elder Support Services	1	0	0	1
Child/Parenting	0	0	0	0
Concierge Services	0	0	0	0
Financial Services - Full	1	0	0	1
Financial Services - Short	0	0	0	0
Legal Services	18	1	0	19
Organizing Lifes Affairs	0	0	0	0
Pre Retirement - Financial	0	0	0	0
Pre Retirement - Lifestyle	0	0	0	0
Tax Consultations	0	0	0	0
<i>Subtotal - Life Management Services</i>	<i>20</i>	<i>1</i>	<i>0</i>	<i>21</i>
Total	319	151	174	644
Total By Percent	49.53%	23.45%	27.02%	100.00%

CLIENT NAME
Jan 2007 - Mar 2007
Employee Assistance Program
Presenting Problem Summary - Year to Date

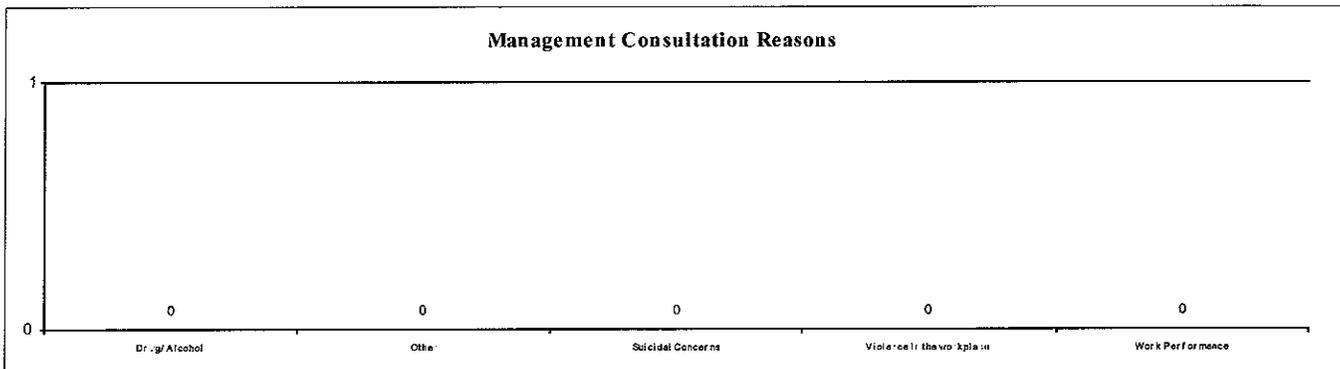
	Employee		Spouse/DP		Dependent		TOTAL		MHN Norm
	Number	% of Total	% of Total						
Job-Related									
Career-General	2	66.7%	0	0.0%	0	0.0%	2	66.7%	6.6%
DOT	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Job Performance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2.6%
Training	0	0.0%	0	0.0%	0	0.0%	0	0.0%	20.4%
Work Place Violence	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3.3%
Work Problems	1	33.3%	0	0.0%	0	0.0%	1	33.3%	67.1%
Subtotal - Job-Related	3	1.2%	0	0.0%	0	0.0%	3	0.6%	
Addictions									
Alcohol	5	71.4%	2	50.0%	2	40.0%	9	56.3%	40.3%
Court Ordered/DUI	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1.7%
Drug	1	14.3%	2	50.0%	3	60.0%	6	37.5%	24.2%
Gambling	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4.1%
Other	1	14.3%	0	0.0%	0	0.0%	1	6.3%	29.3%
Tobacco	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.5%
Subtotal - Addictions	7	2.8%	4	3.6%	5	4.1%	16	3.3%	
Psychological/Emotional									
ADD/ADHD	3	3.0%	1	2.1%	7	11.5%	11	5.2%	0.7%
Anger Management	3	3.0%	2	4.2%	10	16.4%	15	7.1%	6.0%
Anxiety	16	15.8%	14	29.2%	7	11.5%	37	17.6%	11.4%
Autism	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.2%
Depression/Mood	39	38.6%	18	37.5%	18	29.5%	75	35.7%	32.3%
Eating Disorder	2	2.0%	0	0.0%	1	1.6%	3	1.4%	1.0%
Grief	3	3.0%	4	8.3%	2	3.3%	9	4.3%	4.6%
Homicidal Concerns	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.1%
Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	23.5%
Psych Testing Request	0	0.0%	0	0.0%	4	6.6%	4	1.9%	1.0%
Psychopharm	2	2.0%	0	0.0%	1	1.6%	3	1.4%	1.1%
Psychotic Symptoms	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.1%
School/Educational	0	0.0%	0	0.0%	1	1.6%	1	0.5%	1.3%
Sexual Disorder	2	2.0%	2	4.2%	1	1.6%	5	2.4%	0.2%
Sexual/Physical Abuse	1	1.0%	0	0.0%	1	1.6%	2	1.0%	1.0%
Stress	29	28.7%	7	14.6%	7	11.5%	43	20.5%	14.4%
Suicidal Concerns	1	1.0%	0	0.0%	1	1.6%	2	1.0%	0.8%
Violence-Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.3%
Subtotal - Psychological/Emotional	101	40.4%	48	43.2%	61	50.4%	210	43.6%	
Relationship									
Adolescent/Child	1	0.8%	2	3.9%	20	48.8%	23	10.9%	10.0%
Divorce	11	9.2%	2	3.9%	4	9.8%	17	8.1%	6.0%
Domestic Violence	0	0.0%	0	0.0%	1	2.4%	1	0.5%	0.6%
Family	27	22.7%	12	23.5%	14	34.1%	53	25.1%	32.9%
General	5	4.2%	2	3.9%	2	4.9%	9	4.3%	4.9%
Marital/Couple	72	60.5%	31	60.8%	0	0.0%	103	48.8%	44.8%
Parenting Issues	3	2.5%	2	3.9%	0	0.0%	5	2.4%	0.8%
Subtotal - Relationship	119	47.6%	51	45.9%	41	33.9%	211	43.8%	
Life Management Issues									
Caregiver Assistance	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Child Care	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1.0%
Daily Living	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Elder Care	1	10.0%	0	0.0%	0	0.0%	1	8.3%	2.3%
Family Check-in Services	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Financial	2	20.0%	0	0.0%	0	0.0%	2	16.7%	0.0%
Identity Theft	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Legal	7	70.0%	2	100.0%	0	0.0%	9	75.0%	76.6%
Nurseline	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Subtotal - Life Management Issues	10	4.0%	2	1.8%	0	0.0%	12	2.5%	
Health and Wellness									
Smoking Cessation Coaching	0	0.0%	0	0.0%	0	0.0%	0	0.0%	100.0%
Stress Prevention and Management	0	0.0%	1	100.0%	0	0.0%	1	100.0%	0.0%
Weight Management Coaching	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Subtotal - Health and Wellness	0	0.0%	1	0.9%	0	0.0%	1	0.2%	
Other Problems									
Other/Declined To Answer	10	100.0%	5	100.0%	14	100.0%	29	100.0%	100.0%
Subtotal - Other Problems	10	4.0%	5	4.5%	14	11.6%	29	6.0%	
Total	250	100.0%	111	100.0%	121	100.0%	482	100.0%	

**Employee Assistance Program
Employer Services Management Consultations
Jan 2007 - Mar 2007**

Employer Services	Number
Critical Incident Stress Debriefings	8
DOT	0
Employee Orientation	0
Health Fair	0
Job Performance Referrals	0
Management Consultations	7
Management Workshops/Seminars	0
Organizational Development	0
Supervisor Orientation	0
Total	15

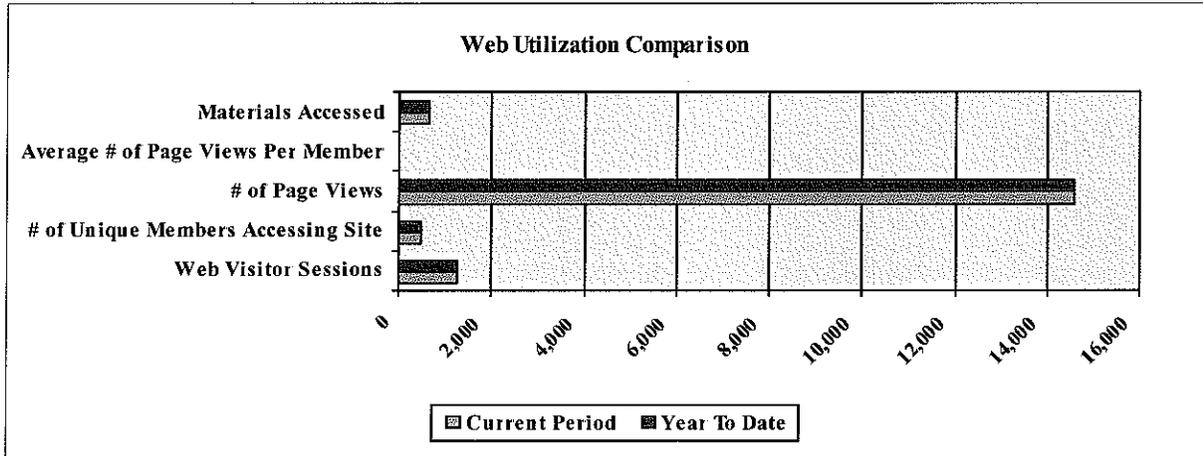


Management Consultation Reasons	Number
Drug/Alcohol	0
Suicidal Concerns	0
Violence in the workplace	0
Work Performance	0
Other	0
Total	0



Client Name
Jan 2007 - Mar 2007
Employee Assistance Program
Web Utilization

Web Utilization	Current Period	Year to Date
	Jan 2007 - Mar 2007	Jan 2007 - Mar 2007
	# of Services	# of Services
Web Visitor Sessions	1,246	1,246
# of Unique Members Accessing Site	474	474
# of Page Views	14,571	14,571
Average # of Page Views Per Member	31	31
Materials Accessed	630	630



Top 10 Pages Viewed	Page Title
1	Members - Type Family Articles
2	Members - Type Succeeding Articles
3	Members - Type Fitness Articles
4	Members - Type Financial Planning Articles
5	Members - Type Family Law Articles
6	Members - Type Mens Health Articles
7	Members - Type Depression Articles
8	Members - Type Diet Articles
9	Members - Type Child Care Articles
10	Members - Type Family & Parent Articles

EAP Report Glossary

Assessments

An assessment is an electronic data collection tool that can be developed to capture any reportable information that is required. This information may be of a clinical or administrative nature.

Call Activity

Calls Received: Number of inbound calls in which assistance was offered.

Case Activity

Detail by member relationship of EAP Clinical cases and Life Management services on page two.

EAP Case Activity

Routine: Number of routine cases accessing EAP services for which an authorization was created.

Crisis: Number of crisis cases accessing EAP services for which an authorization was created. Crisis defined as emergency, life threatening emergency, non-life threatening emergency, urgent.

EAP Clinical Cases

Face-to-Face: Number of cases for which an authorization was created for EAP clinical services.

Telephonic: Number of cases for which an authorization was created for EAP Telephonic services.

Employer Services

CISD's/JPR's: Number of cases for which an authorization was created for a Job Performance Referral (JPR) or Critical Incident Stress Debriefing (CISD). Includes cases that did not result in an authorization of services.

Management Consults: Number of Management Consultation requests. Includes cases that did not result in an authorization of services.

Workshops / Organizational Development / Supervisor Orientation: Number of cases for which an authorization was created for Workshops, Organizational Development, or Supervisor Orientation.

Employee Orientation / Health Fairs: Number of Employee Orientations / Health Fairs conducted / attended.

Life Management

All Categories: Life Management Services broken out by specific service type.

Management Consult Reasons

Number of assessments by reason for Management Consult.

Member Demographics

Number of enrollees by age and gender with an authorization for EAP services.

Presenting Problems

Presenting problem details by member relationship, based on cases.

Referral Source

Number of assessments by referral source.

Satisfaction Survey Results

Survey data is based on MHN's national book of business.

Full Name	Primary License	Address Line 1	Address Line 2	City	State Code	Zip Code	County
FREMONT HOSPITAL	PHY	39001 SUNDALE DRIVE		FREMONT	CA	94538	ALAMEDA
MPI TREATMENT CENTER	BHF	3012 SUMMIT STREET 6TH FLOOR		OAKLAND	CA	94609	ALAMEDA
THUNDER ROAD ADOLESCENT CENTER	BHF	390 40TH STREET		OAKLAND	CA	94609	ALAMEDA
ALTA BATES MEDICAL CENTER	HOS	2001 DWIGHT WAY		BERKELEY	CA	94704	ALAMEDA
NEW BRIDGE FOUNDATION-BERKELEY	IOP	1816 SCENIC AVENUE		BERKELEY	CA	94709	ALAMEDA
EDEN MEDICAL CENTER	HOS	20103 LAKE CHABOT DRIVE		CASTRO VALLEY	CA	94546	ALAMEDA
ALTA BATES MEDICAL CENTER-EATING DIS	PHY	2001 DWIGHT WAY		BERKELEY	CA	94704	ALAMEDA
LA CHEIM-BERKELEY	PMS	1 BOLIVAR DRIVE		BERKELEY	CA	94710	ALAMEDA
LA CHEIM-OAKLAND	PMS	5263 CLAREMONT AVE		OAKLAND	CA	94618	ALAMEDA
TELECARE HERITAGE	PHY	2633 E. 27TH STREET		OAKLAND	CA	94601	ALAMEDA
MHN CD IOP-OAKLAND	IOP	344 PENDLETON WAY		OAKLAND	CA	94621	ALAMEDA
CHANGING ECHOES, INC.	RCD	7632 POOL STATION ROAD		ANGELS CAMP	CA	95222	CALAVERAS
JOHN MUIR BEHAVIORAL HEALTH CTR	BHF	2740 GRANT STREET		CONCORD	CA	94520	CONTRA COSTA
NEW CONNECTIONS	IOP	3024 WILLOW PASS RD		CONCORD	CA	94519	CONTRA COSTA
RECOVERY MANAGEMENT SERVICES, INC.	RCD	2449 PACHECO ST.		CONCORD	CA	94520	CONTRA COSTA
CASA SERENA EATING DISORDERS PROGRAM	IOP	1868 CLAYTON RD	STE 123	CONCORD	CA	94520	CONTRA COSTA
THE GATES RECOVERY FOUNDATION	RCD	2810 COLOMA STREET		PLACERVILLE	CA	95667	EL DORADO
COMMUNITY MED CTR/COMM BEH HEALTH	HOS	7171 N. CEDAR AVENUE		FRESNO	CA	93720	FRESNO

ELEVENTH HOUR REHABILITATION PROGRAM	RCD	5639 E. PARK CIRCLE DR.		FRESNO	CA	93727	FRESNO
FRESNO COMMUNITY HOSPITAL TOUCHSTONE RECOVERY CENTER	HOS OPT	FRESNO AND R STREET 724 MEDICAL CTR DR E	7171 N CEDAR AVE STE 103	FRESNO CLOVIS	CA CA	93720 93611	FRESNO FRESNO
FRESNO NEW CONNECTIONS	IOP	4411 N. CEDAR STREET SUITE 108		FRESNO	CA	93726	FRESNO
HERNDON RECOVERY CENTER	PHP	6700 N FIRST ST	STE 127	FRESNO	CA	93710	FRESNO
ALPINE RECOVERY CENTER - BISHOP	IOP	375 E. LINE STREET		BISHOP	CA	93514	INYO
GOOD SAMARITAN HOSP-SOUTHWEST	HOS	5201 WHITE LANE		BAKERSFIELD	CA	93309	KERN
GOOD SAMARITAN HOSPITAL-BAKERSFIELD	HOS	901 OLIVE DRIVE		BAKERSFIELD	CA	93308	KERN

MHN Client Satisfaction Survey

As part of MHN's ongoing commitment to improve our service to you, we have developed the following satisfaction survey. Please take a moment to provide us with your feedback.

Name:

Company:

Date:

1) Please rate your experience with your MHN account management contact using the scale below:

5 Excellent	4 Very Good	3 Good	2 Fair	1 Poor
Treats you as a valued customer:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Listens and understands your business needs:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Works with you as a problem solver:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Brings appropriate issues to your attention:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Adequately accessible by telephone:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Adequately accessible by email:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Responds to requests in a timely manner:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Knowledgeable about MHN's products and services:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Acts on your behalf to resolve any MHN issues:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Your overall Account Management performance rating:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

2) Please let us know to what extent you agree with the statements below regarding MHN's reports:

5 Strongly Agree	4 Agree	3 Somewhat Agree	2 Disagree	1 Strongly Disagree
Reports are provided in a timely manner:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Reports contain useful information:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Reports are easy to understand:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

3) Please rate the following MHN services:

5 Excellent	4 Very Good	3 Good	2 Fair	1 Poor
Clinical services:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Claims processing (accuracy):				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Claims processing (timeliness):				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Management of member eligibility (timeliness and accuracy):				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Billing (timeliness and accuracy):				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
Provider network:				
5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

4) Does MHN meet or exceed your expectations?

5- Strongly Agree	4- Agree	3- Somewhat Agree	2- Disagree	1- Strongly Disagree
<input type="checkbox"/>				

5) Would you recommend MHN to another company?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
------------------------------	-----------------------------

6) Please provide us with any additional comments:

MHN Survey

Provider Name: _____ **Member:** _____

Please fill out this form and mail it to us in the enclosed self-addressed stamped envelope. Your responses to the questions will help us improve our services. Thank you for your cooperation

Please help us evaluate our services to you by rating the following:

	Poor	Fair	Good	Very Good	Excellent
Ease of access to MHN services:	<input type="checkbox"/>				
Promptness of scheduling your appointment with your provider:	<input type="checkbox"/>				
The overall quality of services you received from your provider:	<input type="checkbox"/>				
Your overall experience with MHN's services:	<input type="checkbox"/>				

Please check the box that shows how much the problem for which you sought services has been resolved:

-5 <input type="checkbox"/>	-4 <input type="checkbox"/>	-3 <input type="checkbox"/>	-2 <input type="checkbox"/>	-1 <input type="checkbox"/>	0 <input type="checkbox"/>	+1 <input type="checkbox"/>	+2 <input type="checkbox"/>	+3 <input type="checkbox"/>	+4 <input type="checkbox"/>	+5 <input type="checkbox"/>
Very Much Worse					No Change					Very Greatly Improved

Please rate changes in how well you are doing in your job since you started receiving services:

-5 <input type="checkbox"/>	-4 <input type="checkbox"/>	-3 <input type="checkbox"/>	-2 <input type="checkbox"/>	-1 <input type="checkbox"/>	0 <input type="checkbox"/>	+1 <input type="checkbox"/>	+2 <input type="checkbox"/>	+3 <input type="checkbox"/>	+4 <input type="checkbox"/>	+5 <input type="checkbox"/>
Very Much Worse					No Change					Very Greatly Improved

Please rate any changes in how well you are doing in your marital/family relationships since you started receiving services:

-5 <input type="checkbox"/>	-4 <input type="checkbox"/>	-3 <input type="checkbox"/>	-2 <input type="checkbox"/>	-1 <input type="checkbox"/>	0 <input type="checkbox"/>	+1 <input type="checkbox"/>	+2 <input type="checkbox"/>	+3 <input type="checkbox"/>	+4 <input type="checkbox"/>	+5 <input type="checkbox"/>
Very Much Worse					No Change					Very Greatly Improved

Please rate any changes in your general happiness and well-being since you started receiving services:

-5 <input type="checkbox"/>	-4 <input type="checkbox"/>	-3 <input type="checkbox"/>	-2 <input type="checkbox"/>	-1 <input type="checkbox"/>	0 <input type="checkbox"/>	+1 <input type="checkbox"/>	+2 <input type="checkbox"/>	+3 <input type="checkbox"/>	+4 <input type="checkbox"/>	+5 <input type="checkbox"/>
Very Much Worse					No Change					Very Greatly Improved

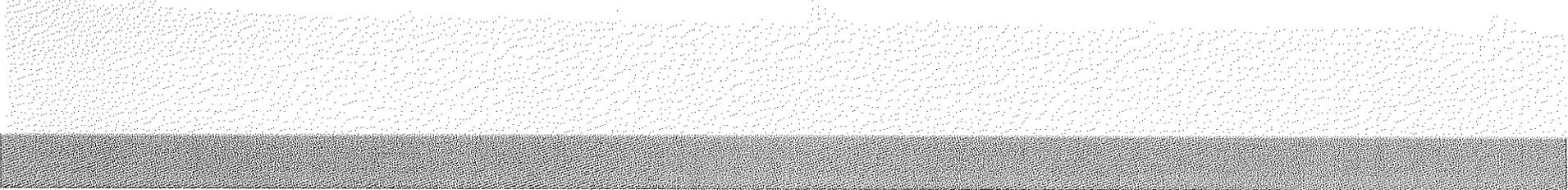
If you would like to make a complaint about the services you received, please call 1(800) 227-1060 Ext. 7369.

Thank you for taking the time to complete this form. PLEASE return it to us in the enclosed envelope.

Satisfaction/Outcomes Survey Results for 2006 Overall

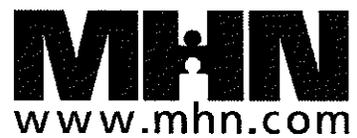
<i>Satisfaction Rating</i>	<i>Overall Provider</i>	<i>Overall Experience with MHN Services</i>	<i>Promptness of Scheduling Appt</i>	<i>Ease of Access</i>
Total Responses	3331	3307	3268	3310
Total Good or Better	2999	2990	3053	3005
% Good or Better	90.03%	90.41%	93.42%	90.79%

<i>Functioning/Outcome Rating</i>	<i>Problem Resolution</i>	<i>Job Functioning</i>	<i>Marital/ Family Functioning</i>	<i>Happiness/ Well Being</i>
Total Responses	3291	2539	2765	3279
Total Meeting Target	2837	2447	2590	3144
% Meeting Target	86.20%	96.38%	93.67%	95.88%



MHN Outcomes 2006

December 4, 2006

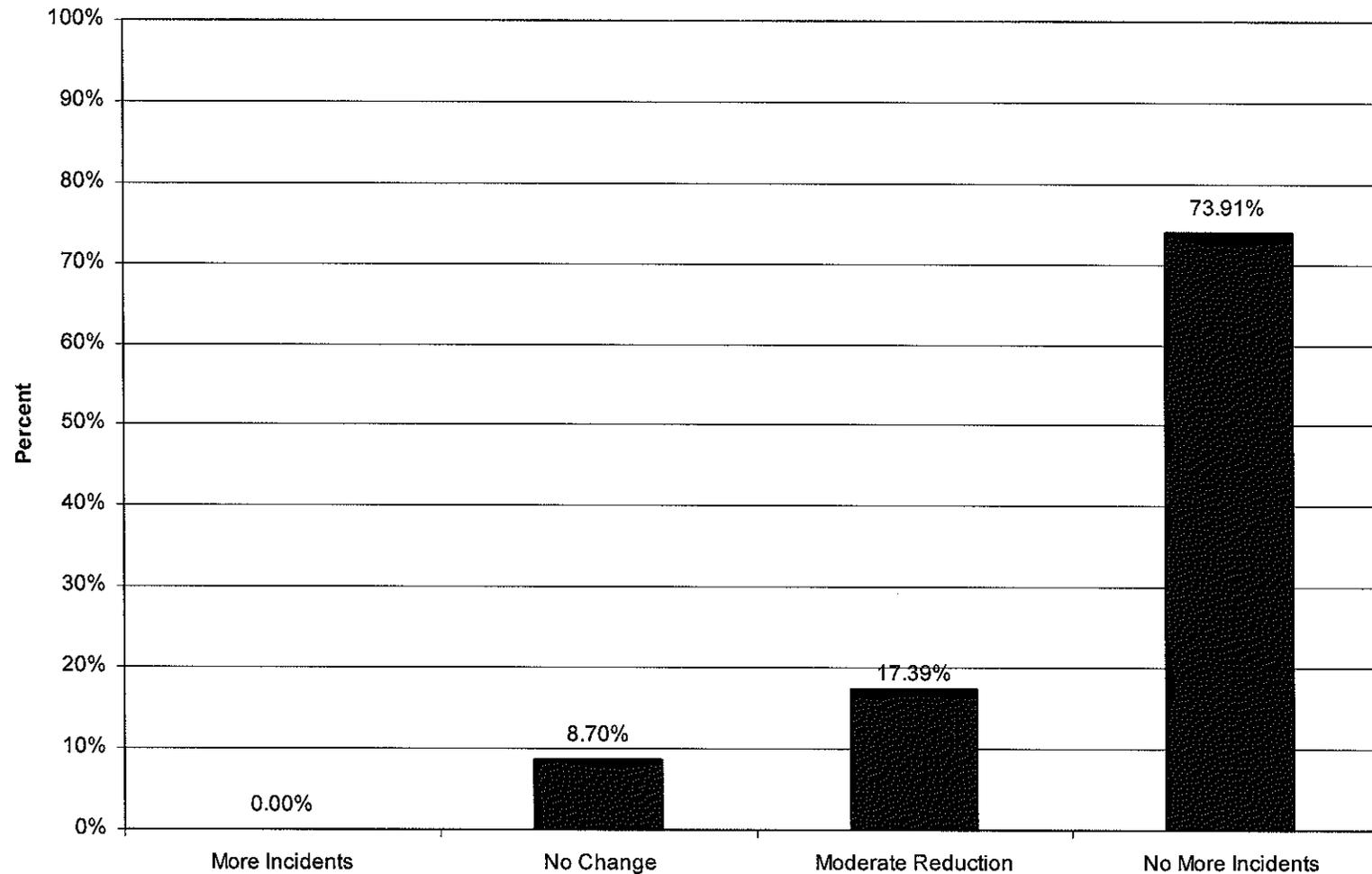


Anger Management Program

- Telephonic program for employees referred by their supervisor through a Job Performance Referral.
- Cognitive-behavioral approach focusing on identifying triggers and learning relaxation skills.
- 6 60-minute sessions conducted by Catalina coaches
- Approximately 67 members have completed the program so far.
- 72% of supervisors said that the employee's job was in jeopardy at the time of the referral. 80% said that the employee's job status was "Good Standing" after the program.
- 94% of supervisors rate program good or better.
- After the program participants scored lower on Interpersonal Sensitivity and Hostility than before the program.

Anger Management Program

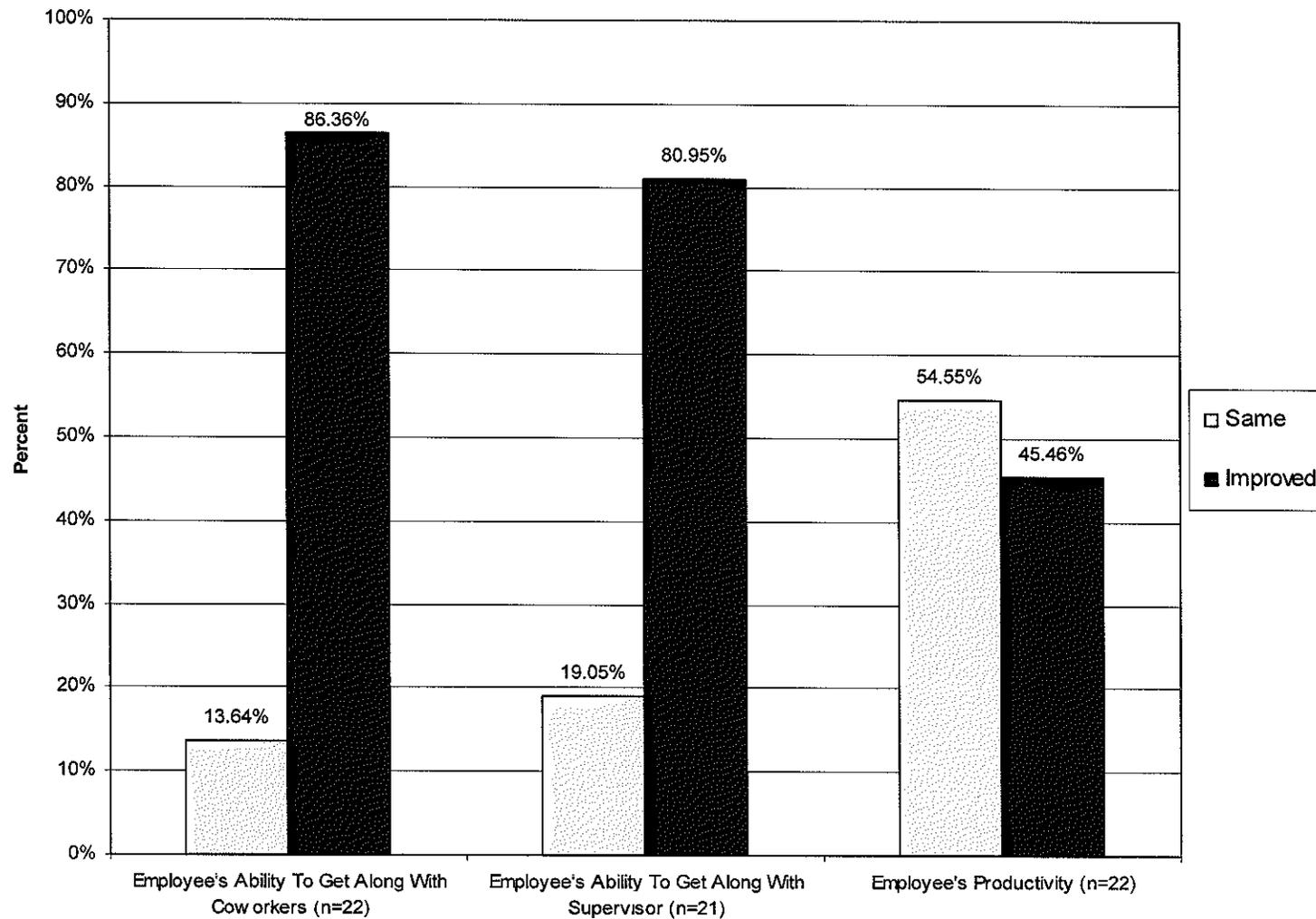
Supervisor Ratings of Occurrence of Angry Incidents Since Referral



n = 23

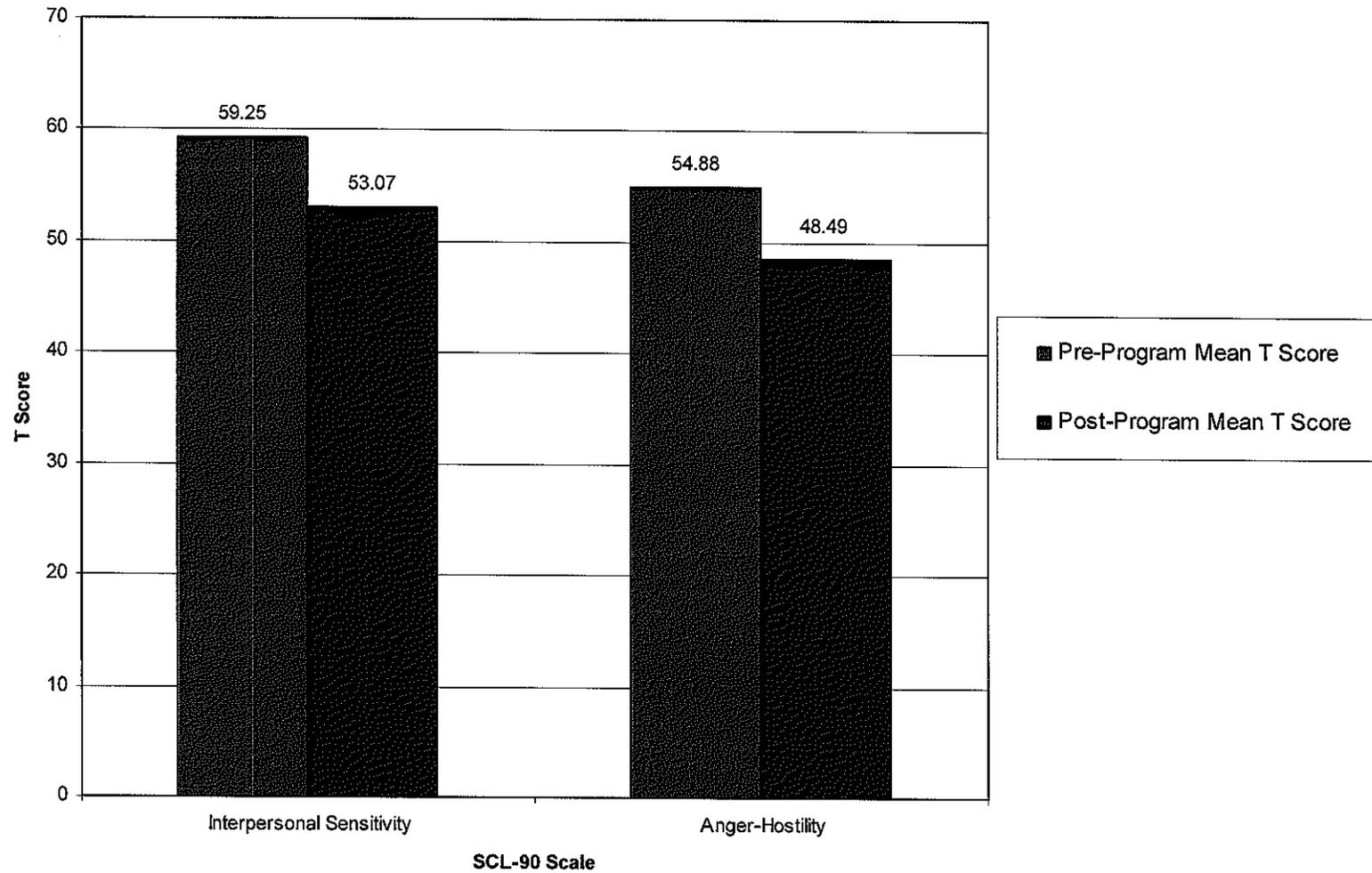
Anger Management Program

Supervisor Rating of Employee's Post-Program Job Performance



Anger Management Program

Participant Ratings



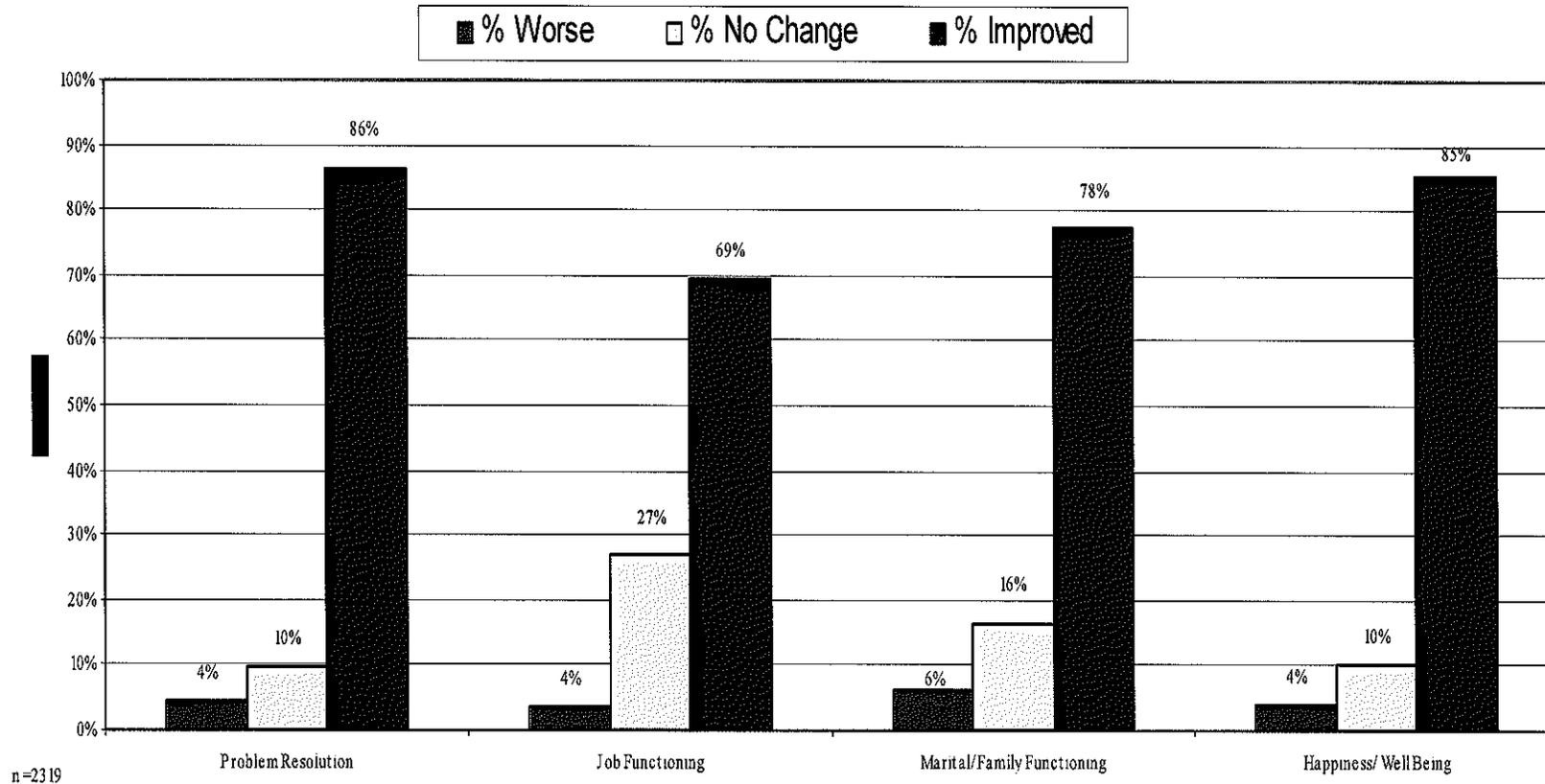
n = 59

Commercial EAP/Outpatient Outcomes

- MHN members receive services from network providers to address a wide variety of issues.
- 3-4 months after Intake, we send a survey to members who have agreed to receive surveys. Response rate is about 20%.
- 90% of members rate both MHN and their provider as Good or Better.
- Members also rate outcomes on an 11-point scale from Very Much Worse through No Change to Very Much Improved.

Commercial EAP/Outpatient Outcomes

2006 EAP Member Surveys - Outcomes
1/1/06 - 11/15/06

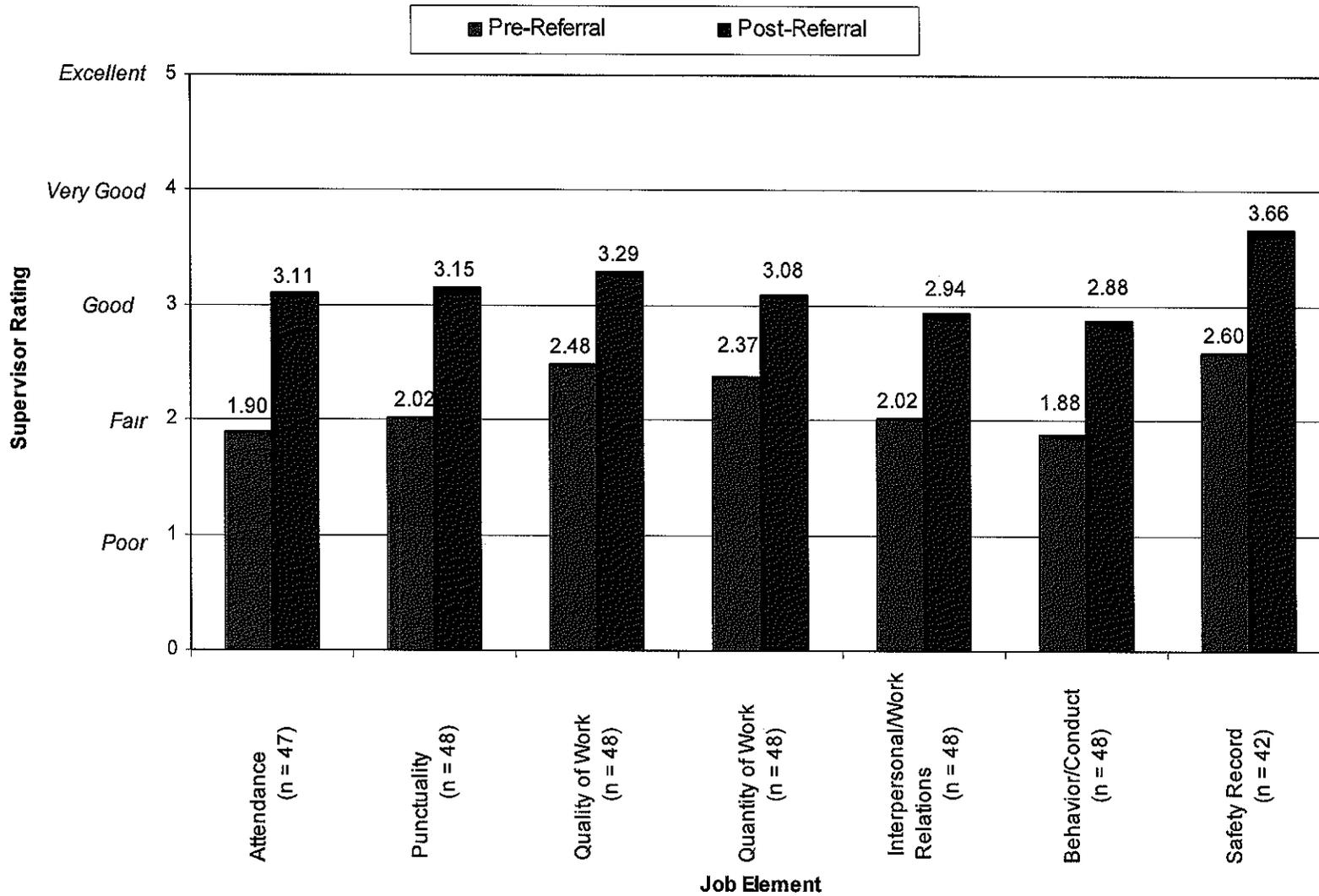


Job Performance Referral Program

- MHN's EAP offers supervisors the opportunity to call a management consultant and make referrals for employees to see counselors for assessment and referral of behavior problems that may affect work performance.
- At the time of the call to the MHN management consultant, the supervisor is asked to rate the employee on 7 elements related to work behavior. After the referral has been completed, the supervisor is sent a survey including ratings of the same 7 elements.
- In 2005, 871 members enrolled in the JPR program. We received 120 post-referral surveys, 58 of which could be matched to pre-referral surveys.
- There was statistically significant improvement in all job elements after the JPR.
- More than 91% of supervisors surveyed rated the JPR program as good or better.

Job Performance Referral Program

Mean Supervisor Rating of Job Performance Elements

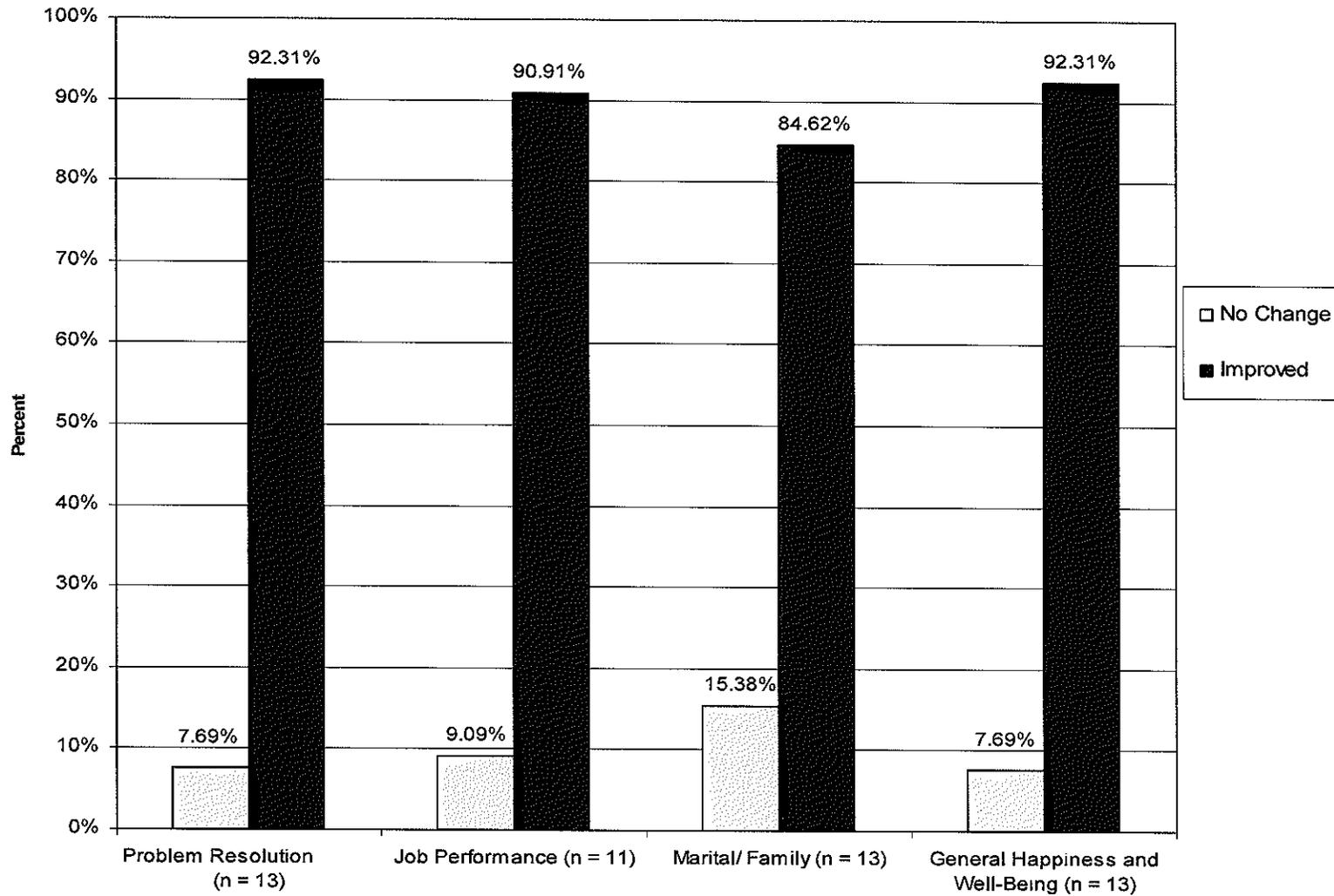


Telephonic EAP

- Catalina Behavioral staff provide telephonic EAP consultations (a service offered to most EAP members).
- Surveys were administered by telephone in September and October of 2006 to MHN members who had received telephonic EAP services.
- 100% rate MHN overall Good or Better; 92% rate counselor Good or Better.

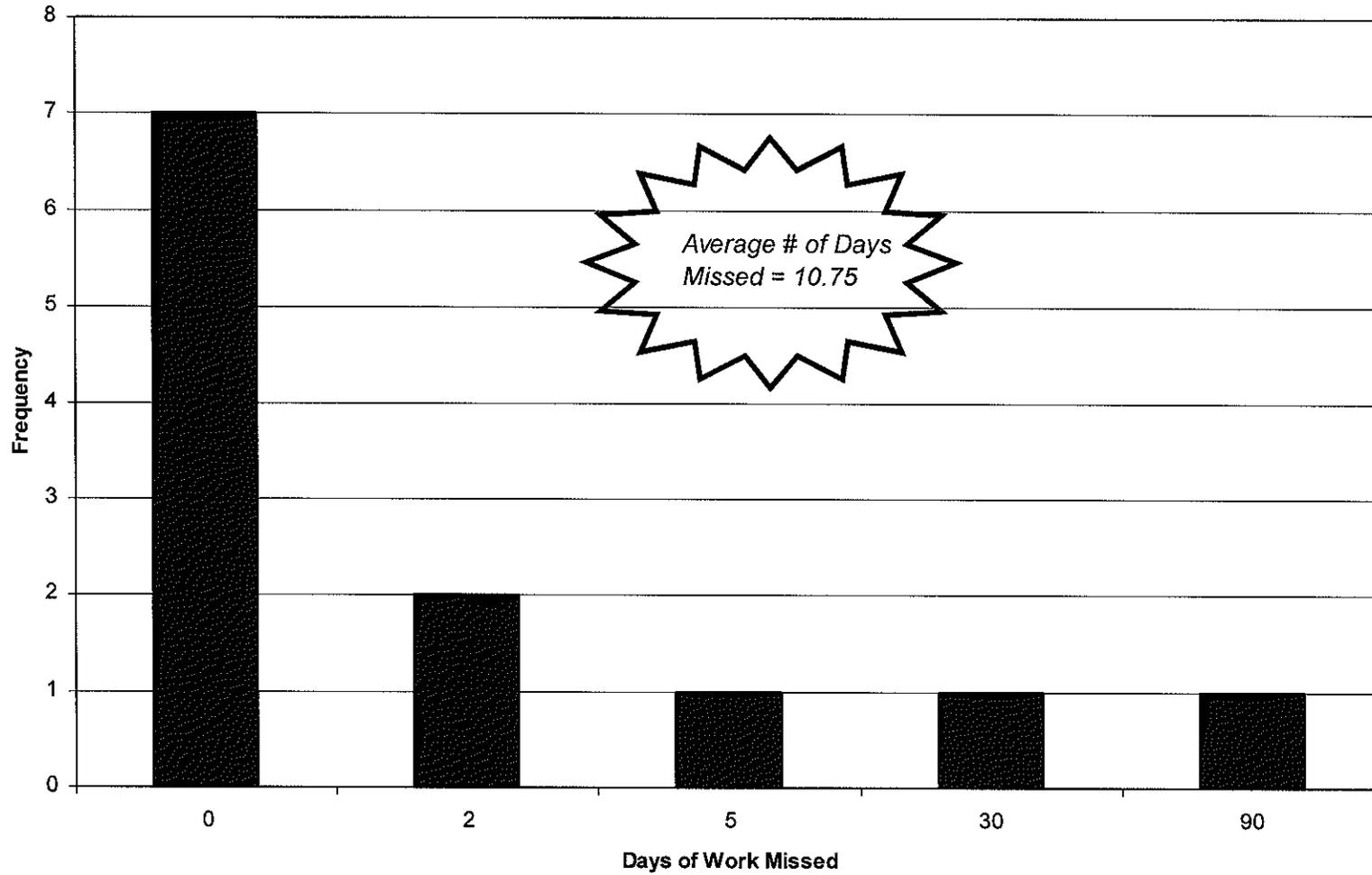
Telephonic EAP

Telephonic EAP Follow-up Assessments
Member Outcomes



Telephonic EAP

Telephonic EAP Follow-up Assessments, 09/06 - 10/06:
Productivity - Days Of Work Missed If Not For MHN Services

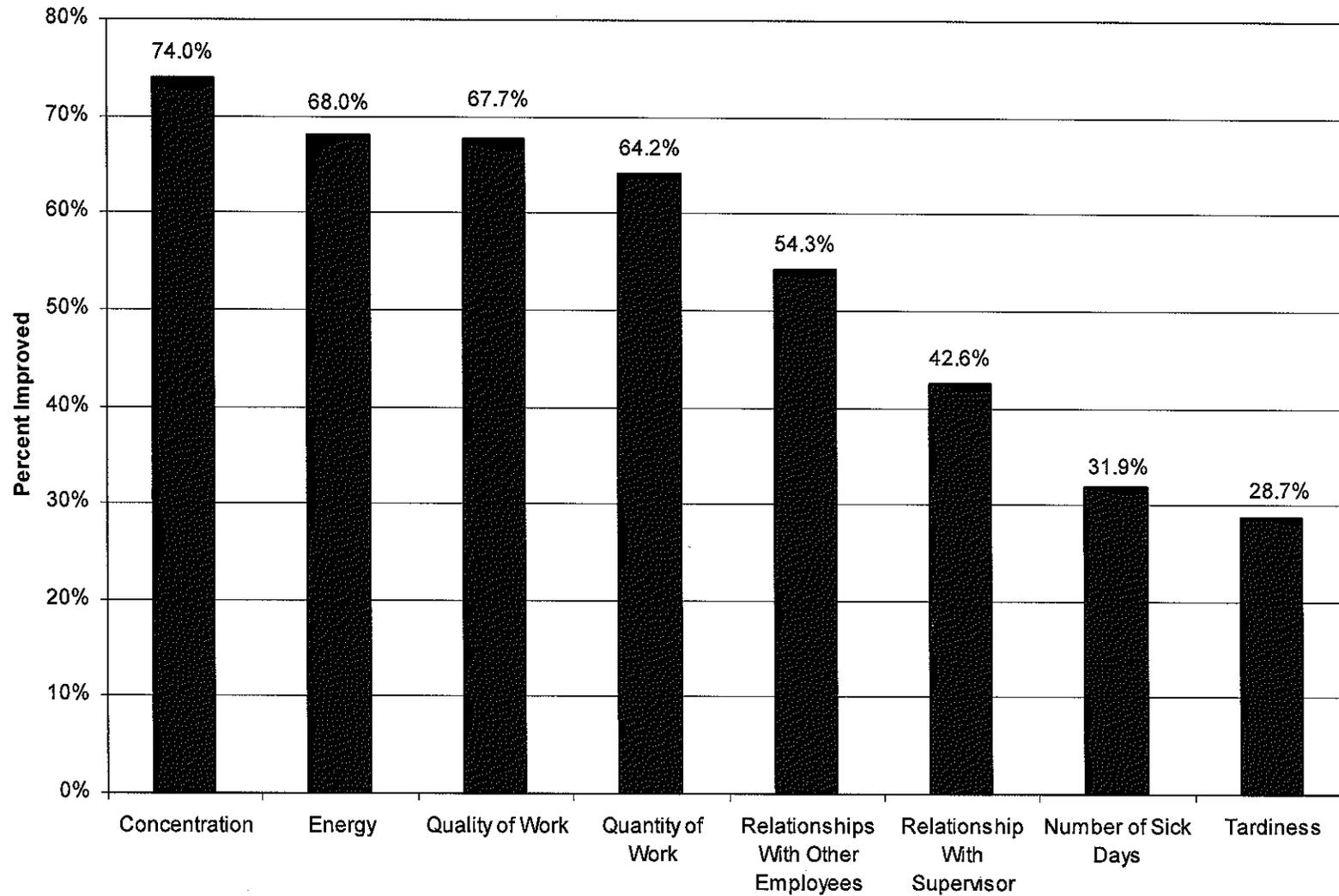


2006 Productivity Study

- We surveyed members who were employees of the companies contracting for EAP who used clinical services in 2006.
- Early returns from 103 members showed they said they would have missed an average of 3.83 days of work if they hadn't used the EAP.
- Employees compared productivity loss before EAP with after EAP; the mean difference was 8.28 hours per week.

2006 Productivity Study

Employee Ratings of Improvement in Functioning



THE PREMIER SOLUTION

FOR BETTER LIVING

MHN's Premier Online Member Services (OMS), the online component of your Employee Assistance Program, is your one-stop Web destination for better living. Whether you're coping with stress, hoping to get fit, choosing a childcare provider or getting a referral to a counselor, Premier OMS can help.

TAKE CARE OF YOURSELF

Visit Premier OMS for helpful information and powerful emotional health and work-life tools. From the comfort and convenience of your own computer, you can:

- » Search for an MHN counselor and get a referral
- » Ask our expert an emotional health question
- » Access online assessments and self-help programs for stress, depression, insomnia, anxiety and alcohol/substance abuse
- » Access online estate planning information and tools, including an online will-making program
- » Find the childcare and eldercare you need with our extensive online directories, searchable by location and provider type
- » Sign up for *Member Matters*, our monthly online newsletter about health, wellness and work-life balance

FOCUS ON WELLNESS

Improve your quality of life by taking a proactive approach to wellness. Premier OMS gives you easy access to four powerful online programs that can help you make positive lifestyle changes to better your health:

- » **Succeed®** – Based on a personalized online health assessment, this program teaches you to make healthy lifestyle choices that can prevent disease and improve overall health
- » **Balance®** – A weight management program that can help you develop a positive self-image and make smart decisions about diet and physical activity
- » **Nourish®** – A nutrition program that teaches personalized strategies for making smart, satisfying food choices
- » **Breathe®** – A personalized smoking cessation program that can help you achieve lasting behavior change so you can quit smoking for good

EXPERT ADVICE AND INFORMATION

You can also rely on Premier OMS for helpful tips and tools to support healthy lifestyle decisions and behavior, as well as articles on:

- » Stress, depression, grief, anxiety and other emotional health issues
- » Parenting, relationships and family issues
- » Financial and legal issues and estate planning
- » Other work-life challenges

Note: Some restrictions may apply to the services listed. To obtain a referral to a counselor, you will be prompted to supply additional information.



PREMIER ONLINE MEMBER SERVICES

Visit your private, online solution for health, work and life challenges at:

members.mhn.com

access code: XXXXX

For telephonic help, call MHN at:

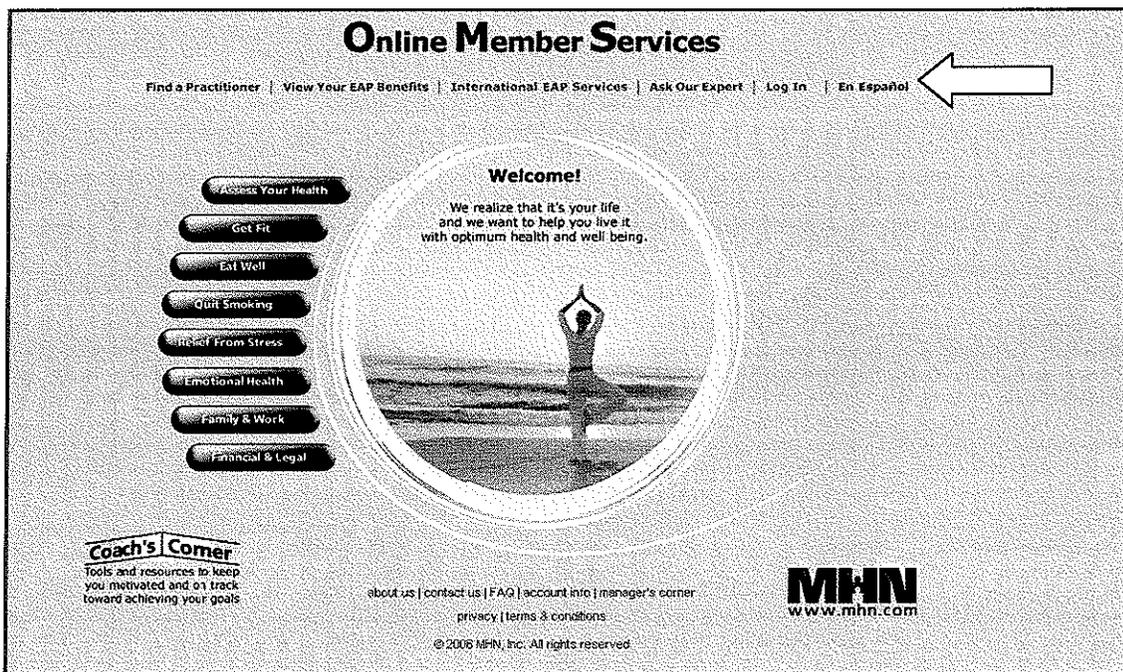
(800) XXX-XXXX

TDD: (800) 327-0801

Premier Website

The Premier website can be accessed as follows:

- Go to members.mhn.com
- Enter **premiervisitor** in the Access/Company Code field
- Create your own user name and password by completing all required fields
- Click the "I accept" button for the Terms and Conditions
- Click on "Submit"
- Click "Log In" and again enter your user name and password



MHN's Premier website is available 24 hours per day, seven days per week for members to access a comprehensive package of services describing program benefits and educational content. Self-help tools and calculators are provided to help members assess conditions before they call to request telephonic or face-to-face counseling. The website has articles, assessments and email capability to "ask our experts" questions covering emotional health, family and work and financial issues. It also offers multimedia tools for stress, and articles on emotional health, health and fitness, family and work issues, and financial and legal topics.

Spanish Language Website

A Spanish language version of the website is available. Click on "En Español" to access the Premier website in Spanish. Click on "English" to return to the English version.

Servicios en línea para afiliados

Buscar profesional | Ver beneficios EAP | Servicios EAP Internacionales | Consultor experto | Salir | English ←

¡Bienvenido!
Nos damos cuenta de que es su vida,
y queremos ayudarlo a vivirla con
salud y bienestar óptimos.

Assess Your Health
Get Fit
Coma bien
Deje de fumar
Relief From Stress
Salud emocional
Familia y trabajo
Financiero y legal

Esquina del Instructor
Herramientas y recursos para
mantenerlo motivado y en
ruta para lograr sus metas.

conózcenos | contáctenos | FAQ | información de cuenta |
esquina del administrador

MHN
www.mhn.com

Online Member Services Home Page

The home page of the Premier website allows members to choose from the following options.

Online Member Services

Find a Practitioner | View Your EAP Benefits | International EAP Services | Ask Our Expert | Log In | En Español

Assess Your Health

Health Risk Assessment
How healthy are you?
Take our comprehensive
health risk assessment and find out.

Get Fit
Eat Well
Quit Smoking
Relief From Stress
Emotional Health
Family & Work
Financial & Legal

Coach's Corner
Tools and resources to keep
you motivated and on track
toward achieving your goals.

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privacy | terms & conditions

MHN
www.mhn.com

Assess Your Health

MHN uses Succeed® to help members look at eight lifestyle behaviors using an interactive tool to assess their impacts on their health:

- Weight Management
- Nutrition
- Physical Activity
- Tobacco Use
- Stress and Well-being
- Alcohol Use
- Skin Protection
- Injury Prevention

Online Member Services

Find a Practitioner | View Your EAP Benefits | International EAP Services | Ask Our Expert | Log In | En Español

Assess Your Health

Get Fit

Get in shape and stay fit with helpful diet and exercise resources for you and your family. Plus, access tools and techniques to help you reduce your risk for heart disease, diabetes and other health issues.

Coach's Corner
Tools and resources to keep you motivated and on track toward achieving your goals

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privacy | terms & conditions

MHN
www.mhn.com

Get Fit

This section provides assessments, health calculators, programs and articles about getting healthy now to prevent problems later.

Health Assessment – Health risk assessment offers members instant feedback on their health and lifestyle choices.

Balance™ – A weight management program helps members take off weight and keep it off.

Health Calculators – Easy-to-use calculators are provided for members to learn their heart rate, body mass index and caloric expenditure

Articles and More – Content includes articles on health and fitness topics such as diet, nutrition, fitness, health (women, men, seniors, teens and children) and smoking.

Useful Link to a Related Site – A link is provided to MEDLINEplus which has information from the National Library of Medicine and the National Institutes of Health

Online Member Services

Find a Practitioner | View Your EAP Benefits | International EAP Services | Ask Our Expert | Log In | En Español

Access Your Health
Get Fit
Eat Well
Quit Smoking
Relief From Stress
Emotional Health
Family & Work
Financial & Legal

Eat Well
Learn how to develop healthy eating and lifestyle habits for optimal health.

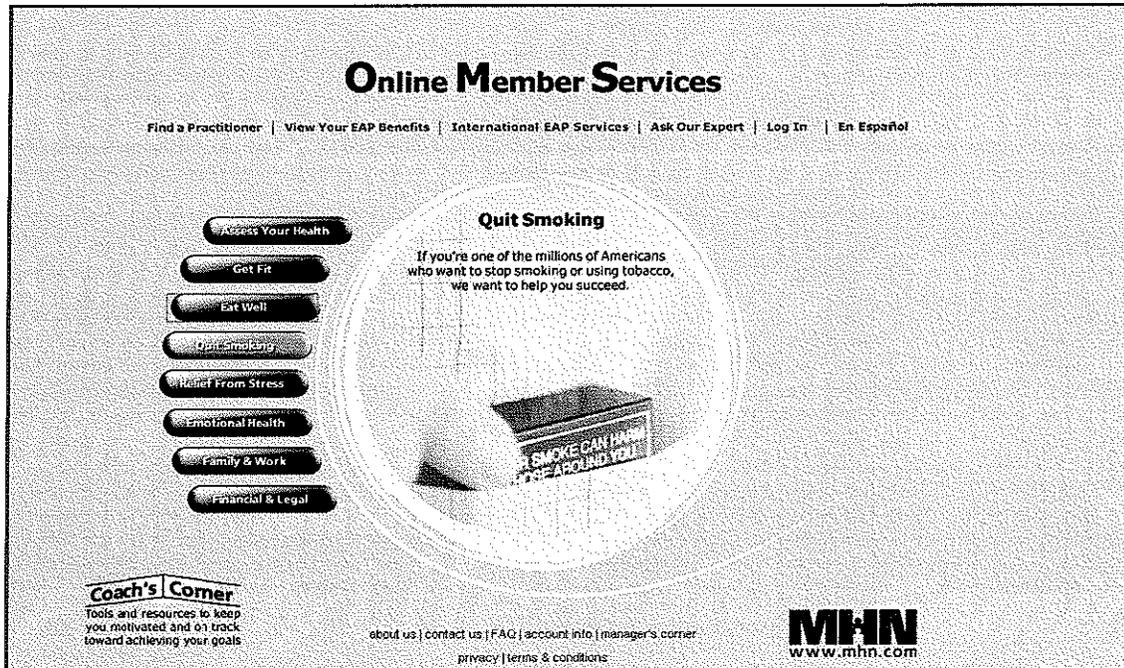
Coach's Corner
Tools and resources to keep you motivated and on track toward achieving your goals

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MHN
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Eat Well

The Eat Well section provides links to the Balance™ weight management program and the Nourish™ interactive nutrition program to develop strategies for healthy food choices. Health calculators for target heart rates, body mass index and caloric expenditures are provided as well as weight-control articles.



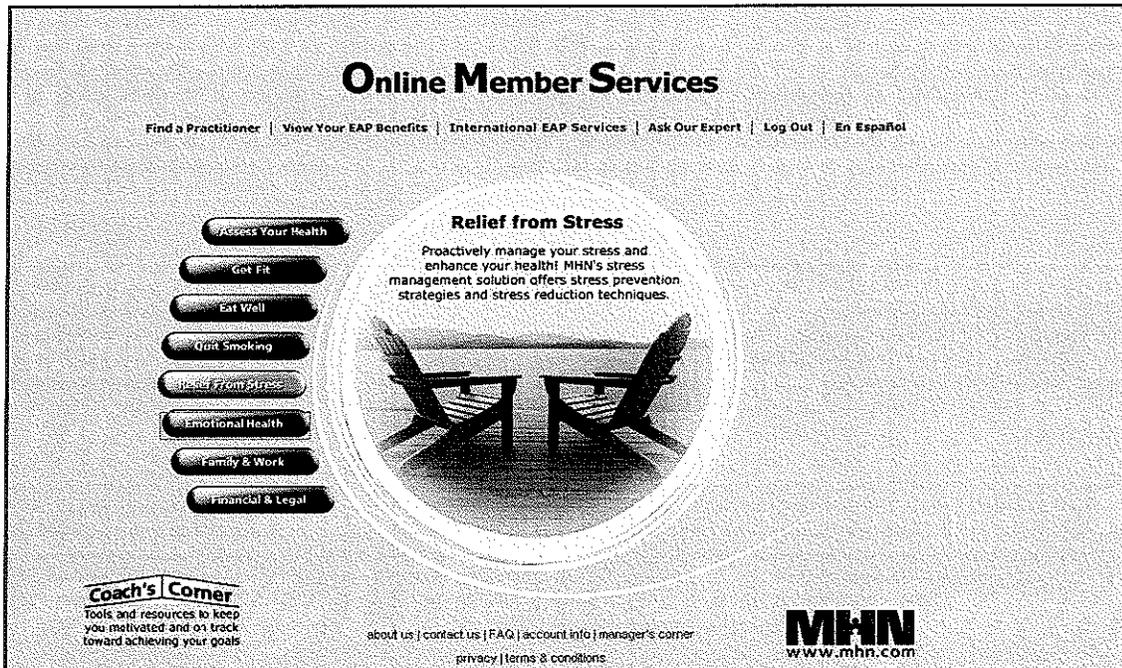
Quit Smoking

The Breathe® self-help program – This program can help members quit smoking for good. First, the member is asked to fill out an online questionnaire about past and present smoking patterns. Then an online smoking cessation plan is tailored for the member.

Tools – A health risk assessment offers members instant feedback on their health and lifestyle choices.

Resources – Articles cover why and how to quit, and there are links to helpful related websites.

Coaching support – Members can sign up for a telephonic group smoking-cessation coaching program for six weeks.



Relief from Stress

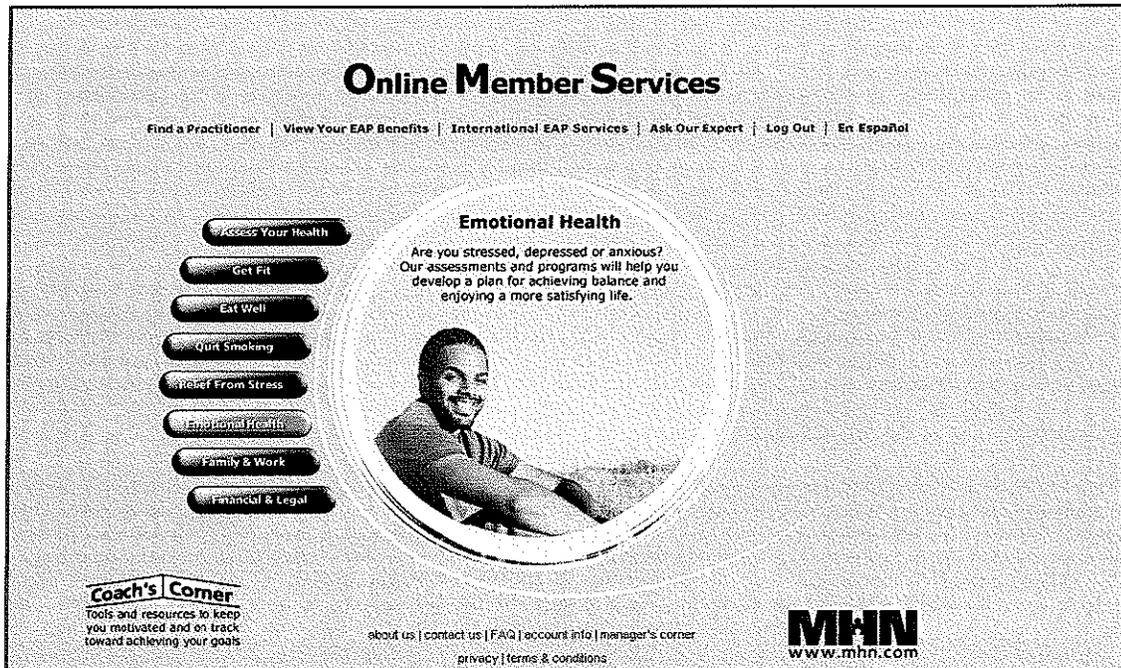
The Relax® self-help program – This program is designed to help members develop an effective stress management plan based on the member’s own sources and symptoms of stress. First, the member is asked to fill out an online questionnaire. Then an online stress reduction action plan is tailored for the member.

Tools – The tools are designed to help the member recognize and reduce the impact of today’s stressors.

- A health risk assessment offers members instant feedback on their health and lifestyle choices.
- The member can download “My Stress Kit,” which contains a workbook and Relaxation CD. (Members without the hardware/software required to download the stress kit can order it online or via phone.)
- The Nutritional Library contains articles on the role of proper nutrition in managing stress.

Articles – Members can access articles, information sheets, and quick tips with a wealth of information about stress, or click on links to the Freedom From Fear and National Institute of Mental Health websites.

Professional Help – Members have access to a searchable listing of MHN mental health providers and the ability to request an authorization online. Members can use “Ask Our Expert” to submit a question online and receive an email on how to access the answer within two business days.



Emotional Health

Stress Self-Assessment – Easy-to-use, interactive assessments are provided that help members evaluate their knowledge of the signs and symptoms of depression, stress, anxiety, alcohol and substance abuse and insomnia.

Self-Help Programs – The Triumph Series includes the following:

- Triumph over the Blues – helps members understand and manage depression using commonly practiced cognitive behavioral techniques to address symptoms.
- Triumph over Stress – explores potential causes of stress and educates users about effective stress-management techniques, including breathing and classic relaxation techniques.
- Triumph over Anxiety – helps members overcome anxiety by using thought and behavior patterns to positively affect their anxious feelings. Alternative behaviors, positive thinking and anxiety management techniques are also presented.
- Triumph over Alcohol and Other Drugs – includes tools, worksheets and information that provide help in monitoring the progress of members and helping them to overcome problems with alcohol or drugs.
- Triumph over Insomnia – provides members with classic relaxation and visualization techniques using animation, as well as tools and worksheets to help members overcome problems with sleeplessness.

Professional Help – Members have access to a searchable listing of MHN mental health providers and the ability to request an authorization online. Members can use “Ask Our Expert” to submit a question online and receive an email on how to access the answer within two business days.

Articles and More – Members can access a wealth of content on depression, stress, alcohol and substance abuse, insomnia, family, children, relationships, traumatic events, anger management, grief and loss and eating disorders.

Online Member Services

Find a Practitioner | View Your EAP Benefits | International EAP Services | Ask Our Expert | Log Out | En Español

Family & Work

Make this your resource for family, child care, elder care and other everyday needs. Plus, access the tools needed to be more effective on the job.

Access Your Health
Get Fit
Eat Well
Quit Smoking
Relief From Stress
Emotional Health
Family & Work
Financial & Legal

Coach's Corner
Tools and resources to keep you motivated and on track toward achieving your goals.

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privacy | terms & conditions

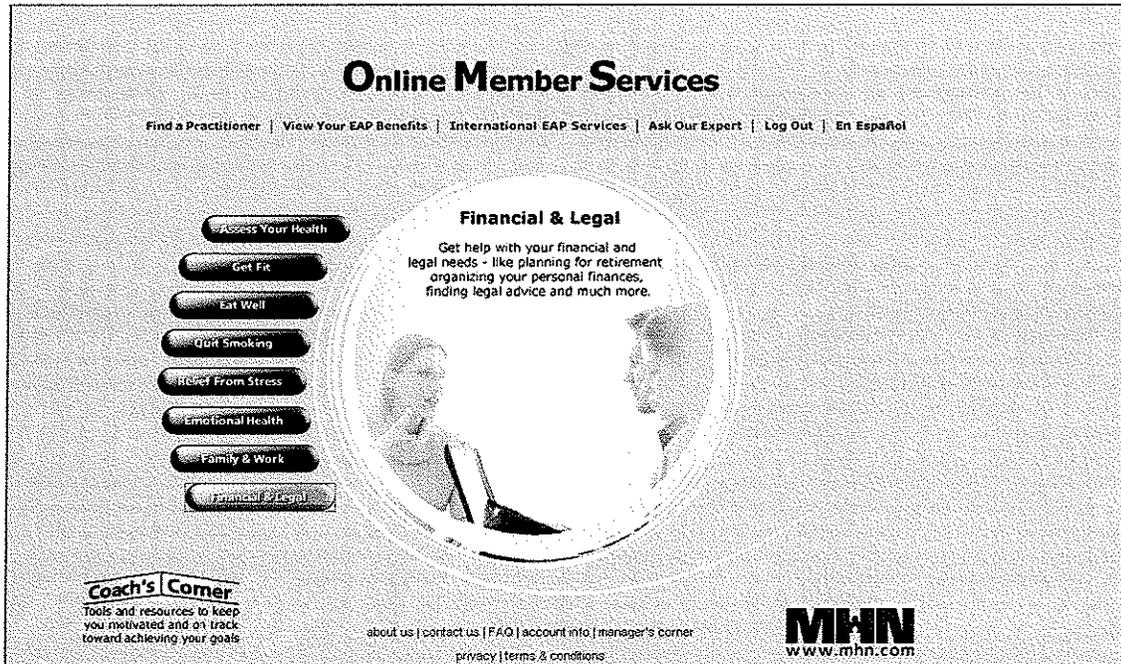
MHN
www.mhn.com

Family & Work

Resource Directories – Members can search extensive databases of childcare and eldercare facility types and locations.

Articles and More – Informative content includes childcare, eldercare, family and parenting skills, communicating effectively, succeeding at work and war-related issues.

Professional Help – Members have access to a searchable listing of MHN mental health providers and the ability to request an authorization online. Members can use "Ask Our Expert" to submit a question online and receive an email on how to access the answer within two business days.



Financial & Legal

Financial Calculator – Quick, easy-to-use calculators are provided to help members manage their investments, save for college and buy or refinance a home.

Articles and More – Helpful information on financial planning, retirement, college planning, insurance, real estate and family law is provided.

Online Estate Planning – Members can create a will, financial power of attorney, living will or final arrangements online in less than an hour.

Professional Help – Members have access to a searchable listing of MHN mental health providers and the ability to request an authorization online. Members can use "Ask Our Expert" to submit a question online and receive an email on how to access the answer within two business days.

Other

Three other sections of the website are available to help members:

Online Member Services	Coach's Corner Weight Management	
Find a Practitioner Your EAP Benefits Ask Our Expert	Welcome to Coach's Corner	
Immediate Crisis Support Assess Your Health Get Fit Eat Well Quit Smoking Relief from Stress Emotional Health Family & Work Financial & Legal International Services Coach's Corner Self-Help Programs Tools Resources Coaching Support	<p>With a reported sixty percent of our nation overweight or obese, it has never been so important to maintain a healthy weight. Studies have proven that clinically overweight and obese people are at an increased risk for developing diabetes, heart disease, stroke, hypertension, gallbladder disease, osteoarthritis (degeneration of cartilage, and bone and joints), sleep apnea and other breathing problems and some forms of cancer (uterine, breast, colorectal kidney and gallbladder) ¹</p> <p>Welcome and thank you for your interest in Coach's Corner! Whether you are here because you have a diet and exercise plan started and are looking for motivational support or are just beginning to explore weight management, this website offers Self-Help Programs, Tools Resources and Coaching Support to help you accomplish your goals</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 2px; border-radius: 5px;">Self-Help Programs</div> <div style="border: 1px solid black; padding: 2px; border-radius: 5px;">Tools</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px; border-radius: 5px;">Resources</div> <div style="border: 1px solid black; padding: 2px; border-radius: 5px;">Coaching Support</div> </div>	
	<p>Where Are You in the Process? Coach's Corner provides tools to encourage motivation, recognize and overcome obstacles and resources that support healthy weight management goals</p> <p>Coach's Corner serves two purposes for Weight Management:</p> <ol style="list-style-type: none"> 1. Designed for members who haven't enrolled in a diet and exercise program yet, Coach's Corner provides articles, tools, resources and relaxation techniques for members to self study and gain valuable weight management support 2. Coach's Corner acts as a learning tool to be utilized in conjunction with MHN's telephonic group coaching program, the Motivational Coaching Program for Weight Management (the Program). This program provides members currently enrolled in a diet and exercise program with the coaching support necessary to overcome the obstacles discussed throughout this website as well as tools, resources, relaxation techniques and group support to navigate each hurdle commonly facing members struggling with weight management <p>Our Approach: Motivational Coaching for Weight Management Strong evidence shows that successful weight loss and weight maintenance should include a combination of a well balanced diet, regular exercise and behavioral coaching. To that end, MHN has developed a telephonic group coaching program to support members through the weight management process. MHN's Motivational Coaching for Weight Management Program is available to provide the support and motivation that will drive you to your weight management goals</p> <p><small>¹ Healthwise, Incorporated, 2006</small></p> <p style="text-align: center;"> home about us privacy terms & conditions </p>	

Coach's Corner

This section offers self-help tools, resources and coaching to encourage motivation, methods to recognize and overcome obstacles as well as resources that support healthy weight management goals. Coach's Corner acts as a learning tool to be used in conjunction with MHN's telephonic group coaching program for weight management. This program provides members currently enrolled in a diet and exercise program with the coaching support necessary to overcome obstacles as well as tools, resources, relaxation techniques and group support to navigate each hurdle commonly facing members struggling with weight. Members can enroll in the program by calling the toll-free number.

Submit Your Question

Submit your question below and you'll receive an answer in your Message Center within two business days. Just return to this page and click Message Center to view the response

Please only ask questions in a single category with each submission. You can return to this page to submit new questions in another category at any time

Please note: Our experts cannot answer legal questions

General Category:

Subject:

Your Question:

Ask Our Expert

Questions can be submitted (securely and privately) by email for answers to questions on emotional health, family and work and financial issues.

Self-Assessment | Self-Help Program | **Articles & More** | Professional Help

Practitioner Search & Authorization

Welcome to MHN's comprehensive and convenient practitioner search tool. To find a practitioner and request an authorization, fill in one or more fields below and click "Search"

<p>Search by Distance</p> <p>Within <input type="text"/> miles of:</p> <p>Address: <input type="text"/></p> <p>City: <input type="text"/> State: <input type="text"/></p> <p>Zip: <input type="text"/></p>	-OR-	<p>Search by Practitioner Name or Location</p> <p>Last Name: <input type="text"/></p> <p>First Name: <input type="text"/></p> <p>City: <input type="text"/> State: <input type="text"/></p> <p>Zip: <input type="text"/> Area Code: <input type="text"/></p>
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Find a Practitioner

Members can search for a practitioner by location, specialty, gender and language.

View Your EAP Benefits

Members can view their benefits at any time on this section of the website. The section details clinical counseling options, Work & Life Services and an 800 number to contact.

Manager's Corner

Client managers can seek help on the website by entering their password and viewing the section reserved for client managerial staff, which includes helpful tools including guidelines and a list of frequently asked questions.

ABOUT MHN

MHN (a Health Net company) is a leading national provider of managed behavioral health care and Employee Assistance Programs (EAPs). It provides employers and employees with mental health support, chemical dependency treatment and disability management. Among MHN's comprehensive suite of services are face-to-face counseling, telephonic support, critical incident stress debriefings and a full suite of online resources.

MHN has provided EAP services since 1974 and managed behavioral health programs since 1987. MHN serves nearly 700 organizations, including Fortune 500 companies, government agencies, health plans, insurers and Taft-Hartley Trust Funds. MHN also provides services to Medicaid beneficiaries.

Headquartered in Point Richmond, California, MHN employs approximately 1,100 associates in several regional and branch offices. In addition to the corporate office, MHN also has full-service clinical intake offices in New York, Dallas, San Rafael and Huntington Beach, California. A nationwide network of 45,000 licensed treatment providers and 1,400 hospitals and care facilities support MHN.

MHN is certified by the Utilization Review Accreditation Committee (URAC) and is licensed under the Knox-Keene Health Care Service Plan Act as a specialized healthcare service plan in mental health and chemical dependency. MHN also meets the standards set by applicable state and federal law and required by the National Committee for Quality Assurance (NCQA) to serve HMO members for their behavioral health needs.

MHN strives to improve the delivery of behavioral healthcare by providing innovative solutions that meet employee and employer needs. Drawing on traditional and innovative healthcare practices, MHN helps employees to think and act in healthier ways.

Health Net

MHN is the behavioral health subsidiary of Health Net, Inc. (NYSE:HNT), one of the nation's largest publicly traded managed healthcare companies. Health Net's HMO, insured PPO and government contracts subsidiaries provide health benefits to approximately 5.3 million individuals in 15 states through group, individual, Medicare, Medicaid and TRICARE programs. Health Net's subsidiaries also offer managed healthcare products related to behavioral health, dental, vision and prescription drugs, and offer managed healthcare product coordination for multi-region employers and administrative services for medical groups and self-funded benefits programs.

Due to MHN's close relationship with a variety of health plans over time, the company has extensive experience at providing seamless delivery of behavioral health services. MHN staff work closely with all areas of medical delivery and administrative processes to ensure that members receive treatment for their medical and behavioral needs in a fully coordinated way. In particular, MHN's Care Integration Unit works closely with Health Net medical staff, as with any HMO or insurer, to ensure that members' care is fully integrated from intake through treatment through claims.

ABOUT MHN

MHN Facts & Stats

Overview

- 11 million members
- 1,100 + associates
- \$250 Million in revenue
- 700 clients
- 45,000 network providers in 50 states
- 1,400 hospitals and care facilities

Daily

- 4,300 member calls
- 760 referrals
- Five urgent cases handled
- 6,300 claims processed
- Five training sessions delivered
- 15 management consultation sessions given
- 1,500 hits on MHN.com

Quality Management

- Full URAC accreditation
- Member satisfaction surveys
- Provider oversight for quality
- Outcome studies

The following table illustrates various stages in MHN's service history:

MHN: THE GROWTH OF ITS MEMBERSHIP AND PROVIDER NETWORK			
Date	Enrollment (Covered Lives)	Provider Network	Events
1972			Brownlee, Dolan and Stein (BDS) -- First MHN company founded. Company begins EAP services.
1974			Human Resources Group (HRG) founded.
1982			California Wellness Plan founded. Mental health and chemical dependency services begin.
1985			Company begins Work & Life services, including financial and legal counseling.
1987			MHN formed as the three organizations above merge into one. Company starts offering Integrated EAP and mental health products.
1994	1.9 million		MHN expands its network in Texas dramatically: 40,000 covered lives in Houston and 240,000 covered lives in the state.
Nov. 1994 – Jan. 1995	1.9 million	10,000 providers/ 400 facilities	Contracts signed with L.A. Unified School District (90,000 members) and Western Teamsters Welfare Trust (14,000 members).
June 7, 1995	2.3 million	14,850 providers/ 900 facilities	MHN merges with Health Management Center (HMC). Their combined strength results in a company with the largest share of Trust Fund and Labor business for behavioral health care services nationwide.
January 1996	6 million		Foundation Health Corporation (now Health Net) acquires MHN. Operations of MHN and Foundation Health PsychCare Services are merged.
Aug. 1996	6.6 million	22,000 providers / 1,100 facilities	MHN and Occupational Health Services announce that they have added 11 new group clients to their business rosters since May 1996. The 11 accounts add nearly 156,000 lives to their book of business.
Oct 1996	6.6 million		MHN and OHS receive contract awards from Amtrak and the California Health Professionals Diversion Program (HPDP). Amtrak membership is 22,000 employees.
Dec. 31, 1998	8.8 million		
Dec. 31, 1999	8.6 million	29,216 providers	

MHN: THE GROWTH OF ITS MEMBERSHIP AND PROVIDER NETWORK

Date	Enrollment (Covered Lives)	Provider Network	Events
Dec. 31, 2000	9.4 million	32,344 providers	
Dec. 31, 2002	8.0 million	40,668 providers	
March 2003			MHN adds child and elder care referral services to its EAP offering.
Dec. 31, 2003	7.1 million	35,812 providers/ 1,100 facilities	MHN provides EAP, integrated and MH/CD services to 7.1 million beneficiaries. MHN begins providing Psychiatric Disability and Return-to-Work Programs to client companies.
May 2004			The Military and Family Life (MFLC) program started on military bases in Germany. The MFLC program is a voluntary service for military personnel and their families offering support, coaching, education and problem-solving.
June 7, 2004	9 million		MHN selected by the State of California to provide EAP benefits to 202,000 employees (465,000 members).
Sept. 1, 2004			Health Net Federal Services (HNFS) begins providing health care services to 2.9 million beneficiaries in 23 TRICARE states and DC. MHN begins providing behavioral services to TRICARE members through the Department of Defense (DoD) contract originally awarded to Health Net in August 2003.
Dec. 31, 2004	10.2 million	40,000 providers/ 1,200 facilities	MHN provides EAP, integrated and MH/CD services to 7.3 million individuals, as well as 2.9 million TRICARE beneficiaries. MHN begins providing disease management and other specialty programs.
July 5, 2005	10.3 million	43,000 providers	MHN introduces Sexual Harassment, Anger Management and Quit Smoking programs.
Jan. 2006			MHN creates the MHN Government Services (MHNGS) division to manage its DAVA (Domestic Abuse Victim Advocacy) and SFLC (Soldiers and Family Life Consultants) programs for the Department of Defense (Dod)
March 2006	10.2 million	43,700 providers	
Aug. 2006			MHN launches coaching programs for Weight Management and Smoking Cessation.
Sept. 2006	10.2 million	44,477 providers	MHN launches first international EAP.

MHN: THE GROWTH OF ITS MEMBERSHIP AND PROVIDER NETWORK

Date	Enrollment (Covered Lives)	Provider Network	Events
February 2007	10 million		The DoD selects MHN Government Services to develop, administer and monitor a permanent non-medical counseling program for service members and their families (Military Family Counseling Service).
March 2007		44,710	MHN introduces its Stress Management Program.
April 2007			MHN introduces a suite of EAP and Wellness enhancements, including an Enhanced Work/Life Option, Identity Theft Recovery Services, Nurse Line and a Compliance Line.

MHN'S EXPERIENCE AS AN EAP PROVIDER

MHN has been providing EAP and other behavioral services for thirty-five years. MHN has spent the last few years expanding the scope of its services across the country, rolling out new programs and winning important government contracts

MHN presently provides mental health/substance abuse, integrated, and EAP services to 1,314 individual clients, with a covered membership of approximately 10 million persons. Our EAP services are available through 740 client accounts, representing 4,353,795 members. One hundred and seven of these accounts are integrated EAP and behavioral accounts, providing services to 1,081,703 covered lives.

MHN's past performance on similar and larger public sector contracts establishes our capability to perform the services required for the Santa Cruz Metropolitan Transit District.

State of California

MHN
<p>Project Relevance and Rationale for Selection: MHN's performance under the State of California's contract demonstrates the ability to meet requirements that are similar to those of METRO. MHN provides employee assistance program (EAP) services to the California's over half-million members</p>
<p>2. Contracting Agency: State of California</p>
<p>3. Contract Type: Per employee/member per month amount</p>
<p>4. Award and Period of Performance Information. Award Date: 07/02/2004 Period of Performance: 7/1/2004-6/30/2006. Actual End Date: ongoing</p> <p>Because MHN is available 24/7/365, we adhere to the client's required schedule; Budgets are PEPM and MHN adheres to these requirements.</p>
<p>Brief Contract Description</p> <p>MHN provides EAP services to the State of California that are similar those being required by the METRO. The State of California comprises over 250 statewide departments, which includes representation of 21 unions. MHN is successfully administering three different benefit levels under the State's contract, managing their EAP benefit to the problem-type level, while continually assessing their employees to assure they are receiving the appropriate level of care. The State's employee population is quite diverse; it ranges from janitorial staff and prison guards to the executive level of state government. MHN's intake staff's sensitivity in understanding and assisting the State's widely varied employee population is integral to providing excellent service.</p> <p>Services include (1) 24x7x365 toll-free telephone access; (2) Website services; (3) face-to-face nonmedical counseling; (4) telephonic nonmedical counseling; (5) legal referral services, and (6) training services. In addition, MHN provides critical incident stress management support, stress management support, and workplace improvement services. In the initial stages of the contract with the State, MHN worked side by side with the California Highway Patrol (CHP) to create a rapid response program,</p>

including the creation of a sub network of providers who specialize in police work, to respond statewide to CHP-critical incidents. MHN also worked closely with the Department of Corrections to create a customized Stress Assessment Management Training, which has been highly praised by its participants.

Financial services have recently been added in the form of benefit and financial planning, estate planning and preretirement planning assistance. MHN assists in program promotion services, including child- and eldercare referral information, handling "life's affairs" support, and job performance referrals.

MHN is responsible for management consultation services, account management team support, executive management oversight, performance guarantees, and program performance reporting, respectively. A dedicated consultant oversees the management consultation services. Assigning a dedicated consultant to this diverse group has had the added benefit of allowing the management consultation department to have a global overview of the state of the State. This knowledge is key in providing comprehensive services not only to the main contact at the State, but to all statewide offices as well.

Santa Cruz Metropolitan Transit District – PART IV, General Conditions to The Contract

Enclosed, please find the Legal Department's suggested changes to the RFP's.

PART I

Section 17 "Disadvantaged and Women's Business Enterprises" Not applicable

Part IV

Section 2.01 "Termination for Convenience" Either party should be able to terminate with sixty (60) days' prior written notice to the other party.

General Conditions to the Contract

1. Section 6 "Indemnification for Damages, Taxes and Contributions, subsection 6.01 "Scope" MHN prefers mutual indemnification language

"(a) Responsibility for Own Acts Each party shall be responsible for its own acts or omissions and for any and all claims, liabilities, injuries, suits, demands and expenses of all kinds which may result or arise out of any alleged malfeasance or neglect caused or alleged to have been caused by that party or its employees or representatives in the performance or omission of any act or responsibility of that party under this Agreement.

(b) District agrees to indemnify, defend, and hold harmless Contractor, its agents, officers, and employees from and against any and all liability expense including defense costs and legal fees incurred in connection with claims for damages of any nature whatsoever, including but not limited to, bodily injury, death, personal injury, or property damage arising from District's performance or failure to perform its obligations hereunder

(c) Contractor agrees to indemnify, defend, and hold harmless District, its agents, officers, and employees from and against any and all liability expense, including defense costs and legal fees incurred in connection with claims for damages of any nature whatsoever, including but not limited to, bodily injury, death, personal injury, or property damage arising from Contractor's performance or failure to perform its obligations hereunder "

2. Section 13 11 "Non-Assignment of Contract. MHN requests to add the following:

"Notwithstanding the foregoing, CONTRACTOR shall have the right to sell, transfer, convey or assign this Agreement to any successor, subsidiary, parent or affiliate of CONTRACTOR and such assignee shall acquire all of the rights, duties and obligations of CONTRACTOR set forth herein "

Santa Cruz Metropolitan Transit District – PART IV, General Conditions to The Contract

7. INSURANCE

7 01 General

Contractor, at its sole cost and expense, for the full term of this Contract (and any extensions thereto), shall obtain and maintain at minimum all of the following insurance coverage ~~Such insurance coverage shall be primary coverage as respects District and~~ any insurance or self-insurance maintained by District shall be excess of Contractor's insurance coverage and shall not contribute to it.

7 02 Types of Insurance and Minimum Limits

Contractor shall obtain and maintain during the term of this Contract:

- (1) Worker's Compensation and Employer's Liability Insurance in conformance with the laws of the State of California (not required for Contractor's subcontractors having no employees)
- (2) Contractors vehicles used in the performance of this Contract, including owned, non-owned (e g owned by Contractor's employees), leased or hired vehicles, shall each be covered with Automobile Liability Insurance in the minimum amount of \$1,000,000 00 combined single limit per accident for bodily injury and property damage.
- (3) Contractor shall obtain and maintain Comprehensive General Liability Insurance coverage in the minimum amount of \$ 1,000,000 00 combined single limit, including bodily injury, personal injury, and property damage. Such insurance coverage shall include, without limitation:
 - (a) Contractual liability coverage adequate to meet the Contractor's indemnification obligations under this contract
 - (a) Full Personal Injury coverage
 - (a) Broad form Property Damage coverage
 - (a) A cross-liability clause in favor of the District
- (4) Contractor shall obtain and maintain Professional Liability Insurance coverage in the minimum amount of \$ 1,000,000 00.

7 03 Other Insurance Provisions

- (1) As to all insurance coverage required herein, any deductible or self-insured retention exceeding \$5,000 00 shall be disclosed to ~~and be subject to written approval by~~ District
- (2) If any insurance coverage required hereunder is provided on a "claims made" rather than "occurrence" form, Contractor shall maintain such insurance coverage for three (3) years after expiration of the term (and any extensions) of this Contract.
- (3) All required Automobile Liability Insurance and Comprehensive or Commercial General Liability Insurance shall contain the following endorsement as a part of each policy: "The Santa Cruz Metropolitan Transit District is hereby added as an additional insured as respects the operations of the named insured "
- (4) All the insurance required herein shall contain the following clause: "It is agreed that this insurance shall not be canceled until endeavoring to provide thirty (30) days ~~after the District shall have been given~~ written notice of such cancellation or material reduction "

- (5) Contractor shall notify District in writing at least thirty (30) days in advance of any **material** reduction in any insurance policy required under this Contract.
- (6) Contractor agrees to provide District at or before the effective date of this Contract with a certificate of insurance of the coverage required.
- (6) All insurance shall be obtained from brokers or carriers authorized to transact business in California and are satisfactory to the District.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

STAFF REPORT

DATE: October 26, 2007

TO: Board of Directors

FROM: Leslie White, General Manager

SUBJECT: CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A MEMORANDUM OF UNDERSTANDING (MOU) WITH THE CITY OF SANTA CRUZ FOR PROJECT MANAGEMENT SERVICES FOR THE MIXED USE PROJECT AT PACIFIC STATION LOCATED AT 425 FRONT STREET

I. RECOMMENDED ACTION

Authorize the General Manager to execute a Memorandum of Understanding with the City of Santa Cruz for project management services for the Mixed-Use Project at Pacific Station located at 425 Front Street.

II. SUMMARY OF ISSUES

- The Santa Cruz Metropolitan Transit District (METRO) and the City of Santa Cruz entered into a Memorandum of Understanding (MOU) in 2001 to redevelop the main bus transfer station in downtown Santa Cruz in order to create a multi-modal, transit oriented facility for the entire region (Pacific Station).
- While the City of Santa Cruz provided project management services for METRO between 2001 and 2003, the term of the original MOU expired before Federal and State funding for both the acquisition of the neighboring property and the design, engineering and development of the project was secured.
- Currently, METRO has secured sufficient funding for acquisition, design and engineering of the project and is ready to proceed with acquisition.
- Discussions regarding acquisition are underway with Transportation Realty Income Partners ("TRIP"), the owner of the property at 425 Front Street currently occupied by Greyhound Bus Lines.
- The property has been previously characterized by Weber Hayes & Associates as being contaminated by wastes produced by a manufactured gas plant owned by PG&E which formerly occupied the site.
- On September 11, 2007 the Santa Cruz Redevelopment Agency (Agency) authorized staff to initiate steps under the Polanco Redevelopment Act, California Health and Safety Code, section 33459 et seq. in order to fully characterize the contamination and required remediation efforts including costs prior to the development of the site.
- METRO has initiated an eminent domain action for the Greyhound property located at 425 Front Street, Santa Cruz, CA for integration into the Pacific Station Project.

- Acquisition of the site by METRO may not be finalized until the impact of the contamination upon the value of the property is addressed.

III. DISCUSSION

METRO seeks to enter into a new MOU with the City of Santa Cruz to continue project management services through the completion of the design, environmental and development alternative phase for Pacific Station. The City will act as Project Manager under the proposed MOU and work together with the METRO to complete the following scope of services:

- a. Update the Project budget and timeline;
- b. Retain consultants through the METRO procurement process as needed to complete the scope of work;
- c. Management of the preparation of the conceptual architectural design plans and estimated costs for the Project;
- d. Project oversight and management of the necessary environmental work;
- e. Preparation and review of documents as necessary for the entitlement process;
- f. Completion of the property acquisition as needed for the Project;
- g. Conduct public outreach, as necessary, to achieve community consensus and support for the Project;
- h. Determine both the final Project components and the development partners involved in the Project.

The City and METRO desire to work cooperatively during the three-year term of the proposed MOU to ensure that the METRO's local, regional and rapid transportation services are maintained and expanded and to ensure that the City's interests in a cohesive and revitalized downtown area are met. Depending upon the outcome of the final project components as determined through the design and development alternative phase, the City and Agency may take an active role in the future phases of the project and assisting METRO with the determination of the development partners. These actions will require an amendment to the MOU which will come before the City Council and/or Redevelopment Agency at a future time for consideration.

METRO and the City's staff are currently finalizing the details of the MOU.

IV. FINANCIAL CONSIDERATIONS

Federal and State Grant Funds are available to fund this MOU. It is anticipated that the City of Santa Cruz Project Management costs for this MOU will be in an amount not to exceed \$232,500.00 per year.

V. ATTACHMENTS

Attachment A: Draft MOU

**MEMORANDUM OF UNDERSTANDING BETWEEN
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
AND THE CITY OF SANTA CRUZ REGARDING
THE PACIFIC STATION PROJECT**

This Memorandum Of Understanding, hereinafter referred to as MOU, is entered into on this ____ day of October 2007, by the Santa Cruz Metropolitan Transit District, hereinafter referred to as "METRO," and the City of Santa Cruz, hereinafter referred to as "City," who agree as follows:

I. RECITALS

- 1.01 METRO is a political subdivision of the State of California, whose administrative offices are located at 370 Encinal Street, Suite 100, Santa Cruz, California 95060. METRO's primary function is to provide local, regional and rapid public transportation services.
- 1.02 City is a public entity whose administrative offices are located at 809 Center St., Santa Cruz, CA 95060.
- 1.03 METRO, in an effort to maintain and upgrade the METRO's local, regional and rapid public transportation service, has a need to acquire property, design, expand, and construct the Pacific Station, which will hereinafter be referred to as the "Project".
- 1.04 METRO has received funds from the U.S. Department of Transportation and the State of California for preliminary design, right of way acquisition, and project budget development for the Project.
- 1.05 METRO and City entered into an MOU to facilitate the acquisition, rehabilitation, redesign, expansion and construction of Pacific Station from December 1, 2001 to November 30, 2003. That MOU expired by its terms even though the Project was not completed. At this time it is appropriate to enter into a new MOU in order to complete the necessary tasks for the Project.
- 1.06 The Project scope under this MOU is as follows:
 - a. Update the Project budget and timeline;
 - b. Retain consultants through the METRO procurement process as needed to complete the scope of work;
 - c. Management of the preparation of the conceptual architectural design plans and estimated costs for the Project;
 - d. Project oversight and management of the necessary environmental work;
 - e. Preparation and review of documents as necessary for the entitlement process;
 - f. Completion of property acquisition as needed for the Project;

- g. Conduct public outreach, as necessary, to achieve community consensus and support for the Project;
- h. Determine both the final Project components and the development partners involved in the Project.

- 1.07 METRO and City shall work together to complete the scope of work. In the attached Exhibit D, the total amount of monies City is to receive to complete each activity in the scope of work of the Project is set forth.
- 1.08 METRO and City desire to work cooperatively during the Project to ensure that the METRO's local, regional and rapid public transportation services are maintained and expanded and to ensure that the City's interests in a cohesive and revitalized downtown area are met.
- 1.08 Any expenditure of funds pursuant to this MOU can only be made after notification by METRO that funds are available. City shall wait to perform any work under this MOU until receipt of a notice of funding for the specific activity is received from METRO.
- 1.09 City will make good faith efforts to ensure that during the term of the MOU that it completes all the tasks indicated in the scope of work of the Project.

II. TERM

- 2.01 This MOU shall commence on October ____, 2007 and shall continue for three (3) years through October 31, 2010. This Agreement shall expire on October 31, 2010 unless sooner terminated by either party in accordance with the provisions herein.
- 2.02 This MOU may be extended by mutual written agreement of the parties should the date for completion of the Project extend beyond the term of this MOU.
- 2.03 This MOU may be terminated upon a 60-day written notice by either party to the other for any reason. If adequate grant funding cannot be procured for the Project, METRO may terminate this MOU by giving City a 10-day written notice.

III. PROJECT MANAGER

- 3.01 City will act in the capacity of Project Manager for the Project. City has designated the Executive Director, Economic Development Department, City of Santa Cruz, as the City employee who has project management responsibilities for the Project. Upon consultation with METRO, the Executive Director will designate self or an Economic Development staff

member as the contact person with the METRO regarding the Project. City shall consult with METRO prior to any change to the City employee designated with fulfilling project management responsibilities under this MOU.

- 3.02 METRO and City shall ensure throughout the Project that all federal, state and local laws and requirements are met including any requirements METRO is obligated to perform because of receipt of grant funding and applicable California Transportation Commission Guidelines and the U.S. Department of Transportation, Federal Transit Administration. METRO shall provide City with information pertaining to California Transportation Commission Guidelines and the U.S. Department of Transportation, Federal Transit Administration along with any specific laws and requirements applicable for all approved grants and funding received or secured to date for the Project. City shall also be required to fulfill its obligations as a federal and/or state and/or local recipient and/or sub-recipient of grant funding.
- 3.03 As the Project Manager, City shall perform the following tasks:
- a. City will meet with the METRO's Board of Directors and staff to present various development alternatives for the Project and will review the needs and desires of the METRO to expand, acquire property for, design and construct the Pacific Station located at 920 Pacific Avenue, Santa Cruz, California, as an intermodal facility to enhance and expand the METRO's local, regional and rapid public transportation services.
 - b. Depending on the outcome of the meeting with the METRO's Board of Directors and staff, City will prepare a feasibility study of alternatives for the design of the Project for Pacific Station. This feasibility study will include an analysis of the various potential project components including housing, retail, commercial office and parking and will identify various funding sources and potential partners who would be interested in partnering with the METRO to complete the Project. City, in consultation with METRO, shall determine whether the selected development alternatives are implemented through a Design/Build or Design/Bid/Build approach.
 - c. City will prepare a Project budget, Project scope, and Project timeline for review and approval by the METRO's Board of Directors that comply with federal, state and local laws.
 - d. Upon consultation with METRO, City shall facilitate the preparation of conceptual architectural design plans for the construction of the

12.a3

Project, which shall be in accordance with federal and state laws and regulations.

- e. In consultation with METRO, City shall use the conceptual architectural design plans in determining both the final project components and the partners involved in the Project.
- f. In consultation with METRO, City shall undertake tasks necessary to assist the METRO in the planning, design, and environmental phases of the project to set the groundwork for a completed project that meets the requirements of the METRO, federal and state law and all necessary funding sources.
- g. City shall assist the METRO with coordinating approvals necessary for the Project including any from local, regional, state and federal agencies.
- h. City will assist METRO in the completion of application forms related to grant funding or other forms for funding assistance for the Project. City will also consider applying for grant funding that can be used for the Project when it becomes aware of such funding opportunities including direct grants to the City, Redevelopment Agency, METRO or any partner to the project.
- i. At the direction of the METRO, in compliance with METRO's DBE goals and in compliance with Federal and State law, City will facilitate the process for selecting and retaining an architect or Architect and Engineering Firm through METRO's procurement process to prepare Preliminary Design Engineering drawings for the Project to include the additional property identified as the Greyhound site and environmental consultants to prepare the environmental work for the project and other consultants that the METRO, in consultation with City, deems necessary. City shall coordinate the work of the consultants and review their work to insure that they meet or exceed their contract requirements with METRO. Metro will provide contract requirements to City. City shall review invoices and billings from the consultants and shall notify METRO regarding whether the billed work has been performed in a competent manner, whether all required timelines are being met and whether the bills should be paid by METRO.
- j. City shall prepare quarterly reports regarding the status of the Project setting forth all tasks that City has worked on and identifying what has been accomplished including an analysis of the grants that have been procured for the Project, the amount of money that has been expended

12.24

on the Project, and a list of the grant funding that remains available for the Project.

- k. City will help facilitate the environmental review required by federal and state law for the Project. City will assist METRO staff and its environmental consultants in preparing any necessary environmental documents. METRO will be the lead Agency for the CEQA/NEPA process.
- l. City and METRO will utilize a public input process to involve the surrounding businesses, including those located at the Pacific Station, as well as the transit ridership and public in general in the design and environmental process including review of the feasibility analysis of alternatives and the conceptual site plans. City will facilitate public review in all phases of the Project including the feasibility analysis and alternatives study.
- m. City will assist METRO staff in making presentations and recommendations to METRO's Board of Directors, the Santa Cruz City Council and its staff and other organizations and public agencies regarding each phase of the Project including the feasibility analysis of alternatives study and the conceptual site plans.
- n. Jointly, METRO and City will complete activities necessary for the METRO acquisition of the Greyhound Property located at 425 Front Street, Santa Cruz, California, for integration into the Project subject to all applicable local, state and federal laws, including all environmental and acquisition requirements. The parties acknowledge that an eminent domain action has been undertaken by the METRO and the City's Redevelopment Agency has initiated the environmental process under the Polanco Act.
- o. City shall make recommendations to METRO regarding approvals of requested change orders for any and all consultant contracts.
- p. Jointly, METRO will work with the City and Greyhound to develop an operating plan to ensure that all transit services currently operating from the Pacific Station shall remain operational and accessible from the Pacific Station throughout the Project to the extent possible. City will work with Metro to ensure that the tenants at the Pacific Station are not disturbed to the greatest degree possible, during the various phases of the Project. Should it be determined that despite its best efforts, METRO cannot maintain the operations of the Center at their current location, METRO and City will develop a construction transition plan which will set forth the relocation of the METRO's fixed route system and its tenant operations. This plan will be

12.25

developed in consultation with United Transportation Union, (UTU) Local 23, Service Employees International Union (SEIU), local 521 and the tenants.

- 3.04 METRO shall be responsible for the contracting with necessary consultants in order to facilitate the Project through each of the phases. City will prepare requests for proposals for transmittal to METRO's purchasing agent for solicitation of consultant bids as appropriate. City will make recommendations regarding what consultants are required and why and will assist METRO through the procurement process in order to contract with the consultants in accordance with federal, state and local law. Upon approval by METRO's Board and execution of consultant contract by METRO's General Manager, City will work directly with the selected consultants to facilitate the Project and will forward billing, upon review and approval, to METRO for payment within two weeks of receipt of said billing.
- 3.05 Attached to this Agreement as Exhibits A, B and C, respectively, are the Federal Transit Administration Requirements for Non-Construction Contracts, Part IV-General Conditions to the Contract and Part V-Special Conditions of the Contract, which are incorporated herein by reference. METRO and City are required to and shall adhere to the provisions of these federal requirements and the general and special conditions of the contract. For purposes of these exhibits, City shall be referred to as "contractor".
- 3.06 This Agreement may be modified, within the scope of this Agreement, by written amendment. Any amendments shall be executed by both Parties, shall be deemed to be incorporated into this Agreement, and shall become effective after being signed by both Parties.
- 3.07 All responsibilities under this Agreement are subject to availability of appropriated funds.

IV. COMPENSATION

- 4.01 City shall be compensated by METRO for such project manager services in accordance with the attached schedule of rates and reimbursements set forth in Exhibit D. The attached rates shall include the services of any agents, legal counsel, clerical support, administration and supervision of said agents, and all costs and expenses incurred by such personnel working directly on the Project. The City will be reimbursed for out-of-city travel, when authorized by METRO, at current City expense account rates and limits. City shall provide METRO with quarterly billing reports showing the actual time worked on the Project, the specific tasks

performed on the Project and identifying the individual who performed the work.

- 4.02 All payments due for land, improvements, damages and relocation obligations incurred as a result of property acquired under this agreement shall be solely the responsibility of METRO.
- 4.03 METRO shall be responsible for all title and escrow costs for properties acquired, or otherwise relating to work performed by City under this MOU.
- 4.04 METRO shall be responsible for all consultant costs related to the Project.
- 4.05 METRO shall be responsible for all predevelopment and construction costs related to the Project.
- 4.06 All persons employed or contracted with by City to furnish the services required hereunder shall not be considered employees of the METRO.

V. NOTICES

- 5.01 All notices under this MOU shall be deemed duly given upon delivery, if delivered by hand; or three (3) days after posting, if sent by registered mail, receipt requested; to a party hereto at the address hereunder set forth or to such other address as a party may designate by notice pursuant hereto.

METRO
Santa Cruz Metropolitan Transit District
370 Encinal Street, Suite 100
Santa Cruz, CA 95060
Attention: General Manager

CITY
City of Santa Cruz
337 Locust Street
Santa Cruz, CA 95060
Attention: Ceil Cirillo, Executive Director

VI. TECHNICAL ABILITY

- 6.01 City shall at all times during the term of this MOU have the technical ability, experience, financial ability, overall expertise, and all other skills, licenses, and resources necessary to perform and complete the Scope of

work in a timely, professional manner so as to meet or exceed the provisions of this MOU.

VII. AUTHORITY TO CONTRACT

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

VIII. INDEMNITY

8.01 METRO agrees to protect and does hereby agree to indemnify, defend and hold CITY harmless from all demands, liability, claims, actions and damages to any person or property, costs and expenses (including, but not limited to, reasonable attorneys' fees) arising out of or connected with: (i) a default by METRO of its obligations under this Agreement, or (ii) the use or occupancy of the Property by METRO, its agents, employees, invitees or contractors, other than those attributable to the negligence or willful misconduct of City, its agents, employees, invitees or contractors.

Signed on _____

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

By _____
Leslie R. White
General Manager

CITY OF SANTA CRUZ

By _____
Richard Wilson
City Manager

Approved as to Form:

Margaret Gallagher
District Counsel

John Barisone
City Attorney

12.28

SCHEDULE OF RATES AND REIMBURSEMENTS

Redevelopment Manager/Director/Project Coordinator

1. Rate shall be as follows:

Redevelopment Director	\$100/hr
Assistant Director	\$90/hr
Redevelopment Manager	\$80/hr
Project Coordinator	\$60/hr

2. Hours spent not to exceed 1,000 per contract year.

3. Total Fees not to exceed \$75,000.00 per contract year. \$75,000.00

Administrative Overhead Costs

15% - Not to exceed \$11,250.00 per contract year. \$11,250.00

Miscellaneous Costs

Postage, mailings, public meetings;
Costs not to exceed \$2,500.00 per contract year. \$ 2,500.00

TOTAL FEES AND COSTS - **\$88,750 .00** **\$88,750.00***
(Per Contract Year)

* City costs and expenses related to the housing component of the Project shall be deducted from Grant Funding related to mixed-use, housing or other similar types of grant funding if such funds are available.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: October 26, 2007
TO: Board of Directors
FROM: Leslie R. White, General Manager
SUBJECT: **CONSIDERATION OF RECEIPT OF INFORMATION FROM THE GENERAL MANAGER REGARDING HIS ATTENDANCE AT THE ANNUAL MEETING OF THE AMERICAN PUBLIC TRANSPORTATION ASSOCIATION OCTOBER 7-11, 2007**

I. RECOMMENDED ACTION

That the Board of Directors accept and file information from the General Manager regarding his attendance at the Annual Meeting of the American Public Transportation Association October 7-11, 2007.

II. SUMMARY OF ISSUES

- The American Public Transportation Association (APTA) held the 2007 Annual Meeting from October 7-11, 2007 in Charlotte, North Carolina.
- Mark Dorfman and I attended the APTA Annual Meeting representing Santa Cruz METRO.
- As a part of the APTA Annual Meeting a number of committee meetings were held that I participated in.
- I attended and participated in the Legislative Committee, the Access Committee, the Board of Directors, and the General Membership meetings that were held as a part of the Annual Meeting.
- I attended conference sessions addressing: land use and transportation planning issues in Charlotte, NC; the prospects for the economy over the next five years; issues relating to the development of leaders in the transit industry; the development of public/private partnerships; and issues related to "green" technology and global warming.
- Additionally I attended sessions addressing the management of change and interest based collective bargaining that were sponsored by the Leadership APTA Program.
- I also attended sessions and meeting focused around planning for the next federal reauthorization bill to replace SAFETEA-LU that expires in 2009.
- Finally, I attended sessions devoted to establishing the framework for the APTA Vision 2050 process that is designed to develop a long-range internal and external vision for the transit industry.

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III. DISCUSSION

The American Public Transportation Association (APTA) held the 2007 Annual Meeting from October 7-11, 2007 in Charlotte, North Carolina. Mark Dorfman and I attended the APTA Annual Meeting representing Santa Cruz METRO.

During the APTA Annual Meeting I attended, and participated in, the Legislative Committee, the Access Committee, the Board of Directors, and the General Membership meetings that were held as a part of the Annual Meeting.

I attended conference sessions addressing: land use and transportation planning issues in Charlotte, NC; the prospects for the economy over the next five years; issues relating to the development of leaders in the transit industry; the development of public/private partnerships; and issues related to "green" technology and global warming. Additionally I attended sessions addressing the management of change and interest based collective bargaining that were sponsored by the Leadership APTA Program.

I also attended sessions and meeting focused around planning for the next federal reauthorization bill to replace SAFETEA-LU that expires in 2009.

Finally, I attended sessions devoted to establishing the framework for the APTA Vision 2050 process that is designed to develop a long-range internal and external vision for the transit industry.

I found the program content and topics at the 2007 APTA Annual Meeting to be relevant and well presented. It was one of the better conferences that I have attended. I was also interesting that the conference was held in a city that is opening the first segment of a light rail system in a month and in a city that is simultaneously voting on whether to repeal the ½ cent sales tax that financially supports the system. Santa Cruz is not the only community experiencing transportation-financing controversy.

IV. FINANCIAL CONSIDERATIONS

Funds for the General Manager and Assistant General Manager to attend the Annual Meeting of the American Public Transportation Association were provided for in the FY 2008 Operating Budget.

V. ATTACHMENTS

None