

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

BOARD OF DIRECTORS REGULAR MEETING AGENDA
JUNE 23, 2006 (Fourth Friday of Each Month)
CITY HALL COUNCIL CHAMBERS
809 CENTER STREET
SANTA CRUZ, CALIFORNIA
9:00 a.m. – Noon

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

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
 - a. Ken Holstein Re: Aptos Bus Stop
 - b. Jane Simpson Re: Soquel Bus Stop
 - c. **Betty Vierra** Re: **Transportation Funding Task Force Comments**
 - d. **Doug Center** Re: **Retiree Medical Premiums**
 - e. **Ed van der Zande** Re: **Retiree Medical Premiums**
3. LABOR ORGANIZATION COMMUNICATIONS
4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

CONSENT AGENDA

- 5-1. APPROVE REGULAR BOARD MEETING MINUTES OF APRIL 14 & 28 AND MAY 12 & 26, 2006
Minutes: **APRIL MINUTES ARE INCLUDED IN THE JUNE 23, 2006 BOARD PACKET. MAY MINUTES WILL BE INCLUDED IN THE JULY 2006 BOARD PACKET**
- 5-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF MAY 2006
Report: Attached
- 5-3. ACCEPT AND FILE MAY 2006 RIDERSHIP REPORT
Report: Attached
PAGE 4 OF THE RIDERSHIP REPORT IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET. PAGE 1 WILL BE DISTRIBUTED AT THE MEETING.

- 5-4. CONSIDERATION OF TORT CLAIMS: None
- 5-5. ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR JUNE 21, 2006
Agenda/Minutes: Attached
- 5-6. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR MARCH 2006 AND APPROVAL OF BUDGET TRANSFERS
Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**
- 5-7. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MARCH 2006
Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKETs**
- 5-8. ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF MARCH 2006
Staff Report: Attached
- 5-9. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR MONTH OF APRIL 2006
Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**
- 5-10. ACCEPT AND FILE MINUTES REFLECTING VOTING RESULTS FROM APPOINTEES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR THE MAY 2006 MEETING
Staff report: Attached
- 5-11. ACCEPT AND FILE METROBASE STATUS REPORT
Staff Report: Attached
- 5-12. ACCEPT AND FILE PROGRESS REPORT ON THE STATUS OF METRO'S WORKERS' COMPENSATION PROGRAM ONE YEAR AFTER METRO'S TRANSITION TO ITS CURRENT THIRD PARTY ADMINISTRATOR
Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**
- 5-13. CONSIDERATION OF RENEWAL OF PROPERTY INSURANCE COVERAGE FOR FY 06-07
Staff Report: Attached
- 5-14. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A RENEWAL OF CONTRACT WITH CECY INSURANCE SERVICES REPRESENTING STANDARD INSURANCE COMPANY FOR EMPLOYEE LIFE & ACCIDENTAL DISMEMBERMENT INSURANCE
Staff Report: Attached
- 5-15. CONSIDERATION OF CONFIRMING A CONSTRUCTION CHANGE ORDER FOR ARNTZ BUILDERS IN THE AMOUNT OF \$821.69
Staff Report: Attached

- 5-16. **DELETED: ACTION TAKEN AT THE JUNE 9, 2006 BOARD MEETING**
(CONSIDERATION OF APPOINTMENT OF NAOMI GUNTHER TO THE METRO ADVISORY COMMITTEE (MAC) BY DIRECTOR ROTKIN TO FILL VACANCY OF JEFF LE BLANC)

- 5-17. **CONSIDERATION OF APPROVAL OF MODIFICATIONS TO THE PARATRANSIT OPERATOR CLASS SPECIFICATION**

Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**

REGULAR AGENDA

6. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

Presented by: Chair Rotkin

Staff Report: Attached

7. CONSIDERATION OF **RESOLUTION** APPROVING FY 06-07 AND FY 07-08 FINAL BUDGET

Presented by: Elisabeth Ross, Finance Manager

Staff Report: **SUPPLEMENTAL INFORMATION IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**

8. CONSIDERATION OF RESPONSIVE COMMENTS TO DEPARTMENT OF TRANSPORTATION'S (DOT) NOTICE OF PROPOSED RULEMAKING DATED FEBRUARY 27, 2006 RE REQUEST FOR COMMENTS ON OTHER ISSUES

Presented By: Margaret Gallagher, District Counsel

Staff Report: Attached

9. CONSIDERATION OF RESPONSE TO RECOMMENDATIONS OF THE PARATRANSIT COORDINATION TASK FORCE

Presented By: Steve Paulson, Paratransit Administrator

Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**

10. CONSIDERATION OF MODIFICATIONS TO THE **PARATRANSIT PLAN REFERRED TO AS THE PARACRUZ CUSTOMER GUIDE**

Presented By: Steve Paulson, Paratransit Administrator

Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**

11. **DELETED: WILL BE INCLUDED ON A FUTURE BOARD AGENDA**

(CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT FOR SCHEDULE OPTIMIZATION AND TRAINING IN HASTUS 2006)

12. **DELETED: HAS BEEN COMBINED WITH ITEM #13**

(CONSIDERATION OF ADOPTION OF AN OPERATING BUDGET FRAMEWORK FOR FY 2007 – FY 2011)

13. **CONSIDERATION OF ADOPTION OF AN OPERATING BUDGET FRAMEWORK AND A MAJOR CAPITAL PROJECTS PLAN FOR FY 2007 – FY 2011**
Presented By: Les White, General Manager
Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**
14. **DELETED: ACTION TAKEN AT THE JUNE 9, 2006 BOARD MEETING**
(CONSIDERATION OF DETOUR OPTIONS FOR HIGH STREET CLOSURE DUE TO CONSTRUCTION)
15. **CONSIDERATION OF APPROVAL OF MODIFICATIONS TO THE BYLAWS OF THE METRO ADVISORY COMMITTEE TO PROVIDE FOR STAGGERED TERMS FOR MEMBERS AND TO CLARIFY CONDITIONS FOR MEMBERSHIP CONDITIONS**
Presented By: Les White, General Manager
Staff Report: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**
16. **ACCEPT REPORT REGARDING SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION'S TRANSPORTATION FUNDING TASK FORCE**
Presented By: Director Spence
Written Material: **IS INCLUDED IN THE JUNE 23, 2006 BOARD PACKET**
17. REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION: District Counsel
18. 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
Mark Dorfman, Assistant General Manager
Margaret Gallagher, District Counsel
Elisabeth Ross, Finance Manager
 1. Employee Organization: Service Employees International Union
(SEIU), Local 415

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Les White, General Manager
SUBJECT: MATERIAL FOR THE JUNE 23, 2006 BOARD MEETING AGENDA

SECTION I:

OPEN SESSION: ADD TO ITEM #2

ORAL AND WRITTEN COMMUNICATION
(Insert new Written Communication)

CONSENT AGENDA: ADD TO ITEM #5-1

APPROVE REGULAR BOARD MEETING MINUTES OF APRIL 14 & 28
AND MAY 12 & 26, 2006
(Insert Minutes)

ADD TO ITEM #5-3

ACCEPT AND FILE MAY 2006 RIDERSHIP REPORT
(Insert Page 4. Page 1 will be distributed at the meeting)

INSERT ITEM #5-6

ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR
MARCH 2006 AND APPROVAL OF BUDGET TRANSFERS
(Insert Staff Report)

INSERT ITEM #5-7

ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MARCH
2006
(Insert Report)

INSERT ITEM #5-9

ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ
SERVICE UPDATE FOR MONTH OF APRIL 2006
(Insert Report)

INSERT ITEM #5-12

ACCEPT AND FILE PROGRESS REPORT ON THE STATUS OF
METRO'S WORKERS' COMPENSATION PROGRAM ONE YEAR
AFTER METRO'S TRANSITION TO ITS CURRENT THIRD PARTY
ADMINISTRATOR
(Insert Staff Report)

DELETE ITEM #5-16

CONSIDERATION OF APPOINTMENT OF NAOMI GUNTHER TO THE
METRO ADVISORY COMMITTEE (MAC) BY DIRECTOR ROTKIN TO
FILL VACANCY OF JEFF LE BLANC
(Deleted: Action taken at the June 9, 2006 Board Meeting)

ADD ITEM #5-17

CONSIDERATION OF APPROVAL OF MODIFICATIONS TO THE
PARATRANSIT OPERATOR CLASS SPECIFICATION
(Insert Staff Report)

REGULAR AGENDA:
ADD TO ITEM #7

CONSIDERATION OF **RESOLUTION** APPROVING FY 06-07 AND FY 07-08 FINAL BUDGET
(Insert Supplemental information)

INSERT ITEM #9

CONSIDERATION OF RESPONSE TO RECOMMENDATIONS OF THE PARATRANSIT COORDINATION TASK FORCE
(Insert Staff Report)

INSERT ITEM #10

CONSIDERATION OF MODIFICATIONS TO THE **PARATRANSIT PLAN REFERRED TO AS THE** PARACRUZ CUSTOMER GUIDE
(Insert Staff Report)

DELETE ITEM #11

CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT FOR SCHEDULE OPTIMIZATION AND TRAINING IN HASTUS 2006
(Deleted: Will be included on a future Board Agenda)

DELETE ITEM #12

CONSIDERATION OF ADOPTION OF AN OPERATING BUDGET FRAMEWORK FOR FY 2007 – FY 2011
(Combined with Item #13)

INSERT ITEM #13

CONSIDERATION OF **ADOPTION OF AN OPERATING BUDGET FRAMEWORK AND A MAJOR CAPITAL PROJECTS PLAN FOR FY 2007 – FY 2011**
(Insert Staff Report)

DELETE ITEM #14

CONSIDERATION OF DETOUR OPTIONS FOR HIGH STREET CLOSURE DUE TO CONSTRUCTION
(Deleted: Action taken at the June 9, 2006 Board Meeting)

ADD ITEM #15

CONSIDERATION OF APPROVAL OF MODIFICATIONS TO THE BYLAWS OF THE METRO ADVISORY COMMITTEE TO PROVIDE FOR STAGGERED TERMS FOR MEMBERS AND TO CLARIFY CONDITIONS FOR MEMBERSHIP CONDITIONS
(Insert Staff Report)

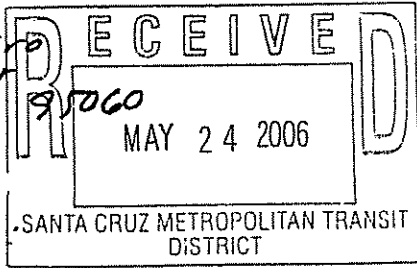
ADD ITEM #16

ACCEPT REPORT REGARDING SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION'S TRANSPORTATION FUNDING TASK FORCE
(Insert Written Material)

5-23-06

Attn Board of Directors

Santa Cruz Metro
370 Encinal St
Santa Cruz, Ca



Dear Board

I want to bring your attention to the bus stop at Soquel and Ledger in Aptos.

Per your drivers instructions I am supposed to climb an incline of dirt before I enter the bus

I'm visually impaired and use a "stick" to get around. It's possible to follow bus instruction but not if the incline is wet and muddy.

If a wheel chair person is there he/she is out of luck. By the way, this is

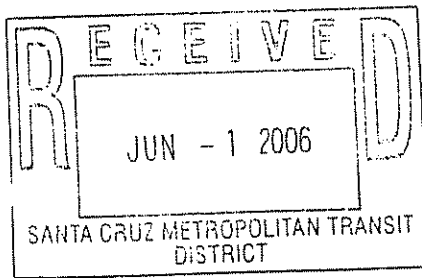
the second letter I've sent you regarding the same situation. About 3 years ago the driver told me to do the same maneuver but because of my eyesight and the terrain I smashed into the side view mirror. No concern was expressed by the driver.

Today I'm nicely asking you to rectify this situation. Also, I'd like you to call me so we can discuss this situation. Perhaps I can show you what the problem is in person.

Sincerely
Ken Holston
230 Heather Terr
Aptos, Ca
95003

831-688-5653

2-a.1



May 30, 2006

Santa Cruz County Board of Supervisors
701 Ocean Street
Santa Cruz, Ca 95060

Re: June 9, 2006 Board Hearing 9am Item

Dear Board Members:

At the April 26, 2006 County Planning Commission hearing I expressed our concerns about the unsafe bus stop at 41st Avenue and Soquel Drive, and need for sidewalks along Soquel Drive west of 41st Avenue. We are very pleased that the Commission understood our concerns and appear to be taking action on these issues. In case more support would be helpful, enclosed is a "petition" from residents and business owners on Greenbrae Lane requesting that the bus stop be moved west of Greenbrae Lane and include a pull-out, and that sidewalks be constructed along Soquel Drive.

Thank you for your attention to these matters.

Jane E. Simpson
4002 Greenbrae Lane
Soquel, CA 95073

✓ Cc: Santa Cruz Metro Transit Board of Directors with copy of petition

2-b.1

Date: May 30, 2006To: Santa Cruz County Board of Supervisors
Santa Cruz Metro Transit Board of Directors

We reside or own businesses on Greenbrae Lane in Soquel. We are concerned about two public safety hazards that will worsen exponentially with the extensive planned development around 41st Avenue and Soquel Drive:

1. The bus stop at 41st Avenue and Soquel Drive is a danger for bus drivers, passengers and cars entering and exiting Greenbrae Lane. It is almost directly in an extremely busy intersection and lacks a pull-out so the bus must stop in a traffic lane. **The bus stop should be moved west of Greenbrae Lane and include a pull-out.**
2. **Sidewalks should be constructed along Soquel Drive west of 41st Avenue** to serve the increased pedestrian traffic that will occur with the completion of the Redwood shopping Center and the new businesses along Soquel Drive.

Thank you for your attention to these important matters.

	<u>Name</u>	<u>Address</u>
1.	<u>Jane Simpson</u>	<u>4002 Greenbrae Ln Soquel 95073</u>
2.	<u>Ralynn A. Walters</u>	<u>4000 Greenbrae Ln. Soquel 95073</u>
3.	<u>Jerry Warren</u>	<u>4000 Greenbrae Ln. Soquel 95073</u>
4.	<u>Suzette Modeste</u>	<u>3280 Greenbrae Ln Soq 95073</u>
5.	<u>John R. ...</u>	<u>3280 Greenbrae Ln. Soq 95073</u>
6.	<u>Lester Don ...</u>	<u>3273 Greenbrae Ln. Soquel 95073</u>
7.	<u>Florian ...</u>	<u>3252 B Greenbrae Ln. Soquel 95073</u>
8.	<u>Tanya ...</u>	<u>3252-A Greenbrae Ln. 95073</u>
9.	<u>Bob ...</u>	<u>3252 GREENBRAE LN 95073</u>
10.	<u>Joe ...</u>	<u>3237 Greenbrae Ln 95073</u>
11.	<u>Betsy ...</u>	<u>3237 Greenbrae Ln 95073</u>

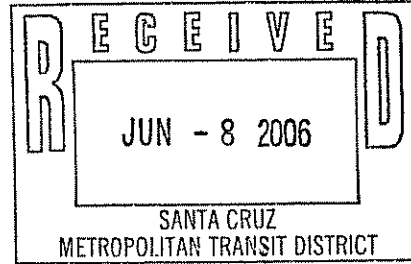
2-b.2

	<u>Name</u>	<u>Address</u>
12.	Stephen L. Ellis	3255 Greenbrae Lane, Soquel
13.	Freeman, Kyrith	4002 Greenbrae Lane, Soquel
14.	Honiguel, Richard	SEQUOIA COLLISION CENTER 3921 Soquel Dr. Soquel, CA
15.	Tommy Munn	OLD VOLKS HOME #2 3921 Soquel Dr. Soquel CA
16.	Joe J. Curtiss	3313 Greenbrae Lane, Soquel, CA
17.	Cap. D. Curtiss	3313 Greenbrae Lane, Soquel, CA 95073
18.	Hally Ma	3273 GREENBRAE LN, Soquel CA 95073

cc: Jan Beautz, First District Supervisor
 Cathleen Carr, Project Planner
 Betsey Lynberg, Santa Cruz County Redevelopment Agency
 Jack Sohriakoff, Senior Civil Engineer

2-b.3

Metro Board Members
Administrative Services Coordinator
Santa Cruz Metropolitan Transit District
370 Encinal, Suite 100
Santa Cruz, CA 95060



June 4, 2006

Dear Metro Board Members,

I happened to catch a televised replay of the Metro Board Meeting of May 26, 2006, on community TV, and was pleased to see a brief discussion of the Transportation Funding Task Force project.

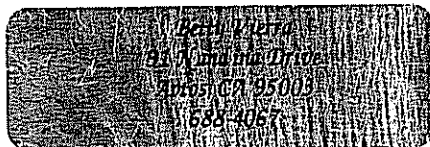
In response to a SC Sentinel news piece, I went online, read the participation guide, and filled out the workbook. More importantly, I have been reading the excellent submissions by other county residents and am very impressed and encouraged. The responses are insightful, comprehensive, and to-the-point.

I'm writing to urge you to personally read the submissions. All of them if you can. Those done online - some 90 as of June 4 - are a quick read and well worth the time. Particularly worth it, for Metro board members, because many of the responses list increased bus services and specific improvements as solutions. I certainly learned a lot. For example, as a bus rider, I, too, want more frequent service, but I didn't realize until I read the responses just how very important a safe way to get to a bus stop is, also. I have a safe way, so I took it for granted. For other people, broken sidewalks or no sidewalks and no safe walkway, on the way to the bus, are a real problem.

Thank you for your part in contributing to the Transportation Funding Task Force project. I hope very much it continues.

Sincerely,

Betty Vierra
91 Nandina Drive
Aptos, CA 95003

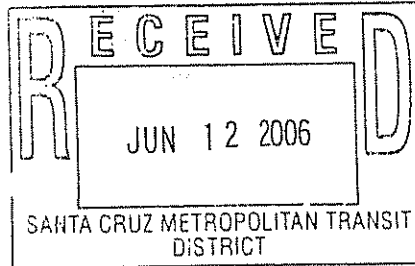


2-c.1

Board of Directors Copy

June 8, 2006

Margaret Gallagher, District Counsel
SCMTD
370 Encinal Street, Suite 100
Santa Cruz, CA 96060



Dear Ms. Gallagher,

I'm beginning to feel like I'm tilting at a windmill powered by winds emanating from some looney Land of Oz.

In your most recent letter you again assert that the "equal contribution rule" was a recent PEMHCA mandate, and not a long settled matter of law. Let me ask you something. With California Attorney General Deukmejian's legal opinion (stating that PEMHCA requires all public agencies in California to comply with the equal contribution rule, giving it the full force and affect of law) in the public and legal domain since the late 1970's, and with the District signing a contract with CalPERS in which the District specifically agreed to come into immediate compliance with the equal contribution provision of PEMHCA, how is it that you can continue to assert that the District was not legally obligated to abide by the equal contribution provision of PEMHCA until 2004?

Do you really believe anyone in the universe (those prescribed anti-psychotic medication and not taking it excepted) would give your legal opinion in this regard more weight and legal authority than that of a California Attorney General? Do you really think that anyone who took a look at the contract the District signed with CalPERS, the contract in which the District agrees to immediately comply with the equal contribution provision, would conclude that the District's mid-1980's contractual commitment to immediately comply with that provision meant, "well, by 2004 or so anyway?"

Call me crazy, but I tend to give a bit more weight and authority to former California Attorney General Deukmejian's legal opinion, than your's. I also tend to think that when you sign a contract promising to do something, like the District did in the Contract it signed with CalPERS (and like it did in the Contract it signed years ago with us, the District's pensioners), that there exists an ethical, moral, and legal obligation to live up to those promises. You and the District evidently feel otherwise.

Of course, as you well know, if Attorney General Deukmejian were right, and you were wrong, then all caps placed on medical insurance premium payments to be made by the District on behalf of retirees and employees would be illegal, since, as I've already pointed out, they would necessarily violate a pre-existent and legally binding contract with District retirees and/or PEMHCA.

As for the second issue you dealt with in your letter to me, CalPERS' contract analyst, Terri McIntyre, did not suggest that the District "side-step" the equal contribution rule, as you intentionally and most inappropriately phrased her suggestion of how the District might LEGALLY honor its contractual obligations to its pensioners

2-d.1

It is interesting that Ms. McIntyre better understands and respects the legal and contractual obligations made by the District than the District itself does. Why that is, why she understands that District employees, in giving up certain wage gains and/or other benefits over many years in exchange for the future benefit of having the District pay their full medical insurance premium amount once employees were retired and living on greatly reduced incomes, are entitled to compensation for the loss of that benefit, while the District itself fails to understand that, is incomprehensible to me.

Let me ask you this, if the District is determined not to live up to the legal and contractual commitments it made to its employees, now retirees, how is it the District intends to compensate District retirees for the loss of this benefit, a benefit that was paid for over many years by our forgoing certain then available wage gains and other benefits in favor of this now stolen "future" benefit?

The District certainly cannot be arguing, at least with any straight ethical, moral, or legal face, that District retirees are not due compensation for the District's theft of a benefit we earned through our labor and by giving up other forms of compensation over many years in order to now receive. So, if you don't regard paying a monthly COMPENSATORY supplemental benefit suggested by Ms. McIntyre to be an appropriate way to honor your legal promise and commitment to District pensioners, how is it that you intend to pay retirees back (re. compensate us) for all the wages and benefits we gave up over many years in exchange for a promised benefit that you are now declining to provide?

Sincerely,

A handwritten signature in cursive script that reads "Doug Center". The signature is written in black ink and is positioned above the printed name.

Doug Center

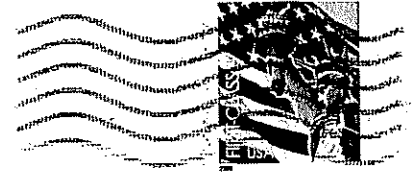
Cc: Bonnie Morr
SCMTD Board of Directors
David Brick
Bill Lockyear
John Laird
Scott Galloway

2-d.2

D.A. CENTER
2-3715 E. CLIFF DR.
SANTA CRUZ, CA 95062

SAN JOSE CA 951

09 JUN 2006 PM 2 L

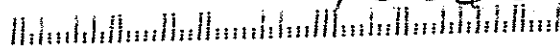


SCMTD Board of Directors
c/o Administrative Services Coordinator
370 Encinal St., Suite 100
Santa Cruz, CA

JUN 10 2006

95060

95060+2173



2-D.3

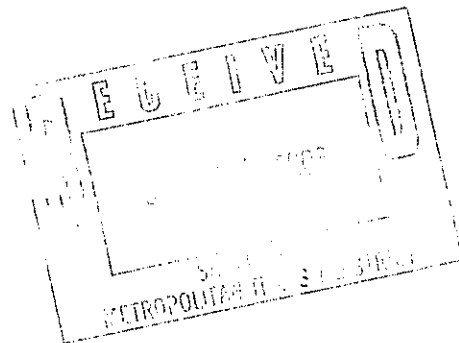
From the desk of....
Ed van der Zande

To: Leslie R. White
General Manager
SCMTD

Re: Board plan regarding prior
commitment to retirees.

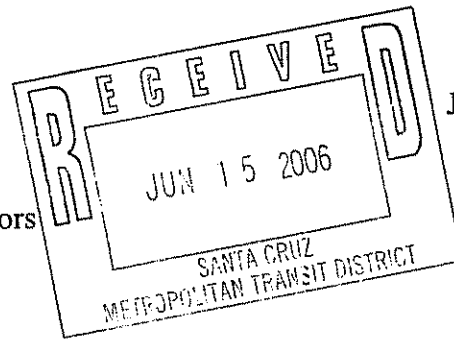
Please, put this letter and attachment
on the agenda of the open Board meeting
for June 23, 2006.

Thank you



2-e.1

Chairperson and Members of the Board of Directors
Santa Cruz Metropolitan Transit District
370 Encinal Street, Suite 100
Santa Cruz, CC 95060



June 14, 2006

Re: METRO Board Plans regarding meeting prior commitments to retirees.

Dear Chairperson and Members of the Board:

I am sending this letter to request clarity on where the METRO Board of Directors stands in terms of whether or not it intends to honor its agreements with METRO retirees about our health benefits.

I would like to believe that the METRO Board is committed to making sure that retirees are not penalized for the preventable miscommunications between METRO management and CalPERS that have led to the current problems.

However, the response I have received from METRO management to date have left me with a number of concerns.

The first notice that I had that there was a problem was when I received the March 17, 2006 letter from General Manager Leslie R. White announcing that METRO planned, effective April 2006, to no longer reimburse retirees with a monthly health insurance reimbursement to offset the difference between the CalPERS medical contribution rate in effect when they retired and the current contribution rate for active employees.

I then immediately contacted District staff who told me that the situation was the fault of CalPERS. When I contacted CalPERS, I was informed that the District had a number of options that they had not pursued and that District staff had at that point refused to meet with CalPERS representatives to discuss these options.

I then sent a letter dated March 24th to the General Manager suggesting two reasonable solutions that would involve my changing health plans as soon as open enrollment was possible. When there was no reply, I sent another letter on April 28th. When there was still no reply, I finally sent a letter to your Board dated May 18, 2006. In the meantime, I have also had conversations with CalPERS personnel and other retirees and have reviewed existing correspondence between METRO and involved and affected parties.

The June 1, 2006 response that I finally received from the General Manager appears to be much more focused on developing arguments and building a case for why the District should NOT reimburse its retirees rather than on acting as our advocate and pursuing the range of solutions that are possible. These include pursuing a modification of PEMHCA's implementing Code Sections; replacing CalPERS as the Fund Administrator (which would make PEMHCA null and void); etc.

As it stands now, I would like to know if the Board has directed or approved the following METRO management actions:

1. Require that District retirees pay the cost of a *unilateral* mid-enrollment change by METRO.

In my previous letters, I informed METRO that its decision to discontinue to pay the difference in health coverage outside the open enrollment period leaves me with a financial liability in the amount of \$ 4,588 (9 months@ \$509.86/month until the next open enrollment period), which I am not in the position to absorb. I made a decision to continue my coverage by PERSCare during the last open enrollment period in good faith that METRO would cover the premium as it has done from the beginning of my retirement. There was no communication from the District that this issue was even a possibility. It is not my fault that METRO staff did not deal with this issue – which staff now acknowledge that they knew about as early as November 2000! – before the open enrollment period closed – *Therefore, I should not be the one to pay for a unilateral mid-enrollment change by METRO.*

I am sure that CalPERS and PEMHCA (assuming that METRO's staff's interpretations of its meaning are correct) will accept the reimbursement of the monthly difference until METRO has been successful in obtaining an early open enrollment or until the next open enrollment period, whichever comes first. It is not acceptable to have to pay over \$4,500 for the failure on the part of District staff to inform me of the need to change plans during the open enrollment period.

2. Stop honoring the preexisting agreements under which District staff retired.

I retired under a management compensation plan that guaranteed that METRO would pay the full health insurance costs for myself and my dependents. METRO's contribution rate towards these premiums for people retiring under this earlier contract *are vested and can not be forfeited*. According to METRO's own legal counsel, Margaret Gallagher, in her report to the Board on this issue (and I quote the minutes of the October 27, 2000 Board meeting) " Her (=Margaret Gallagher) research concluded that the District's contribution rate for employees retiring under earlier labor contracts had vested; therefore, the District needs to reimburse retirees for the amount of the premium above the fixed ceilings rates." The full text of that section of the minutes is attached for your convenience. Although staff was aware of the PEMHCA implications at the time, it recommended and the Board approved three (3) resolutions covering the difference on the premiums and the ceiling for affected retirees as recommended by District Counsel. It is hard to believe that it is the intent of PEMHCA's recent amendments to disenfranchise existing retirees by cutting their vested healthcare reimbursement. Modifications to implementing language are often added after its enactment to incorporate clarifications necessitated by unforeseen interpretations of its original language.

I understand that people are busy and that miscommunications sometimes happen. I would like to believe in the good faith intentions of the current METRO Board to resolve the resulting problems in an open and fair manner. It would be of great concern if it turns out that it is the decision of the current Board to disenfranchise retirees by cutting their vested health care rights, or to abrogate responsibility for the financial burden METRO placed on their retirees by making changes outside an open enrollment period.

As you can see, these are two important issues on which I would like clarity in terms of your Board's position. I would appreciate a staff response reviewed and signed by the Board Chair as to what the Board's position is on the above two issues.

Thank you for your prompt attention to this matter.

Respectfully,



Ed van der Zande

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

October 27, 2000

A Special Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, October 27, 2000, at the District Administrative Office, 370 Encinal Street, Santa Cruz, CA.

Chairperson Beautz called the meeting to order at 8:36 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Sheryl Ainsworth
 Jeff Almquist
 Bruce Arthur
 Jan Beautz
 Katherine Beiers
 Tim Fitzmaurice
 Bruce Gabriel
 Michelle Hinkle
 Mike Keogh

DIRECTORS ABSENT

Kenneth Burch
 Oscar Rios
 Mike Rotkin

STAFF PRESENT

Paul Chandley, Human Resources Manager	Tom Stickel, Acting Fleet Maint. Manager
Mark Dorfman, Assistant General Manager	Leslie R. White, General Manager
Margaret Gallagher, District Counsel	

OTHER ATTENDEES

Patti Korba, SEA
 John Mellon, VMU

2. CONSIDERATION OF APPROVAL OF CALPERS RESOLUTIONS TO FIX THE DISTRICT'S MEDICAL PREMIUM CONTRIBUTION RATES

Summary:

→ Paul Chandley reported that staff is requesting that the Board adopt three resolutions regarding CalPERS employee medical insurance to set ceilings on the maximum amount that the District would pay toward the premiums in accordance with District labor contracts and the management compensation plan.

2-e.4

Minutes— Board of Directors Special Meeting
 October 27, 2000
 Page 2

Discussion:

This item was deleted from the October 20, 2000 agenda due to Margaret Gallagher's concern regarding District retirees. Her research concluded that the District's contribution rate for employees retiring under earlier labor contracts had vested; therefore, the District needs to reimburse retirees for the amount of the premium above the fixed ceiling rates. Staff is requesting passage of these resolutions and authorization for staff to provide health benefit premium reimbursements to affected retirees.

Ms. Gallagher further reported that CalPERS will not accept different contribution rates within the same bargaining units (i.e. Management, SEIU, UTU). Mr. White added that the District needs to back-fill for the vested retirees in all three premium categories. Paul Chandley informed the Board that there are 48 retirees who retired under earlier contracts. There are currently 14 retirees affected if they do not change their medical plan. The retirees have been notified that their premiums exceeded the caps and also notified of the enrollment period.

Patti Korba, SEA President, inquired if these ceilings could be negotiated with the next contract and was informed that they could be. A ceiling increase would affect both active and retired employees since PERS requires one rate for both retirees and active employees per bargaining unit.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR GABRIEL

Approve the three resolutions in addition to covering the difference on the premiums and the ceiling for affected retirees as recommended by District Counsel.

Ms. Korba expressed her thanks to the Human Resources Dept. for putting the H-Care in place which offers some relief.

Motion passed unanimously with Directors Rios and Rotkin absent.

ADJOURN

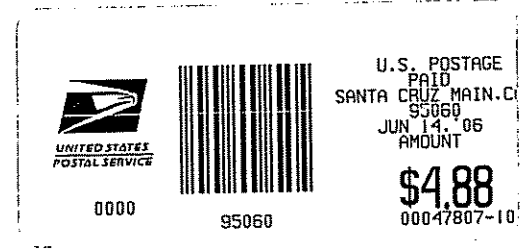
There being no further business, Chairperson Beautz adjourned the meeting at 8:55 a.m.

Respectfully submitted,

DALE CARR
 Administrative Services Coordinator

2-e.5

Ed VanderZaude
215 Bayona Drive
Santa Cruz, CA 95060



RETURN RECEIPT
REQUESTED

Board of Directors
Santa Cruz Metropolitan Transit District
370 Encinal Street, Suite 100
Santa Cruz, CA 95060
Attention: Leslie R. White, General Manager

2-e:6

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

April 14, 2006

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, April 14, 2006 at the District's Administrative Office, 370 Encinal Street, Santa Cruz, CA.

Vice-Chair Tavantzis called the meeting to order at 9:00 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Michelle Hinkle
Mike Keogh
Kirby Nicol
Emily Reilly
Mike Rotkin (arrived after roll call)
Dale Skillicorn
Pat Spence
Mark Stone
Marcela Tavantzis

DIRECTORS ABSENT

Jan Beautz
Dene Bustichi
Ex-Officio Wes Scott

STAFF PRESENT

Frank Cheng, MetroBase Project Manager	Elisabeth Ross, Finance Manager
Mark Dorfman, Assistant General Manager	Robyn Slater, Human Resources Manager
Sami Mukherjee, Assistant HR Manager	Tom Stickel, Maintenance Manager
Steve Paulson, Paratransit Administrator	Les White, General Manager

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

Tom Dean, Harris & Associates
George Dondero, SCCRTC
Sandra Lipperd, UTU

Mario Maciel, Harris & Associates
Steve Marcus, UTU

CHAIR ROTKIN ARRIVED

2. ORAL AND WRITTEN COMMUNICATION

Written:

- a. Zach Miller Re: Route 12A

5-1.1

Oral:

Les White introduced George Dondero, the SCCRTC's new Executive Director. Mr. White also introduced Tom Dean and Mario Maciel of Harris & Associates, the Construction Management firm for the MetroBase Project; and Sami Mukherjee, METRO's new Assistant Human Resources Manager. Mr. White announced that Ciro Agguire, who has been with VTA for 26 years, has been hired as METRO's new Operations Manager and will begin on May 30th.

3. LABOR ORGANIZATION COMMUNICATIONS

None.

4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Revised page #5-5.1 was distributed at today's meeting.

CONSENT AGENDA

5-1. APPROVE REGULAR BOARD MEETING MINUTES OF SEPTEMBER 23, 2005, FEBRUARY 10 AND FEBRUARY 24, 2006

February Minutes will be included in the April 28, 2006 Board Packet.
No questions or comments.

5-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF MARCH 2006

No questions or comments.

5-3. ACCEPT AND FILE MARCH 2006 RIDERSHIP REPORT

Page 1 of the Ridership Report will be included in the April 28, 2006 Board Packet. Director Spence requested a semi-annual or annual report. Mark Dorfman said an annual report could be provided after the fiscal year was over.

5-4. CONSIDERATION OF TORT CLAIMS: DENY THE CLAIM OF WILLIAM CLINE, CLAIM #06-0005; AND DENY THE CLAIM OF THOMAS ROBINSON, CLAIM #06-0006

ACTION: MOTION: DIRECTOR STONE SECOND: DIRECTOR ROTKIN

Deny the claim of William Cline, Claim #06-0005

Motion passed unanimously with Directors Beautz and Bustichi being absent.

5-5. ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR APRIL 19, 2006 AND MINUTES OF FEBRUARY 15, 2006

A REVISED Agenda was distributed at today's meeting.

5-1.2

No questions or comments.

5-6. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR JANUARY 2006 AND APPROVAL OF BUDGET TRANSFERS

Will be included in the April 28, 2006 Board Packet.
No questions or comments.

5-7. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR JANUARY 2006

Will be included in the April 28, 2006 Board Packet.
No questions or comments.

5-8. ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF JANUARY 2006

No questions or comments.

5-9. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR MONTH OF FEBRUARY 2006

Will be included in the April 28, 2006 Board packet.
No questions or comments.

5-10. ACCEPT AND FILE MINUTES REFLECTING VOTING RESULTS FROM APPOINTEES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR THE MARCH 2006 MEETINGS

No questions or comments.

5-11. ACCEPT AND FILE METROBASE STATUS REPORT

No questions or comments.

5-12. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO TRANSFER EXCESS ASSETS TO HARTNELL COLLEGE FOR THE PURPOSES OF SUPPORTING A HEAVY DUTY MECHANICS TRAINING PROGRAM

Vice Chair Tavantzis stated that she would prefer not to commit to a permanent arrangement with Hartnell, as Cabrillo will have a local program in Watsonville soon. Tom Stickel clarified that this is a one-time transfer.

5-13. CONSIDERATION OF RECOMMENDATION TO APPROVE ASSESSMENTS FOR COOPERATIVE RETAIL MANAGEMENT DISTRICT

No questions or comments.

5-1.3

5-14. CONSIDERATION OF WHETHER TO CONTINUE TO UTILIZE THE AUDIT SYSTEMS THAT ARE CURRENTLY IN PLACE TO DETERMINE WHETHER THE CALL STOP ANNOUNCEMENT SYSTEM IS OPERATING IN ACCORDANCE WITH METRO POLICY AND THE AMERICANS WITH DISABILITIES ACT REGULATIONS

Summary:

Les White explained that in 2003, as part of the settlement of a Federal lawsuit regarding call stop announcements, METRO agreed to program the Talking Bus technology to make all the required call stop announcements and to audit compliance quarterly through an external, random, secret audit program and to discipline those bus operators who fail to ensure announcements are made in accordance with METRO Policy. The audits have demonstrated a compliance rate of over 98%.

On February 24, 2006, METRO jurisdiction by the federal court expired as METRO fulfilled all the requirements of the Settlement Agreement. Staff recommends continuing the current external audit process in order to continue to have independent evidence that METRO is in compliance with the ADA and its regulations, as well as METRO Policy.

Discussion:

Chair Rotkin reported that UTU has worked hard with METRO to keep bus operators in compliance and that the monitoring data would be very useful if needed for defending METRO against potential litigation.

Director Spence pointed out that the attachments to the Staff Report are listed in reverse order.

5-15. CONSIDERATION OF SCHEDULE FOR FORMAL RESPONSE TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION (SCCRTC) PARATRANSIT COORDINATION TASK FORCE (PCTF) RECOMMENDATIONS

Summary:

Les White reported that when the SCCRTC solicited comments on the PCTF recommendations in 2005, METRO was involved in Labor Negotiations. At that time, the Board instructed Staff to suspend preparing a response until 60 days after the conclusion of the negotiations, which ended in November 2005. In December, the PCTF recommendations went to MAC for their review. MAC then submitted their recommendations to the Board in March 2006.

Staff recommends combining MAC and METRO's findings as the formal response to the PCTF recommendations and concurrently updating the ParaCruz Customer Guide. These items will be brought to the Board for final adoption at the June 23, 2006 Board meeting.

Discussion:

Vice Chair Tavantzis requested that asterisks be used if Staff recommendations differ from MAC's.

5-1.4

5-16. **ACCEPT AND FILE PROGRESS REPORT ON THE FEDERAL TRANSIT ADMINISTRATION'S AUDIT OF METRO'S DRUG AND ALCOHOL TESTING PROGRAM**

Will be included in the April 28, 2006 Board Packet.
No questions or comments.

REGULAR AGENDA

6. **PRESENTATION OF EMPLOYEE LONGEVITY AWARDS**

This presentation will take place at the April 28, 2006 Board meeting.

7. **CONSIDERATION OF APPROVAL OF RESOLUTION REVISING FY 05-06 BUDGET**

Summary:

Elisabeth Ross reported that a number of revisions need to be made to the FY 05-06 budget including adjustments to operating expenses and revenues, as well as adjustments to the capital improvement program, Board member travel, and the staffing table.

Discussion:

Ms. Ross answered questions and gave detailed information on many of the adjustments and clarified that there is \$2.1 million in cash flow reserves that could be used for operating expenses if needed.

8. **CONSIDERATION OF A RESOLUTION OF APPRECIATION AND RECOGNITION FOR THE SERVICES OF PAT DELLIN AS THE EXECUTIVE DIRECTOR OF THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION**

Will be included in the April 28, 2006 Board Packet.
No questions or comments.

9. **CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH HARRIS & ASSOCIATES IN THE AMOUNT OF NOT TO EXCEED \$70,000.00 FOR SPECIALTY INSPECTION SERVICES REQUIRED FOR THE SERVICE AND FUELING BUILDING CONSTRUCTION OF THE METROBASE PROJECT**

Summary:

Frank Cheng reported that the masonry, concrete, welding and structural steel phase of the MetroBase Service and Fueling facility construction requires specialty inspection services that are not included in the MOU with the City of Santa Cruz. Harris and Associates has chosen HP Inspections, Inc. to perform these services for an amount not to exceed \$70,000.

5-1.5

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR ROTKIN

Move this Item to the Consent Agenda

Discussion:

Director Keogh stated that he disagreed with the motion and that this item was one of the items to be discussed in a meeting later today.

Motion was withdrawn by the maker and the second.

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

Les White reported that the Board would be continuing the Public Employee Performance Evaluation of the General Manager.

11. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

None.

SECTION II: CLOSED SESSION

Vice Chair Tavantzis adjourned to Closed Session at 9:44 a.m. and reconvened to Open Session at 11:00 a.m.

SECTION III: RECONVENE TO OPEN SESSION

12. REPORT OF CLOSED SESSION

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

ADJOURN

There being no further business, Vice Chair Tavantzis adjourned the meeting at 11:00 a.m.

Respectfully submitted,



CINDI THOMAS
Administrative Services Coordinator

5-1.6

REVISED
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

April 28, 2006

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, April 28, 2006 at the Santa Cruz City Council Chambers, 809 Center Street, Santa Cruz, CA.

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

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Jan Beautz (arrived after roll call)
Dene Bustichi
Michelle Hinkle
Mike Keogh
Kirby Nicol
Emily Reilly
Mike Rotkin
Dale Skillicorn
Pat Spence
Marcela Tavantzis
Ex-Officio Wes Scott

DIRECTORS ABSENT

Mark Stone

STAFF PRESENT

Mark Dorfman, Assistant General Manager
Margaret Gallagher, District Counsel
Steve Paulson, Paratransit Administrator
Elisabeth Ross, Finance Manager

Robyn Slater, Human Resources Manager
Judy Souza, Acting Operations Manager
Tom Stickel, Maintenance Manager
Les White, General Manager

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

Genevieve Bookwalter, Sentinel
Chuck Boxwell, RNL
George Cawaling, VMU
Tom Dean, Harris & Associates
Carolyn Derwing, UTU
Mario Maciel, Harris & Associates
Paul Marcelin-Sampson, MAC

Bonnie Morr, UTU
Will Regan, VMU
Emery Ross, Mgmt Retiree
Paul Schrader, Mgmt Retiree
Gloria Sushereba, Paratransit User
Amy Weiss, Spanish Interpreter
Bob Yount, MAC

DIRECTOR BEAUTZ ARRIVED

2. ORAL AND WRITTEN COMMUNICATION

Written:

a. Zach Miller Re: Route 12A

Oral:

Paul Marcelin-Sampson spoke as one of the Board's appointees to the Transportation Funding Task Force (TFTF) and gave a brief update. The TFTF has grown to over 100 members, orientation meetings were held in March and the first general public meeting was held this week in Live Oak. Mr. Marcelin-Sampson reported that he had sent a letter to Fred Keely, the convener of the TFTF, attempting to correct errors in the background materials being distributed to the public which reflect negatively on people with disabilities and on METRO and the services METRO provides.

Direction: Chair Rotkin asked that Staff clarify the misinformation.

Mr. Marcelin-Sampson reported that every single table at the first regular meeting had criticism for METRO and he suggested that going forward, METRO should have a representative at each table to even out the negative, inaccurate comments made by special interest groups and to ensure positive, useful comments and results, or at the very least, that Fred Keely be made aware of the situation for inclusion in his report.

Mr. Marcelin-Sampson reported that the Department of Transportation is proposing the implementing regulations for the SAFETEA-LU transportation funding bill. There is a new program called New Freedom that can provide funding for senior and disabled transportation programs that are new or exceed ADA requirements. Mr. Marcelin-Sampson distributed an information sheet, which is attached to the file copy of these Minutes, outlining several areas where METRO exceeds ADA requirements and he urged the District to get recognition for this and compete for funds under this new program.

Paul Schraeder, Management Retiree, read a letter to the Board, which is attached to the file copy of these Minutes, and spoke on behalf of METRO retirees. Mr. Schraeder expressed major concern regarding the recent change in retiree CalPers medical premiums after receiving a letter from the District stating that retirees would be given a "sunshine clause" which promised to continue benefit coverage at the level retirees received at retirement.

Direction: Chair Rotkin asked that Staff bring a report on this back to the Board next month.

Emery Ross, Management Retiree, reported that many retirees are upset about the CalPers medical issue and that Les White and Margaret Gallagher have both been quite cooperative regarding this issue.

Director Spence gave background information of the TFTF, announced the website address, www.tftaskforce.org, and stated that she would not be attending the meeting in Felton but hoped

REVISED

someone else could go to report back to the Board. Written information provided by Director Spence is attached to the file copy of these Minutes.

Gloria Sushereba, Paratransit User, reported that she is having trouble being transported on ParaCruz because she cannot use her scooter in the rain. ParaCruz considers it a “same day change” if she makes a reservation for a ride with her scooter and then changes to a walker due to the weather. Ms. Sushereba urged the Board to change the illogical “law” that says she cannot change mobility devices because of the weather.

Direction: Chair Rotkin asked that Staff to review this case and bring a report back to the Board. Chair Rotkin also asked Staff to prepare a letter for his signature in response to Zach Miller’s written correspondence.

3. LABOR ORGANIZATION COMMUNICATIONS

Bonnie Morr, UTU, reiterated Paul Schraeder’s comments regarding the retiree medical and said she has been getting calls from retirees who were given incorrect information, no time to prepare and no alternatives were offered to them.

Ms. Morr reported that most attendees at the TFTF meeting requested additional information on public transit and more transit service.

Will Regan, VMU, reported that SEIU is aware of the retiree medical issue and trying to work with management to resolve this and other issues.

4. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

A Staff Report for Item #10 and a REVISED Staff Report for Item #14 were distributed today and are attached to the file copy of these minutes.

SECTION I: OPEN SESSION:

CONSENT AGENDA:

ADD TO ITEM #5-1

APPROVE REGULAR BOARD MEETING MINUTES OF SEPTEMBER 23, 2005, FEBRUARY 10 AND FEBRUARY 24, 2006
(Insert February Minutes)

ADD TO ITEM #5-3

ACCEPT AND FILE MARCH 2006 RIDERSHIP REPORT
(Insert Page 1)

REVISE ITEM #5-4

CONSIDERATION OF TORT CLAIMS: ~~DENY THE CLAIM OF WILLIAM CLINE, CLAIM #06-0005; AND DENY THE CLAIM OF THOMAS ROBINSON, CLAIM #06-0006~~

(Delete Claim #06-0005: Action taken at the April 14, 2006 Board Meeting)

INSERT ITEM #5-6

ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR JANUARY 2006 AND APPROVAL OF BUDGET TRANSFERS
(Insert Staff Report)

REVISED

- INSERT ITEM #5-7** ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR JANUARY 2006
(Insert Report)
- DELETE ITEM #5-9** ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR MONTH OF FEBRUARY 2006
(Will be included in the May 2006 Board Packet)
- INSERT ITEM #5-16** ACCEPT AND FILE PROGRESS REPORT ON THE FEDERAL TRANSIT ADMINISTRATION'S AUDIT OF METRO'S DRUG AND ALCOHOL TESTING PROGRAM
(Insert Staff Report)
- ADD ITEM #5-17** CONSIDERATION OF CONTINUING SPONSORSHIP OF LEADERSHIP SANTA CRUZ COUNTY IN ORDER TO PROVIDE EDUCATION ON TRANSPORTATION ISSUES, SERVICES, AND FACILITIES
(Insert Staff Report)
- REGULAR AGENDA:**
- INSERT ITEM #8** CONSIDERATION OF A **RESOLUTION** OF APPRECIATION AND RECOGNITION FOR THE SERVICES OF PAT DELLIN AS THE ACTING EXECUTIVE DIRECTOR OF THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION
(Insert Staff Report)
- ADD ITEM #10** CONSIDERATION OF STAFF PREPARED RESPONSE TO PROPOSED FEDERAL TRANSIT ADMINISTRATION'S NOTICE OF PROPOSED RULEMAKING REGARDING REASONABLE MODIFICATION FOR PARATRANSIT AND FIXED ROUTE SERVICES
(Will be distributed at the April 28, 2006 Board Meeting)
- ADD ITEM #11** CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT TO ACCOMMODATE A PREVIOUSLY APPROVED CHANGE ORDER IN THE AMOUNT OF \$33,250 FROM RNL DESIGN, INC. TO PROVIDE ADDITIONAL FUNDS TO THE ARCHITECTURAL/ENGINEERING CONTRACT TO ACCOMMODATE COSTS RELATING TO OFF-SITE IMPROVEMENTS IN GOLF CLUB DRIVE AND STATE HIGHWAY 9 FOR THE METROBASE PROJECT
(Insert Staff Report)
- ADD ITEM #12** CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT FOR A CHANGE ORDER IN THE AMOUNT OF NOT TO EXCEED \$242,064 FROM RNL DESIGN, INC. TO PROVIDE ADDITIONAL FUNDS TO THE ARCHITECTURAL/ENGINEERING CONTRACT TO ACCOMMODATE COSTS RELATING TO RIVER STREET SITE BID PACKAGE & CONSTRUCTION SERVICES, AND OPERATIONS BUILDING REPACKAGING FOR THE METROBASE PROJECT
(Insert Staff Report)

REVISED

- ADD ITEM #13** **CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT FOR A CHANGE ORDER IN THE AMOUNT OF NOT TO EXCEED \$427,394 FROM RNL DESIGN, INC. TO PROVIDE ADDITIONAL FUNDS TO THE ARCHITECTURAL/ENGINEERING CONTRACT TO ACCOMMODATE COSTS RELATING TO MAINTENANCE BUILDING REPACKAGE & CONSTRUCTION SERVICES FOR THE METROBASE PROJECT**
(Insert Staff Report)
- ADD ITEM #14** **CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT FOR A CHANGE ORDER IN THE AMOUNT OF NOT TO EXCEED \$897,060 FROM HARRIS & ASSOCIATES TO PROVIDE ADDITIONAL FUNDS TO THE CONSTRUCTION MANAGEMENT CONTRACT TO ACCOMMODATE COSTS RELATING TO MAINTENANCE BUILDING SERVICES DURING BIDDING AND CONSTRUCTION, AND SPECIALTY INSPECTION SERVICES FOR THE METROBASE PROJECT**
(Insert Staff Report)
- ADD ITEM #15** **ORAL ANNOUNCEMENT: NOTIFICATION OF MEETING LOCATION FOR MAY 26, 2006 – CAPITOLA CITY COUNCIL CHAMBERS, 420 CAPITOLA AVE, CAPITOLA**
(Oral Announcement – No documentation)

CONSENT AGENDA

- 5-1. **APPROVE REGULAR BOARD MEETING MINUTES OF SEPTEMBER 23, 2005, FEBRUARY 10 AND FEBRUARY 24, 2006**
- 5-2. **ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS FOR THE MONTH OF MARCH 2006**
- 5-4. **CONSIDERATION OF TORT CLAIMS: DENY THE CLAIM OF WILLIAM CLINE, CLAIM #06-0005; AND DENY THE CLAIM OF THOMAS ROBINSON, CLAIM #06-0006**
(CLAIM #06-0005 DELETED: ACTION TAKEN AT THE APRIL 14, 2006 BOARD MEETING)
- 5-5. **ACCEPT AND FILE THE METRO ADVISORY COMMITTEE (MAC) AGENDA FOR APRIL 19, 2006 AND MINUTES OF FEBRUARY 15, 2006**
- 5-6. **ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR JANUARY 2006 AND APPROVAL OF BUDGET TRANSFERS**
- 5-7. **ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR JANUARY 2006**
- 5-8. **ACCEPT AND FILE PARACRUZ OPERATIONS STATUS REPORT FOR THE MONTH OF JANUARY 2006**
- 5-9. **DELETED: WILL BE INCLUDED IN THE MAY 2006 BOARD PACKET**

REVISED

(ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE FOR MONTH OF FEBRUARY 2006)

- 5-10. ACCEPT AND FILE MINUTES REFLECTING VOTING RESULTS FROM APPOINTEES TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION FOR THE MARCH 2006 MEETINGS
- 5-11. ACCEPT AND FILE METROBASE STATUS REPORT
- 5-12. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO TRANSFER EXCESS ASSETS TO HARTNELL COLLEGE FOR THE PURPOSES OF SUPPORTING A HEAVY DUTY MECHANICS TRAINING PROGRAM
- 5-13. CONSIDERATION OF RECOMMENDATION TO APPROVE ASSESSMENTS FOR COOPERATIVE RETAIL MANAGEMENT DISTRICT
- 5-15. CONSIDERATION OF SCHEDULE FOR FORMAL RESPONSE TO THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION (SCCRTC) PARATRANSIT COORDINATION TASK FORCE (PCTF) RECOMMENDATIONS
- 5-16. ACCEPT AND FILE PROGRESS REPORT ON THE FEDERAL TRANSIT ADMINISTRATION'S AUDIT OF METRO'S DRUG AND ALCOHOL TESTING PROGRAM
- 5-17. CONSIDERATION OF CONTINUING SPONSORSHIP OF LEADERSHIP SANTA CRUZ COUNTY IN ORDER TO PROVIDE EDUCATION ON TRANSPORTATION ISSUES, SERVICES, AND FACILITIES

Items #5-14, and #5-3 were pulled from the Consent Agenda for discussion and moved to the Regular Agenda as Items #15.1 and #15.2 respectively.

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR SKILLICORN

Approve the remainder of the Consent Agenda

Motion passed unanimously with Director Stone being absent.

REGULAR AGENDA

6. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

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

TWENTY YEARS

George T. Cawaling, Receiving Parts Clerks

TWENTY-FIVE YEARS

Mark Hansen, FM Mechanic II
(Carried over from March 2006)

ITEM #15.1 WAS TAKEN OUT OF ORDER

15.1 CONSIDERATION OF WHETHER TO CONTINUE TO UTILIZE THE AUDIT SYSTEMS THAT ARE CURRENTLY IN PLACE TO DETERMINE WHETHER THE CALL STOP ANNOUNCEMENT SYSTEM IS OPERATING IN ACCORDANCE WITH METRO POLICY AND THE AMERICANS WITH DISABILITIES ACT REGULATIONS

Discussion:

Bonnie Morr, UTU, reported that the issue is not whether to continue the audits, but whether the security guards should be doing the external audits at METRO Center because UTU feels they are not properly trained to audit accurately, which creates conflict between the drivers and the security guards. Ms. Morr said it also creates a conflict when security is needed and she informed the Board that there currently is no security at the Watsonville Transit Center but that incidents occur frequently and that bus operators are having to step in to handle them.

Margaret Gallagher reported that she had spoken with Bonnie Morr about this and feels it is in METRO's best interest to hire independent auditors in order to preserve the relationship between the drivers and the security guards. Ms. Gallagher asked that the Staff recommendation be revised to reflect this and apologized for not updating the Staff Report in this regard. Ms. Gallagher informed the Board that there would be an additional cost but it would be the best way to proceed.

ACTION: MOTION: DIRECTOR KEOGH SECOND: DIRECTOR BUSTICHI

Postpone action on this item until next month

Discussion:

Margaret Gallagher requested that the Board approve the continuation of the current auditors' contract today. Director Keogh stated he preferred not to. Ms. Gallagher said she would have to call the auditors and have them stop the work they are doing, as she would have no authority to incur that cost.

Les White urged the Board not to do that, as all monitoring would stop, exposing METRO to potential litigation. Mr. White encouraged the Board to authorize the continuation of the existing monitoring system until the Board has a chance to debate the issue next month.

Director Bustichi asked if Staff's recommendation would mean less monitoring for more money and said he would like to know the cost and the frequency being proposed.

Ms. Gallagher replied that the internal monitoring would not change. The external monitoring would change as it had been included in the security guards' contract, but they would no longer be the ones doing it. Ms. Gallagher stated that the independent auditors would perform 3 – 4 hours of monitoring per week at \$50 per hour rather than monitoring 25 buses per day, as the security guards are currently doing. Ms. Gallagher added that this could possibly enable monitoring at the transit centers in Watsonville and Scotts Valley, which is not done now because there are no security guards there.

Chair Rotkin restated the Staff recommendation for clarity: Until the Board makes a decision for the long run, that the existing internal monitoring be continued and that independent auditors be hired for the external monitoring at the METRO Center until the Board has a chance to discuss this again and make a decision at its next regular meeting.

Director Keogh asked how frequently the internal monitoring is done. Ms. Gallagher responded that a certain number of hours are randomly spread out per quarter.

ACTION: AMENDMENT: DIRECTOR KEOGH SECOND: DIRECTOR BUSTICHI

Authorize continuation of current monitoring system until the Board has another chance to discuss it next month

Motion passed with Directors Beautz, Reilly and Rotkin voting no and Director Stone being absent.

15.2 ACCEPT AND FILE MARCH 2006 RIDERSHIP REPORT

Discussion:

Director Nicol noted that there were significant differences in the ridership between March 2005 and March 2006 on Routes 12A and 32.

Mark Dorfman said that could be looked into and a report brought back next month.

Paul Marcelin-Sampson clarified that Route 12A trips had been cut and there is parallel service on other routes with the ridership reflected elsewhere.

Director Scott reported that he receives many calls regarding the 12A and that he responds by saying there is a very high level of service on the Route 69's that basically serve the same corridor, so it is not considered a cut in service.

7. CONSIDERATION OF APPROVAL OF RESOLUTION REVISING FY 05-06 BUDGET

Summary:

Elisabeth Ross reported that a number of revisions need to be made to the FY 05-06 budget including adjustments to operating expenses and revenues, as well as adjustments to the capital improvement program, Board member travel, and the staffing table.

Discussion:

Ms. Ross answered questions and gave detailed information on many of the adjustments and clarified that there is \$2.1 million in cash flow reserves that could be used for operating expenses if needed.

REVISED

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR BEAUTZ

Adopt Resolution revising the FY 05-06 Budget in accordance with Exhibit A (Attachment A), revise Board member travel in accordance with Attachment B, and authorize revision of staffing table in the Operations Department to reflect two (2) fewer Bus Operator positions in accordance with Attachment C

Motion passed by unanimous affirmative voice vote in lieu of a roll call vote with Director Stone being absent.

8. CONSIDERATION OF A RESOLUTION OF APPRECIATION AND RECOGNITION FOR THE SERVICES OF PAT DELLIN AS THE ACTING EXECUTIVE DIRECTOR OF THE SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION

ACTION: MOTION: DIRECTOR NICOL SECOND: DIRECTOR ROTKIN

Adopt Resolution of appreciation and recognition for the services of Pat Dellin as the Acting Executive Director of the Santa Cruz County Regional transportation Commission

Motion passed by unanimous affirmative voice vote in lieu of a roll call vote with Director Stone being absent.

9. CONSIDERATION OF AN AMENDMENT TO THE CONTRACT WITH HARRIS & ASSOCIATES IN THE AMOUNT OF NOT TO EXCEED \$70,000.00 FOR SPECIALTY INSPECTION SERVICES REQUIRED FOR THE SERVICE AND FUELING BUILDING CONSTRUCTION OF THE METROBASE PROJECT

Summary:

Les White reported that the City of Santa Cruz has asked that these special inspection services be done through the Construction Management firm. Mario Maciel and Tom Dean from Harris And Associates were present to answer any questions.

Discussion:

Director Nicol asked why the Board would approve \$70,000 when the price came in under \$60,000. Les White clarified that the \$70,000 is a “not to exceed” amount which gives some flexibility without having to stop the work and come back to the Board.

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR BUSTICHI

Authorize the General Manager to execute an amendment to the contract with Harris & Associates in the amount of not to exceed \$70,000.00 to provide Specialty Inspection Services for the Service and Fueling Building Construction of the MetroBase Project

Motion passed unanimously with Director Stone being absent.

10. CONSIDERATION OF STAFF PREPARED RESPONSE TO PROPOSED FEDERAL TRANSIT ADMINISTRATION'S NOTICE OF PROPOSED RULEMAKING REGARDING REASONABLE MODIFICATION FOR PARATRANSIT AND FIXED ROUTE SERVICES

Summary:

Margaret Gallagher reported that the Department of Transportation (DOT) has issued a Notice of Proposed Rulemaking (NPRM) indicating that they wish to clarify that public transit providers are required to make reasonable modifications to their policies and practices to ensure that their programs are accessible to individuals with disabilities and include this language in public transportation regulations.

Transportation agencies across the country are in opposition to this and Staff is asking for authorization to transmit a letter to the DOT opposing the NPRM in order to retain METRO's authority to decide if accommodating a certain request would impact METRO's service to such an extent that it can no longer provide safe, reliable, and efficient public transportation services.

Discussion:

Les White added that APTA is opposed to this NPRM; Bonnie Morr, UTU, said transportation unions are opposed; Paul Marcelin-Sampson said the Metro Riders Union would be submitting a letter of opposition; and Bob Yount, MAC, reported that the response deadline had been extended and that individual MAC members would be writing opposition letters.

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR ROTKIN

Authorize the Staff to submit comments regarding DOT proposed rulemaking regarding reasonable modification to paratransit and fixed route transit services indicating METRO's opposition to such rulemaking. Direct Staff to send draft information to other local jurisdictions and agencies and authorize Staff to join in letters of opposition being sent by others, such as the Coalition of Transit Agencies, that articulate the same position that METRO is taking

Motion passed unanimously with Director Stone being absent.

11. CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT TO ACCOMMODATE A PREVIOUSLY APPROVED CHANGE ORDER IN THE AMOUNT OF \$33,250 FROM RNL DESIGN, INC. TO PROVIDE ADDITIONAL FUNDS TO THE ARCHITECTURAL/ENGINEERING CONTRACT TO ACCOMMODATE COSTS RELATING TO OFF-SITE IMPROVEMENTS IN GOLF CLUB DRIVE AND STATE HIGHWAY 9 FOR THE METROBASE PROJECT

REVISED

Summary:

Les White reported that this change order was approved by the Board in October 2004 to perform additional work for the MetroBase Project including: improvement items for State Highway 9, Vernon Street, Golf Club Drive, Storm Drainage, Refuse Storage Facilities, Vehicle Wash Rack, and San Lorenzo River Bike Path.

ACTION: MOTION: DIRECTOR ROTKIN SECOND: DIRECTOR REILLY

Authorize the General Manager to execute a contract amendment to accommodate a previously approved change order in the amount of \$33,250 from RNL Design, Inc. to provide additional funds to the Architectural & Engineering contract to accommodate costs relating to off-site improvements on Golf Club Drive and State Highway 9 for the MetroBase Project

Motion passed unanimously with Director Stone being absent.

The Board took Items #12, #13 and #14 together at one time.

12. **CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT FOR A CHANGE ORDER IN THE AMOUNT OF NOT TO EXCEED \$242,064 FROM RNL DESIGN, INC. TO PROVIDE ADDITIONAL FUNDS TO THE ARCHITECTURAL/ENGINEERING CONTRACT TO ACCOMMODATE COSTS RELATING TO RIVER STREET SITE BID PACKAGE & CONSTRUCTION SERVICES, AND OPERATIONS BUILDING REPACKAGING FOR THE METROBASE PROJECT**
13. **CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT FOR A CHANGE ORDER IN THE AMOUNT OF NOT TO EXCEED \$427,394 FROM RNL DESIGN, INC. TO PROVIDE ADDITIONAL FUNDS TO THE ARCHITECTURAL/ENGINEERING CONTRACT TO ACCOMMODATE COSTS RELATING TO MAINTENANCE BUILDING REPACKAGE & CONSTRUCTION SERVICES FOR THE METROBASE PROJECT**
14. **CONSIDERATION OF AUTHORIZING THE GENERAL MANAGER TO EXECUTE A CONTRACT AMENDMENT FOR A CHANGE ORDER IN THE AMOUNT OF NOT TO EXCEED ~~\$897,060~~ \$1,126,560 FROM HARRIS & ASSOCIATES TO PROVIDE ADDITIONAL FUNDS TO THE CONSTRUCTION MANAGEMENT CONTRACT TO ACCOMMODATE COSTS RELATING TO MAINTENANCE BUILDING SERVICES DURING BIDDING AND CONSTRUCTION, AND SPECIALTY INSPECTION SERVICES FOR THE METROBASE PROJECT**

Summary:

Les White reported that the MetroBase Project was originally planned as one single project. Available funding was insufficient to include the Operations Facility and the Service and Fueling Building was broken out and bid separately to keep that portion moving forward on schedule.

REVISED

Staff is proposing that the Board authorize these change orders with RNL and Harris and Associates to accommodate the costs related to Re-Packaging and Re-bidding the Operations Building and Maintenance Building as separate projects as well as Specialty Inspection Services for the MetroBase Project.

Chuck Boxwell from RNL, and Tom Dean and Mario Maciel were present to answer questions.

ACTION: MOTION: DIRECTOR REILLY SECOND: DIRECTOR SKILLICORN

Authorize the General Manager to execute a contract amendment for a change order in the amount of Not-To-Exceed \$242,064 from RNL Design, Inc. to provide additional funds to the Architectural & Engineering contract to accommodate costs relating to River Street site bid package & construction services, and operations building repackaging for the MetroBase Project; and

Authorize the General Manager to execute a contract amendment for a change order in the amount of Not-To-Exceed \$427,394 from RNL Design, Inc. to provide additional funds to the Architectural & Engineering contract to accommodate costs relating to Maintenance Building Re-Package & Construction Services for the MetroBase Project; and

Authorize the General Manager to execute a contract amendment for a change order in the amount of Not-To-Exceed ~~\$897,060~~ \$1,126,560 from Harris & Associates to provide additional funds to the Construction Management contract to accommodate costs relating to Maintenance Building Services during bidding and construction, and specialty inspection services for the MetroBase Project

Discussion:

There was a discussion about the number and amount of the change orders with several Directors expressing concern over the cost, but agreeing that the expenses are necessary. Director Bustichi suggested that the Board form a sub-committee to review change orders going forward. Directors Bustichi, Keogh, Nicol and Rotkin volunteered.

Director Keogh asked the Board to review page #12.2 and stated that he was opposed to authorizing \$51,960 to repackage and rebid the Operations Building now because the bid specifications would only be up to code for a maximum of two years, which Chuck Boxwell confirmed. Director Keogh suggested that it be removed from the motion by the following friendly amendment for Item #12, which was accepted by the maker and the second:

Authorize the General Manager to execute a contract amendment for a change order in the amount of Not-To-Exceed ~~\$242,064~~ \$190,104 from RNL Design, Inc. to provide additional funds to the Architectural & Engineering contract to accommodate costs relating to River Street site bid package & construction services, and specifically excluding Operations Building repackaging of \$51,960 for the MetroBase Project;

Motion passed unanimously with Director Stone being absent.

REVISED

15. **ORAL ANNOUNCEMENT: NOTIFICATION OF MEETING LOCATION FOR MAY 26, 2006 – CAPITOLA CITY COUNCIL CHAMBERS, 420 CAPITOLA AVE, CAPITOLA**

Chair Rotkin announced that the Board would hold its May 26, 2006 Board meeting at the Capitola City Council Chambers at 420 Capitola Avenue in Capitola.

16. **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 three cases of anticipated litigation: the claim of Mary Govaars, consideration of terminating a contract with a vendor not meeting specifications, and a case regarding ADA reasonable modification; the Board would have a conference with its Labor Negotiators regarding SEIU, Local 415, and UTU, Local 23, ParaCruz Division; and the Board would be continuing the Public Employee Performance Evaluation of the General Manager.

17. **ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION**

None.

SECTION II: CLOSED SESSION

Chair Rotkin adjourned to Closed Session at 11:20 a.m. and reconvened to Open Session at 12:26 p.m.

SECTION III: RECONVENE TO OPEN SESSION

18. **REPORT OF CLOSED SESSION**

Chair Rotkin reported that the Board continued the Performance Evaluation of the General Manager until May and took no reportable action in Closed Session.

ADJOURN

There being no further business, Chair Rotkin adjourned the meeting at 12:27 p.m.

Respectfully submitted,

CINDI THOMAS
Administrative Services Coordinator

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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DATE: 05/01/06 THRU 05/31/06

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR NUMBER	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
18650	05/12/06	613.18	001031	AMSAN WEST		8189	SEAT COVERS	613.18	
18651	05/12/06	3,780.33	001036	STANDARD INSURANCE COMPANY		8139	MAY LIFE/AD&D INS	3,780.33	
18652	05/12/06	11,481.16	001043	VISION SERVICE PLAN		8140	MAY VISION INS	11,481.16	
18653	05/12/06	824.70	001063	NEW FLYER INDUSTRIES LIMITED		8141	REV VEH PARTS 82	82.47	
						8142	REV VEH PARTS 742	742.23	
18654	05/12/06	3,554.63	001230	CAPITOL CLUTCH & BRAKE, INC.		8143	REV VEH PARTS	1,727.34	
						8144	REV VEH PARTS	1,827.29	
18655	05/12/06	341.03	001315	WASTE MANAGEMENT		8190	RESEARCH PARK DR	142.37	
						8191	246 KINGS VILLAGE RD	154.56	
						8192	MT HERMON/ KINGS	44.10	
18656	05/12/06	80,375.26	001316	DEVCO OIL		8145	4/18-4/30 FUEL/FLT	80,375.26	
18657	05/12/06	861.05	001379	SAFETY-KLEEN SYSTEMS, INC.		8193	HAZ WASTE DISPOSAL	861.05	
18658	05/12/06	1,078.82	001506	WESTERN STATES OIL CO., INC.		8146	APR OIL/FLT	1,078.82	
18659	05/12/06	12,345.13	001648	STEVE'S UNION SERVICE		8147	APR FUEL/FLT	23.76	
						8194	APRIL FUEL/ PT	12,321.37	
18660	05/12/06	8,214.67	001799	DILLINGHAM TICKET CO.		8195	184 DAYS/ DAY PASSES	4,136.23	
						8196	181 DAYS/ DAY PASSES	4,078.44	
18661	05/12/06	4,031.69	001A	SBC/MCI		8197	MARCH PHONES/ IT	1,486.97	
						8198	MARCH PHONES/ PT	487.85	
						8199	MARCH PHONES/ PT	42.01	
						8200	MARCH PHONES	2,014.86	
18662	05/12/06	3,185.00	002035	BOWMAN & WILLIAMS		8201	TOPO OF BUS TURNARND	3,185.00	
18663	05/12/06	116.53	002063	COSTCO		8202	PHOTO PROCESS/ OPS	20.37	
						8203	PHOTO PROCESS/ OPS	13.02	
						8204	PHOTO PROCESS/ LGL	62.14	
						8205	PHOTO PROCESS/ OPS	21.00	
18664	05/12/06	6,960.00	002067	SOIL CONTROL		8206	STORM WATER TESTING	6,960.00	
18665	05/12/06	722.45	002069	A TOOL SHED, INC.		8207	EQUIP RENTAL	722.45	
18666	05/12/06	2,500.00	002267	SHAW & YODER, INC.		8208	MAR LEGISLATIVE SVC	2,500.00	
18667	05/12/06	1,659.00	002287	CALIFORNIA SERVICE EMPLOYEES		8148	MAY MEDICAL	1,659.00	
18668	05/12/06	2,000.00	002352	U.S. POSTAL SERVICE(AMS-TMS)		8209	POSTAGE FOR METER/AD	2,000.00	
18669	05/12/06	157.30	002388	DOGHERRA'S	7	8149	TOW #504	157.30	
18670	05/12/06	129.55	002389	DARCO PRINTING	7	8210	VELLUM BRISTOL PAPER	129.55	
18671	05/12/06	109.82	002459	SCOTT'S VALLEY WATER DISTRICT		8211	02/06-04/06 KINGS	109.82	
18672	05/12/06	340.00	002495	CURIALE DELLAVERSON HIRSCHFELD	7	8212	LEGAL SVCS	340.00	
18673	05/12/06	2,618.18	002504	TIFCO INDUSTRIES		8150	PARTS & SUPPLY/FLT	2,618.18	
18674	05/12/06	57,138.72	002569	COMERICA BANK		8151	WORK COMP FUND	57,138.72	
18675	05/12/06	947.93	002721	NEXTEL COMMUNICATIONS		8213	4/4-5/3 PHONES/PT	947.93	
18676	05/12/06	881.16	002802	BATTERY SYSTEMS		8152	REV VEH PARTS	881.16	
18677	05/12/06	1,580.46	002805	TELEPATH CORPORATION		8153	OUT RPR-EQUIP	1,580.46	
18678	05/12/06	918.00	002817	WATSONVILLE BLUEPRINT		8214	MB PLANS FOR ADMIN	918.00	
18679	05/12/06	5,614.06	002823	PAT PIRAS CONSULTING	7	8215	PROF SVCE THRU 4/30	5,614.06	
18680	05/12/06	335.40	002829	VALLEY POWER SYSTEMS, INC.		8154	REV VEH PARTS	21.67	
						8155	REV VEH PARTS	313.73	
18681	05/12/06	10,000.00	002851	MISSETT, JAMES R. M.D.		8216	SHORT VS SCMTD	10,000.00	
18682	05/12/06	302.37	004	NORTH BAY FORD LINC-MERCURY		8156	REV VEH PARTS	302.37	
18683	05/12/06	211.59	007	UNITED PARCEL SERVICE		8157	MAR/APR FREIGHT	211.59	
18684	05/12/06	18,071.45	009	PACIFIC GAS & ELECTRIC		8188	3/31/06-4/30/06 CNG	7,130.71	
						8217	04/01-05/02 ENCINAL	3,079.04	
						8218	04/01-05/02 RIVER	1,889.08	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
						8219	04/01-05/02 VERNON	73.75	
						8220	03/28-05/02 FLEET	5,898.87	
18685	05/12/06	8,418.33	018	SALINAS VALLEY FORD SALES		8158	REV VEH PARTS	926.20	
						8159	REV VEH PARTS	2,203.17	
						8160	REV VEH PARTS	643.72	
						8161	REV VEH PARTS	1,265.98	
						8162	REV VEH PARTS	3,379.26	
18686	05/12/06	20.19	042	ORCHARD SUPPLY HARDWARE		8221	REPAIRS/MAINT SUPPLY	20.19	
18687	05/12/06	200.42	061A	REGISTER PAJARONIAN		8163	CLASSIFIED AD/FLT	200.42	
18688	05/12/06	6,454.11	079	SANTA CRUZ MUNICIPAL UTILITIES		8222	3/29-4/27 920 PACIFI	2,363.15	
						8223	3/29-4/27 920 PACIFI	97.34	
						8224	3/25-4/25 GOLF CLUB	783.14	
						8225	03/25-04/25 RIVER ST	1,999.70	
						8226	3/25-4/25 ENCINAL ST	90.75	
						8227	3/25-4/25 111 DUBOIS	310.59	
						8228	3/25-4/25 ENCINAL ST	809.44	
18689	05/12/06	116.00	080	STATE BOARD OF EQUALIZATION		8272	APR USE TAX PREPAY	116.00	
18690	05/12/06	54.08	104	STATE STEEL COMPANY		8164	PARTS & SUPPLY/FLT	54.08	
18691	05/12/06	768.84	107	SAN LORENZO LUMBER		8165	REV VEH PRTS/SUPP/FL	303.08	
						8229	REPAIRS/MAINT/FAC	465.76	
18692	05/12/06	87.47	115	SNAP-ON INDUSTRIAL		8166	SM TOOLS/FLT	87.47	
18693	05/12/06	4,014.54	117	GILLIG CORPORATION		8167	REV VEH PRTS/SUPP/FL	4,014.54	
18694	05/12/06	2,872.96	135	SANTA CRUZ AUTO PARTS, INC.		8168	REV VEH PRTS/SUP/TL	2,872.96	
18695	05/12/06	71.66	147	ZEE MEDICAL SERVICE CO.		8230	SAFETY SUPPLIES	71.66	
18696	05/12/06	1,455.15	148	ZEP MANUFACTURING COMPANY		8169	CLEAN SUPPLY/FLT	1,455.15	
18697	05/12/06	3,148.99	163	COMMUNITY PRINTERS, INC.		8170	UTU LABOR AGMNT BK	3,148.99	
18698	05/12/06	217.67	170	TOWNSEND'S AUTO PARTS		8171	REV VEH PARTS/SUPPLY	217.67	
18699	05/12/06	404.50	192	ALWAYS UNDER PRESSURE		8231	REPAIRS/MAINTENANCE	404.50	
18700	05/12/06	667.59	196	LIFT-U-INC.		8172	REV VEH PARTS	667.59	
18701	05/12/06	183.37	276	SCOTTS VALLEY SPRINKLER		8232	SUPPLIES/MAINTENANCE	183.37	
18702	05/12/06	319.59	282	GRAINGER		8173	PRTS & SUPP/SM TOOLD	173.41	
						8233	REPAIRS/MAINT SUPPLY	146.18	
18703	05/12/06	182.43	372	FEDERAL EXPRESS		8174	MAR/APR SHIP/FLT	158.01	
						8234	FEB MAILING/ ADM	24.42	
18704	05/12/06	907.07	395	APPLIED GRAPHICS, INC.		8175	FUEL CARDS/FLT	127.06	
						8235	PRINTING/ PT	780.01	
18705	05/12/06	924.19	432	EXPRESS PERSONNEL SERVICES		8236	TEMP W/E 4/23 ADM	924.19	
18706	05/12/06	145.16	434	VERIZON WIRELESS-PAGERS		8176	MAY PAGERS/FLEET	31.80	
						8237	MAY PAGERS/ FAC	113.36	
18707	05/12/06	54.72	434B	VERIZON CALIFORNIA		8177	MT. BIEWLASKI	54.72	
18708	05/12/06	117.03	436	WEST PAYMENT CENTER		8238	MARCH ACCESS CHARGES	117.03	
18709	05/12/06	316.44	448	UNISOURCE		8239	WHITE COPY PAPER	316.44	
18710	05/12/06	1,196.16	480	DIESEL MARINE ELECTRIC, INC.		8178	REV VEH PARTS	1,196.16	
18711	05/12/06	103.38	534	REGENTS OF UNIVERSITY OF CALIF		8240	CVL WRIT PRACTICE BK	103.38	
18712	05/12/06	265.00	615	CALPELRA		8271	2006 MEMBERSHIP DUES	265.00	
18713	05/12/06	48.48	669	COMPUTER BOOK DIRECT		8241	ANTI-HACKER TOOLKIT	48.48	
18714	05/12/06	794.55	767	FSECO, INC		8242	OUTPUT SHAFT	794.55	
18715	05/12/06	39.00	814	SYS ADMIN - SUBSCRIPTIONS		8244	1 YEAR SUBSCRIPTION	39.00	
18716	05/12/06	1,128.43	845A	BLUE SHIELD OF CALIFORNIA		8179	COBRA PREMIUM	1,128.43	
18717	05/12/06	9.77	848	SANTA CRUZ ELECTRONICS, INC.		8245	COMPUTER SUPPLIES/IT	9.77	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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18718	05/12/06	7,589.13	851	I.M.P.A.C. GOVERNMENT SERVICES		8246	4055019201230520	7,589.13	
18719	05/12/06	3,565.00	852	LAW OFFICES OF MARIE F. SANG	7	8180	WORKER COMP CLAIMS	1,643.00	
						8181	WORKER COMP CLAIMS	1,922.00	
18720	05/12/06	960.00	878	KELLY SERVICES, INC.		8247	TEMP/ADM W/E 4/16	960.00	
18721	05/12/06	86.60	882	PRINT SHOP SANTA CRUZ		8182	BUSINESS CARDS/FLT	86.60	
18722	05/12/06	8,433.46	904	RNL DESIGN		8248	PROF/REIM SV TH 2/26	8,433.46	
18723	05/12/06	4,367.94	909	CLASSIC GRAPHICS		8183	OUT RPR-REV VEH	2,968.60	
						8184	OUT RPR-REV VEH	1,399.34	
18724	05/12/06	710.00	916	DOCTORS ON DUTY		8185	MAR/APR DRUG TESTING	710.00	
18725	05/12/06	15,351.99	941	ASSURANT EMPLOYEE BENEFITS		8186	MAY LTD INSURANCE	15,351.99	
18726	05/12/06	50.00	B003	BEAUTZ, JAN	7	8260	APRIL BOARD MTG	50.00	
18727	05/12/06	50.00	B006	HINKLE, MICHELLE	7	8262	APRIL BOARD MTG	50.00	
18728	05/12/06	100.00	B007	KEOGH, MICHAEL	7	8263	APRIL BOARD MTG	100.00	
18729	05/12/06	100.00	B011	REILLY, EMILY	7	8265	APRIL BOARD MTG	100.00	
18730	05/12/06	100.00	B012	SPENCE, PAT	7	8267	APRIL BOARD MTG	100.00	
18731	05/12/06	100.00	B014	CITY OF WATSONVILLE		8269	APRIL BOARD MTG	100.00	
18732	05/12/06	100.00	B015	ROTKIN, MIKE	7	8266	APRIL BOARD MTG	100.00	
18733	05/12/06	50.00	B017	STONE, MARK	7	8268	APRIL BOARD MTG	50.00	
18734	05/12/06	50.00	B018	BUSTICHI, DENE	7	8261	APRIL BOARD MTG	50.00	
18735	05/12/06	100.00	B020	NICOL, KIRBY		8264	APRIL BOARD MTG	100.00	
18736	05/12/06	36.00	E246	HERNANDEZ, EFRAIN		8187	CDL FEES	36.00	
18737	05/12/06	10.00	E260	CARTER, RHONDA		8249	DMV/VTT FEES	10.00	
18738	05/12/06	10.00	E335	RAMIREZ-REYES, MAGALI		8250	DMV/VTT FEES	10.00	
18739	05/12/06	64.00	E362	YORO, JOHN S.		8251	DMV/VTT FEES	64.00	
18740	05/12/06	10.00	E450	FIREBAUGH, ROBERT		8252	DMV/VTT FEES	10.00	
18741	05/12/06	10.00	E451	WU, PETER		8253	DMV/VTT FEES	10.00	
18742	05/12/06	10.00	E452	VANDINE, RODNEY		8254	DMV/VTT FEES	10.00	
18743	05/12/06	10.00	E456	HIGGINS, CHAYME		8255	DMV/VTT FEES	10.00	
18744	05/12/06	10.00	E457	COMBS, EVERETT		8256	DMV/VTT FEES	10.00	
18745	05/12/06	10.00	E461	PRINCE, DEBRA		8257	DMV/VTT FEES	10.00	
18746	05/12/06	10.00	E592	BYRON, WATSON		8258	DMV/VTT FEES	10.00	
18747	05/12/06	63.00	T010	BRAZIL, JULIE		8259	PC 2905 TICK.PRGM	63.00	
18748	05/26/06	462.88	001	SBC		8273	APRIL REPEATERS/ OPS	86.52	
						8274	APRIL REPEATERS/ OPS	376.36	
18749	05/26/06	49.34	001025	COUNTY OF SANTA CRUZ		8275	LANDFILL	49.34	
18750	05/26/06	33,940.00	001035	HARRIS & ASSOCIATES		8276	MB APR 06 PROF SVC	33,940.00	
18751	05/26/06	1,185.70	001048	CRUZ CAR WASH		8277	VEH WASH SVC/ PT	1,185.70	
18752	05/26/06	1,618.13	001052	MID VALLEY SUPPLY		8278	CLEANING SUPPLIES	1,618.13	
18753	05/26/06	125.00	001062	ALLTERRA ENVIRONMENTAL INC.		8279	MAR INSPECT/GOLF CLB	125.00	
18754	05/26/06	6,825.45	001063	NEW FLYER INDUSTRIES LIMITED		8342	REV VEH PTS/SUP 2282	2,281.76	
						8343	REV VEH PARTS 2214	2,214.42	
						8384	REV VEH PARTS 647	646.50	
						8385	REV VEH PARTS 1683	1,682.77	
18755	05/26/06	11,128.50	001075	SOQUEL III ASSOCIATES	7	9000540	RESEARCH PARK RENT	11,128.50	
18756	05/26/06	7,590.00	001076	BROUGHTON LAND, LLC		9000541	110 VERNON ST RENT	7,590.00	
18757	05/26/06	45,500.00	001080	OCTAGON RISK SERVICES, INC.		8344	WORK COMP FUND	45,500.00	
18758	05/26/06	367.50	001093	KROLL LABORATORY SPECIALISTS		8345	MAR/APR DRUG TESTING	367.50	
18759	05/26/06	40.59	001112	BRINKS TROPHY SHOPPE	7	8280	PLATE/PLAQUE/OPS	40.59	
18760	05/26/06	1,407.05	001119	MACERICH PARTNERSHIP LP	7	9000542	CAPITOLA MALL RENT	1,407.05	
18761	05/26/06	1,195.88	001263	ABBOTT STREET RADIATOR, INC.		8346	OUT RPR- REV VEH	1,195.88	

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

DATE: 05/01/06 THRU 05/31/06

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
18762	05/26/06	398.85	001296	LEXISNEXIS MATTHEW BENDER		8281	CA EMP LAW REL #33	398.85	
18763	05/26/06	102,919.24	001316	DEVCO OIL		8347	5/1-5/16 FUEL/FLT	102,919.24	
18764	05/26/06	672.00	001346	CITY OF SANTA CRUZ		8282	PARKING PERMITS	672.00	
18765	05/26/06	308.37	001454	MONTEREY BAY OFFICE PRODUCTS		8283	6/1-8/31 COPIER/ADM	158.84	
						8348	COPIER OVERAGE/FLT	149.53	
18766	05/26/06	5,739.66	001492	EVERGREEN OIL INC.		8284	HAZ WASTE DISPOSAL	5,739.66	
18767	05/26/06	1,743.52	001627	NEW PIG CORPORATION		8285	DRAIN INSERT FOR OIL	1,743.52	
18768	05/26/06	279.31	002028	WESTCOAST LEGAL SERVICE	7	8286	PROF/TECH SVC	279.31	
18769	05/26/06	104.21	002063	COSTCO		8287	PHOTO PROCESS / OPS	40.31	
						8288	PHOTO PROCESS/ OPS	13.01	
						8289	5/12/06 BOD MTG	21.29	
						8290	LYSOL DISINFECTENT	29.60	
18770	05/26/06	189.54	002106	AMERICAN SUPPLY COMPANY		8291	HANDSOAP	189.54	
18771	05/26/06	20.00	002109	CITY OF SANTA CRUZ/PARKING		8391	PARKING TICKET	20.00	
18772	05/26/06	26,500.00	002116	HINSHAW, EDWARD & BARBARA	7	9000543	370 ENCINAL RENT	26,500.00	
18773	05/26/06	14,214.64	002117	IULIANO	7	9000544	111 DUBOIS RENT	11,214.64	
						9000545	115 DUBOIS RENT	3,000.00	
18774	05/26/06	188.20	002189	BUS & EQUIPMENT		8292	REV VEH PARTS/ PT	188.20	
18775	05/26/06	26,851.70	002295	FIRST ALARM		8293	CCTV CAMERA REPAIR	111.50	
						8294	APRIL SECURITY	26,740.20	
18776	05/26/06	156.92	002307	EWING IRRIGATION PRODUCTS		8295	REPAIRS/MAINT.SUPPLY	156.92	
18777	05/26/06	1,026.68	002412	BORDEN DECAL		8349	REV VEH PARTS	1,026.68	
18778	05/26/06	369.50	002495	CURIALE DELLAVERSON HIRSCHFELD 7		8296	LEGAL SVC	369.50	
18779	05/26/06	547.48	002504	TIFCO INDUSTRIES		8350	REV VEH PRTS/SUP/FLT	547.48	
18780	05/26/06	109.58	002689	B & B SMALL ENGINE		8297	REPAIRS/ MAINTENANCE	109.58	
18781	05/26/06	2,729.10	002713	SANTA CRUZ AUTO TECH, INC.		8298	OUT RPR REV VEH/ PT	2,729.10	
18782	05/26/06	2,436.66	002805	TELEPATH CORPORATION		8388	MAY MAINT/RPRS	2,436.66	
18783	05/26/06	5,415.17	002829	VALLEY POWER SYSTEMS, INC.		8351	OUT RPR-REV VEH	5,415.17	
18784	05/26/06	25.00	002834	MCCABE, KATHY		8299	PT APPEAL	25.00	
18785	05/26/06	627.00	002847	STATE OF CA-EDD		8300	PARADISE 5/1-5/31	627.00	
18786	05/26/06	102.24	004	NORTH BAY FORD LINC-MERCURY		8301	REV VEH PARTS/ PT	102.24	
18787	05/26/06	4,471.42	009	PACIFIC GAS & ELECTRIC		8302	04/14-05/15 RESEARCH	953.50	
						8303	3/16-5/11 KING/RODRI	1,726.75	
						8387	4/5-5/4 920 PACIFIC	1,791.17	
18788	05/26/06	638.22	018	SALINAS VALLEY FORD SALES		8383	REV VEH PARTS	638.22	
18789	05/26/06	418.61	020	ADT SECURITY SERVICES INC.		8304	JUNE ALARMS	418.61	
18790	05/26/06	1.25	039	KINKO'S INC.		8340	MARCH MAILING	1.25	
18791	05/26/06	1,764.83	041	MISSION UNIFORM		8305	APR UNIF/LAUNDRY FAC	348.76	
						8306	APR UNIF/LAUNDRY FAC	73.28	
						8341	APR UNIF/LAUNDRY/PT	78.60	
						8352	APR UNIF/LAUN/FLT	1,264.19	
18792	05/26/06	663.03	043	PALACE ART & OFFICE SUPPLY		8307	OFFICE SUPPLIES	663.03	
18793	05/26/06	146.14	050	PITNEY BOWES INC.		8308	7/1-9/30 METER	146.14	
18794	05/26/06	113.88	061A	REGISTER PAJARONIAN		8309	CLASSIFIED AD/ ADM	113.88	
18795	05/26/06	41.48	074	KENVILLE LOCKSMITHS	7	8310	MAY LOCKS/ KEYS	41.48	
18796	05/26/06	598.63	075	COAST PAPER & SUPPLY INC.		8311	CLEANING SUPPLIES	598.63	
18797	05/26/06	3,801.07	085	DIXON & SON TIRE, INC.		8312	APR OUT RPR/TIRES/PT	3,801.07	
18798	05/26/06	234.90	087	RECOGNITION SERVICES		8313	EMP INCENTIVE 208	234.90	
18799	05/26/06	2,519.58	110	JESSICA GROCERY STORE, INC.		9000546	CUSTODIAL SERVICES	2,519.58	
18800	05/26/06	81.17	115	SNAP-ON INDUSTRIAL		8389	SMALL TOOLS/FLT	81.17	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	VENDOR TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
18801	05/26/06	98.55	130	CITY OF WATSONVILLE UTILITIES		8314	4/3-5/1 SAKATA LN	75.12	
						8315	4/1-5/1 SAKATA LN	13.73	
						8316	4/1-5/1 RODRIQUEZ ST	9.70	
18802	05/26/06	295.80	133	JOBS AVAILABLE		8353	ADVERTISING	295.80	
18803	05/26/06	839.16	135	SANTA CRUZ AUTO PARTS, INC.		8317	REV VEH PRTS/SM TOOL	839.16	
18804	05/26/06	654.85	149	SANTA CRUZ SENTINEL		8357	APR ADVERT/FLT	315.10	
						8358	APR ADVERTISING/HRD	339.75	
18805	05/26/06	1,037.87	161	OCEAN CHEVROLET		8318	REV VEH PARTS/ PT	1,037.87	
18806	05/26/06	984.62	166	HOSE SHOP, THE		8319	REPAIRS/MAINT. SUPPL	207.87	
						8354	REV VEH PARTS/SUPPLY	372.44	
						8355	PRTS & SUPPLIES	404.31	
18807	05/26/06	291.78	170	TOWNSEND'S AUTO PARTS		8356	REV VEH PARTS/SUPPLY	291.78	
18808	05/26/06	779.40	215A	IKON FINANCIAL SERVICES		8320	COPIER LEASE/ OPS	779.40	
18809	05/26/06	1,365.50	249	DOC'S TOW & STORAGE, INC.		8359	TOW #2236	934.50	
						8360	TOWING #2213	431.00	
18810	05/26/06	749.70	282	GRAINGER		8321	REPAIRS/MAINT SUPPLY	749.70	
18811	05/26/06	180.46	294	ANDY'S AUTO SUPPLY		8361	REV VEH PT/SUP/EMTLS	180.46	
18812	05/26/06	184.00	367	COMMUNITY TELEVISION OF		8322	TV COVERAGE 4/28/06	184.00	
18813	05/26/06	263.38	372	FEDERAL EXPRESS		8323	MAY MAILINGS/LGL	42.11	
						8324	APR/MAY MAILINGS/ADM	143.36	
						8325	APR/MAY MAILINGS/HRD	77.91	
18814	05/26/06	134.16	422	IMAGE SALES INC.		8382	PHOTO SUPPLIES/HRD	134.16	
18815	05/26/06	930.00	432	EXPRESS PERSONNEL SERVICES		8326	TEMP W/E 4/30 ADMIN	930.00	
18816	05/26/06	3,895.38	480	DIESEL MARINE ELECTRIC, INC.		8362	REV VEH PARTS	3,895.38	
18817	05/26/06	329,567.96	502	CA PUBLIC EMPLOYEES'		8363	JUNE MED INS	329,567.96	
18818	05/26/06	89.75	510A	HASLER, INC.		8327	6/1-6/30 RENTAL/ PT	41.04	
						8328	6/1-6/30 RENTAL/ADM	48.71	
18819	05/26/06	1,100.00	616	BROWN ARMSTRONG		8329	AUDIT SERVICES	1,100.00	
18820	05/26/06	33.41	647	GFI GENFARE		8365	REV VEH PARTS	33.41	
18821	05/26/06	70.00	682	WEISS, AMY L.	7	8330	APRIL INTERPRETER	70.00	
18822	05/26/06	190.00	699	SALINAS CASH REGISTER CO INC	.	8331	FIXED BOARD/INS.RBN	190.00	
18823	05/26/06	1,072.00	733	CLAREMONT BEHAVIORAL SERVICES		8364	JUNE EAP PREMIUM	1,072.00	
18824	05/26/06	25.00	744	WRIGHT, LESLEY	7	8332	PT APPEAL	25.00	
18825	05/26/06	300.00	819	MONEY SYSTEMS TECHNOLOGY, INC.		8334	SVC FOR COIN SORTER	300.00	
18826	05/26/06	4,585.00	852	LAW OFFICES OF MARIE F. SANG	7	8366	WORKER COMP CLAIMS	3,469.00	
						8367	WOKERS COMP CLAIMS	1,116.00	
18827	05/26/06	2,162.32	871	YARDER MANUFACTURING COMPANY		8386	FRAMES/ADVERT 1923	2,162.32	
18828	05/26/06	19.55	880	SEISINT, INC.		8333	PROF/TECH SVC LGL	19.55	
18829	05/26/06	26.00	886	ALL PURE WATER		8368	APR WATER	26.00	
18830	05/26/06	57,629.90	904	RNL DESIGN		8335	PROF SVC THRU 3/26	57,629.90	
18831	05/26/06	2,817.97	909	CLASSIC GRAPHICS		8369	OUT RPR-REV VEH	2,817.97	
18832	05/26/06	73.49	932	A.L. LEASE COMPANY, INC.		8336	REPAIRS/MAINTENANCE	73.49	
18833	05/26/06	897.00	943	CLEAN BUILDING MAINTENANCE		8337	APR JANITORIAL SV/PT	897.00	
18834	05/26/06	174.31	959	FIRST ADVANTAGE CORPORATION		8370	EMP EXAMS	174.31	
18835	05/26/06	105.00	960	SANTA CRUZ COUNTY EAC		8371	EMPLOYEE TRAINING	105.00	
18836	05/26/06	14,603.95	977	SANTA CRUZ TRANSPORTATION, LLC		7818	FEB 06 PT SVCS	4,240.12	
						8338	APR 06 PT SVC	10,363.83	
18837	05/26/06	100.00	B016	SKILLICORN, DALE	7	8392	MAY BOARD MTG	100.00	
18838	05/26/06	46.00	E207	GOSE, JOHN		8339	DMV/VTT FEES	46.00	
18839	05/26/06	36.00	E254	HERNANDEZ, MARGARITO		8372	DMV FEES/FLEET	36.00	

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
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DATE: 05/01/06 THRU 05/31/06

CHECK NUMBER	CHECK DATE	CHECK AMOUNT	VENDOR	VENDOR NAME	TRANS. TYPE	TRANS. NUMBER	TRANSACTION DESCRIPTION	TRANSACTION AMOUNT	COMMENT
18840	05/26/06	200.00	M027	KING, WAYNE		8374	RETIREE MED PREMIUMS	200.00	
18841	05/26/06	240.00	M034	BURKET, JAN		8373	RETIREE MED PREMS	240.00	
18842	05/26/06	1,400.88	M035	CAVATAIO, PASQUALE		8375	RETIREE MED PREMIUMS	1,400.88	
18843	05/26/06	1,219.68	M045	LANTHIER, BURT		8376	RETIREE MED PREMIUMS	1,219.68	
18844	05/26/06	682.44	M047	LEFFLER, JEAN		8377	RETIREE MED PREMIUMS	682.44	
18845	05/26/06	1,352.88	M048	MOHLE, PAMELA		8378	RETIREE MED PREMIUMS	1,352.88	
18846	05/26/06	1,742.76	M049	NELSON, RICHARD		8379	RETIREE MED PREMIUMS	1,742.76	
18847	05/26/06	803.76	M053	SCILLA, JOSEPH		8380	RETIREE MED PREMIUMS	803.76	
18848	05/26/06	896.70	M055	WADSWORTH, RITA		8381	RETIREE MED PREMIUMS	896.70	
TOTAL		1,079,378.13		COAST COMMERCIAL BANK			TOTAL CHECKS	199	1,079,378.13

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**Page 1 of the May Ridership Report will
be distributed at the
June 23, 2006 Board Meeting.**

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	8	2	8	100%
FLYER/LOW FLOOR - 35'	18	2	16	15	1	15	100%
FLYER/HIGH FLOOR - 35'	15	4	11	4	7	4	100%
GILLIG/SAM TRANS - 40'	10	0	10	1	9	1	100%
DIESEL CONVERSION - 35'	15	3	12	12	0	12	100%
DIESEL CONVERSION - 40'	14	4	10	7	3	7	100%
ORION/HIGHWAY 17 - 40'	11	2	9	7	2	7	100%
GOSHEN	3	1	2	0	2	0	100%
TROLLEY	1	0	1	0	1	0	100%
CNG NEW FLYER - 40'	8	1	7	6	1	6	100%

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SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

PASSENGER LIFT PROBLEMS

MONTH OF MAY 2006

BUS #	DATE	DAY	REASON
2210CN	9-May	Tuesday	Ramp not deploying. No power to lift
2210CN	11-May	Thursday	Wheelchair ramp broken, does not work
2219CN	31-May	Wednesday	Loud bang & bus leaning
2221CN	26-May	Friday	W/C securement strap on right forward facing seat gets stuck
8082F	11-May	Thursday	When put in kneel, it takes a long time to come back up
8085F	12-May	Friday	Lift does not work correctly, inside barrier problems
8100G	30-May	Monday	The kneel alarm continues to sound after kneel has raised
9803LF	11-May	Thursday	Ramp does not deploy
9809LF	21-May	Sunday	The rocker on the kneel switch is broken
9810LF	17-May	Wednesday	Kneel switch failed in kneel position-5 min. of fiddling w/switch to get it up again
9817LF	19-May	Friday	Ramp not working
9818LF	18-May	Thursday	W/C ramp will not deploy or stow. Must do manually
9825LF	28-May	Sunday	Ramp would not stow unless you kept toggle on stow all the way down
9827LF	25-May	Thursday	W/C ramp will not deploy - it does stow
9834G	24-May	Wednesday	When door opens, kneel is on & door will not close
9834G	24-May	Wednesday	Kneel lowers when doors open
9837G	9-May	Tuesday	Lift would not raise wheelchair, but worked without one

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

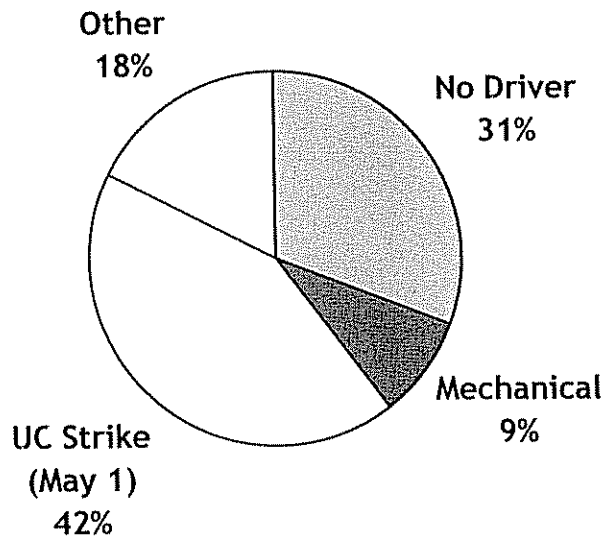
Note: Lift operating problems that cause delays of less than 30 minutes.

5-3.3

Dropped Service for FY 2006

Month	FY 2006		FY 2005	
	Dropped Hours	Dropped Miles	Dropped Hours	Dropped Miles
July	0	0	1.35	42.89
August	213.92	3,575.86	0.00	0.00
September	140.97	2,336.50	0.76	18.87
October	STRIKE	STRIKE	0.00	0.00
November	113.77	1,780.56	0.00	0.00
December	95.61	1,659.66	0.00	0.00
January	16.49	286.31	6.07	127.13
February	39.18	579.38	23.31	276.75
March	21.30	380.68	8.66	99.08
April	20.46	323.62	37.96	641.12
May	33.23	551.00	1.50	37.03
June			4.15	69.30
TOTAL	694.93	11,473.58	83.76	1,312.17

Dropped Service Breakdown for May 2006



5-3.4



Agenda
METRO Advisory Committee

6:00 pm
June 21, 2006
920 Pacific Avenue
Santa Cruz, California

1. Roll Call
2. Agenda Additions/Deletions
3. Oral/Written Communication
4. Consideration of Minutes of May 17, 2006
(No Meeting in April – Lack of Quorum)
5. Ridership Report of April 2006
6. Discussion of RTC Allocating Sufficient Resources to Public Transit (Invitation to George Dondero)
7. Discussion of METRO Smoking/Non-Smoking Policy In and Around Transit Centers Including Consideration of Public Opinion
8. Discussion of the DOT's Proposed Rule Concerning Modifications to the ADA and Related Rules Affecting Public Transportation
9. Discussion of Low Flow Toilets
10. Review of 5 Year Operating and Capital Financial Plan
11. Discussion of West Side Proposal
12. Communications to METRO General Manager

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13. Communications to METRO Board of Directors
14. Items for Next Meeting Agenda
15. Adjournment

Next Meeting: Wednesday July 19, 2006 @ 6:00 pm
Santa Cruz Metro Conference Room

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006

TO: Board of Directors

FROM: Elisabeth Ross, Finance Manager

**SUBJECT: MONTHLY BUDGET STATUS REPORT FOR MARCH 2006 AND
APPROVAL OF BUDGET TRANSFERS**

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors approve the budget transfers for the period of May 1 - 31, 2006.

II. SUMMARY OF ISSUES

- Operating revenue for the year to date totals \$24,796,048 or \$293,130 under the amount of revenue expected to be received during the first nine months of the fiscal year.
- Total operating expenses for the year to date in the amount of \$22,408,204 are at 64.4% of the budget.
- A total of \$899,165 has been expended through March 31st for the FY 05-06 Capital Improvement Program.
- No fixed-route bus service was operated from September 27, 2005, to November 2, 2005, due to the strike called by United Transportation Union (UTU), Local 23. ParaCruz continued to operate with full staffing.

III. DISCUSSION

An analysis of the District's budget status is prepared monthly in order to apprise the Board of Directors of the District's actual revenues and expenses in relation to the adopted operating and capital budgets for the fiscal year. The attached monthly revenue and expense report represents the status of the District's FY 05-06 budget as of March 31, 2006. The fiscal year is 75.0% elapsed.

A. Operating Revenues

Revenues are \$293,130 under the amount expected to be received for the period.

No farebox revenue or service contract revenue for fixed-route service was received from September 27, 2005, to November 9, 2005, due to the strike and subsequent fare-free days from November 3-9, 2005. Therefore, passenger revenue is \$1,075,915 below budget for the year to date. However, this is partly offset by the increase in interest income (\$151,382 over budget due

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to higher interest rates) and sales tax revenue (\$672,588 over budget due to higher returns than projected.) Variances are explained in the notes following the report.

B. Operating Expenses

Operating expenses for the year to date total \$22,408,204 or 64.4% of the budget, with 75.0% of the year elapsed. Aside from the ParaCruz operation, only management staff reported to work during the strike along with a small number of key employees represented by Service Employees International Union (SEIU), Local 415. However, all SEIU-represented employees were paid, resulting in continuing payroll and benefit costs. UTU-represented fixed-route bus operators continued to receive paid benefits during the strike. Since wages were not paid to bus operators during the strike, the reduction in expense partially offsets the reduction in passenger revenue. Variances are explained in the notes following the report.

C. Capital Improvement Program

For the year to date, a total of \$899,165 has been expended on the Capital Improvement Program. Of this, \$631,485 has been spent on MetroBase. Since State Transit Assistance (STA) payments are made quarterly to the District, the capital funding appears to greatly exceed the expenses. But STA monies are already accounted for to help with the local share for MetroBase and to fund non-grant capital projects.

IV. FINANCIAL CONSIDERATIONS

The strike called by United Transportation Union, Local 23, began on September 27, 2005, resulting in the immediate cessation of all fixed-route bus service. ParaCruz service continued to operate. The strike impacted revenues and expenses from September 27, 2005 – November 2, 2005. The District offered fare-free days to riders from November 3-9, 2005, impacting revenues.

V. ATTACHMENTS

Attachment A: Revenue and Expense Report for March 2006.

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MONTHLY REVENUE AND EXPENSE REPORT
OPERATING REVENUE - MARCH 2006

Attachment **A**

Operating Revenue	FY 05-06 Budgeted for Month	FY 05-06 Actual for Month	FY 05-06 Budgeted YTD	FY 04-05 Actual YTD	FY 05-06 Actual YTD	YTD Variance from Budgeted	
Passenger Fares	\$ 300,501	\$ 282,395	\$ 2,672,168	\$ 2,619,764	\$ 2,125,553	\$ (546,615)	
Paratransit Fares	\$ 28,499	\$ 19,124	\$ 223,752	\$ 184,417	\$ 164,678	\$ (59,074)	
Special Transit Fares	\$ 231,541	\$ 238,740	\$ 1,702,420	\$ 1,672,841	\$ 1,298,983	\$ (403,437)	
Highway 17 Revenue	\$ 93,859	\$ 102,323	\$ 792,128	\$ 792,131	\$ 725,339	\$ (66,789)	
<i>Subtotal Passenger Rev</i>	\$ 654,400	\$ 642,582	\$ 5,390,468	\$ 5,269,153	\$ 4,314,553	\$ (1,075,915)	See Note 1
Advertising Income	\$ 4,167	\$ 16,120	\$ 37,500	\$ 46,805	\$ 70,565	\$ 33,065	See Note 2
Commissions	\$ 500	\$ 439	\$ 4,500	\$ 5,053	\$ 3,861	\$ (639)	
Rent Income	\$ 11,958	\$ 12,036	\$ 110,425	\$ 170,195	\$ 102,826	\$ (7,599)	See Note 3
Interest - General Fund	\$ 36,075	\$ 90,654	\$ 593,369	\$ 313,184	\$ 744,751	\$ 151,382	See Note 4
Non-Transportation Rev	\$ 375	\$ 112	\$ 223,375	\$ 4,141	\$ 157,592	\$ (65,783)	See Note 5
Sales Tax Income	\$ 1,482,412	\$ 1,539,294	\$ 12,154,630	\$ 12,001,792	\$ 12,827,218	\$ 672,588	See Note 6
TDA Funds	\$ 1,419,422	\$ 1,419,422	\$ 4,258,265	\$ 4,088,272	\$ 4,258,265	\$ -	
FTA Op Asst - Sec 5307	\$ -	\$ -	\$ 2,250,942	\$ 2,950,231	\$ 2,250,942	\$ -	
FTA Op Asst - Sec 5311	\$ -	\$ -	\$ 65,704	\$ 92,928	\$ 65,475	\$ (229)	
FTA Op Asst Advance	\$ -	\$ -	\$ -	\$ 350,000	\$ -	\$ -	
FY 04-05 Carryover	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Transfer from Reserves	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Transfer from Insurance Reserves	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Transfer - Proj Mgr	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Total Operating Revenue	\$ 3,609,308	\$ 3,720,659	\$ 25,089,178	\$ 25,291,754	\$ 24,796,048	\$ (293,130)	

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**MONTHLY REVENUE AND EXPENSE REPORT
OPERATING EXPENSE SUMMARY - MARCH 2006**

	FY 05-06 Final Budget	FY 05-06 Revised Budget	FY 04-05 Expended YTD	FY 05-06 Expended YTD	Percent Expended of Budget	
PERSONNEL ACCOUNTS						
Administration	\$ 913,581	\$ 878,072	\$ 671,185	\$ 604,445	68.8%	
Finance	\$ 616,075	\$ 613,474	\$ 383,939	\$ 360,213	58.7%	
Customer Service	\$ 469,041	\$ 474,877	\$ 316,655	\$ 285,121	60.0%	
Human Resources	\$ 403,818	\$ 409,565	\$ 187,617	\$ 243,005	59.3%	
Information Technology	\$ 438,387	\$ 445,134	\$ 265,123	\$ 319,926	71.9%	
District Counsel	\$ 396,870	\$ 396,052	\$ 229,717	\$ 276,163	69.7%	
Facilities Maintenance	\$ 958,977	\$ 971,773	\$ 722,839	\$ 646,632	66.5%	
Paratransit Program	\$ 2,710,777	\$ 2,752,469	\$ 1,039,067	\$ 1,879,079	68.3%	
Operations	\$ 1,905,376	\$ 1,933,761	\$ 1,355,935	\$ 1,315,264	68.0%	
Bus Operators	\$ 12,759,002	\$ 12,987,373	\$ 8,894,376	\$ 8,206,232	63.2%	
Fleet Maintenance	\$ 4,073,806	\$ 4,124,721	\$ 2,663,190	\$ 2,666,202	64.6%	
Retired Employees/COBRA	\$ 1,155,813	\$ 1,151,130	\$ 702,414	\$ 805,063	69.9%	
Total Personnel	\$ 26,801,523	\$ 27,138,401	\$ 17,432,056	\$ 17,607,345	64.9%	
NON-PERSONNEL ACCOUNTS						
Administration	\$ 655,301	\$ 748,851	\$ 399,142	\$ 506,571	67.6%	
Finance	\$ 813,517	\$ 885,517	\$ 665,263	\$ 611,462	69.1%	
Customer Service	\$ 96,006	\$ 96,006	\$ 71,195	\$ 59,801	62.3%	
Human Resources	\$ 45,706	\$ 49,206	\$ 26,715	\$ 47,666	96.9%	See Note 7
Information Technology	\$ 133,035	\$ 189,235	\$ 121,143	\$ 133,394	70.5%	
District Counsel	\$ 11,463	\$ 36,581	\$ 14,811	\$ 27,304	74.6%	
Risk Management	\$ 259,015	\$ 396,573	\$ 131,645	\$ 174,269	43.9%	
Facilities Maintenance	\$ 444,250	\$ 444,250	\$ 251,082	\$ 220,829	49.7%	
Paratransit Program	\$ 867,761	\$ 816,513	\$ 1,213,853	\$ 410,520	50.3%	
Operations	\$ 617,418	\$ 617,418	\$ 345,019	\$ 466,727	75.6%	See Note 8
Bus Operators	\$ 7,120	\$ 7,120	\$ 2,109	\$ 4,315	60.6%	
Fleet Maintenance	\$ 3,330,435	\$ 3,376,880	\$ 2,148,219	\$ 2,137,751	63.3%	
SCCIC	\$ 450	\$ 450	\$ 30	\$ 250	55.6%	
Total Non-Personnel	\$ 7,281,477	\$ 7,664,600	\$ 5,390,226	\$ 4,800,859	62.6%	
Total Operating Expense	\$ 34,083,000	\$ 34,803,000	\$ 22,822,282	\$ 22,408,204	64.4%	
YTD Operating Revenue Over YTD Expense				\$ 2,387,844		

**CONSOLIDATED OPERATING EXPENSE
MARCH 2006**

	FY 05-06 Final Budget	FY 05-06 Revised Budget	FY 04-05 Expended YTD	FY 05-06 Expended YTD	% Exp YTD of Budget	
LABOR						
Operators Wages	\$ 7,897,147	\$ 7,897,147	\$ 4,876,168	\$ 4,662,093	59.0%	
Operators Overtime	\$ 1,154,109	\$ 1,154,109	\$ 894,864	\$ 1,136,193	98.4%	See Note 9
Other Salaries & Wages	\$ 6,223,417	\$ 6,069,183	\$ 4,104,478	\$ 3,702,041	61.0%	
Other Overtime	\$ 166,200	\$ 246,200	\$ 102,030	\$ 172,550	70.1%	
	\$ 15,440,873	\$ 15,366,639	\$ 9,977,540	\$ 9,672,877	62.9%	
FRINGE BENEFITS						
Medicare/Soc Sec	\$ 226,164	\$ 226,164	\$ 113,764	\$ 121,986	53.9%	
PERS Retirement	\$ 1,728,898	\$ 2,168,899	\$ 1,029,297	\$ 1,342,164	61.9%	
Medical Insurance	\$ 3,724,628	\$ 3,674,628	\$ 2,605,262	\$ 2,650,064	72.1%	
Dental Plan	\$ 534,944	\$ 506,055	\$ 355,286	\$ 352,068	69.6%	
Vision Insurance	\$ 144,360	\$ 144,360	\$ 97,789	\$ 100,606	69.7%	
Life Insurance	\$ 48,768	\$ 48,768	\$ 31,147	\$ 32,616	66.9%	
State Disability Ins	\$ 333,050	\$ 333,050	\$ 135,113	\$ 126,708	38.0%	
Long Term Disability Ins	\$ 191,434	\$ 191,434	\$ 155,531	\$ 132,413	69.2%	
Unemployment Insurance	\$ 85,251	\$ 85,251	\$ 70,476	\$ 55,750	65.4%	
Workers Comp	\$ 1,396,680	\$ 1,396,680	\$ 873,049	\$ 704,925	50.5%	
Absence w/ Pay	\$ 2,908,020	\$ 2,908,020	\$ 1,968,062	\$ 2,256,752	77.6%	See Note 10
Other Fringe Benefits	\$ 38,454	\$ 88,454	\$ 19,741	\$ 58,416	66.0%	
	\$ 11,360,650	\$ 11,771,762	\$ 7,454,516	\$ 7,934,468	67.4%	
SERVICES						
Acctng/Admin/Bank Fees	\$ 315,959	\$ 315,959	\$ 224,818	\$ 219,406	69.4%	
Prof/Legis/Legal Services	\$ 467,919	\$ 513,804	\$ 184,111	\$ 266,889	51.9%	
Temporary Help	\$ -	\$ 74,234	\$ 59,504	\$ 57,584	77.6%	See Note 11
Custodial Services	\$ 107,800	\$ 107,800	\$ 52,212	\$ 49,735	46.1%	
Uniforms & Laundry	\$ 57,223	\$ 43,346	\$ 37,415	\$ 28,645	66.1%	
Security Services	\$ 424,699	\$ 424,699	\$ 226,203	\$ 351,827	82.8%	See Note 12
Outside Repair - Bldgs/Eqmt	\$ 211,578	\$ 219,822	\$ 122,085	\$ 117,056	53.3%	
Outside Repair - Vehicles	\$ 347,800	\$ 332,800	\$ 165,258	\$ 109,103	32.8%	
Waste Disp/Ads/Other	\$ 75,019	\$ 79,019	\$ 69,496	\$ 47,264	59.8%	
	\$ 2,007,997	\$ 2,111,483	\$ 1,141,102	\$ 1,247,509	59.1%	
CONTRACT TRANSPORTATION						
Contract Transportation	\$ -	\$ -	\$ -	\$ -	0.0%	
Paratransit Service	\$ 309,600	\$ 294,600	\$ 942,292	\$ 101,135	34.3%	
	\$ 309,600	\$ 294,600	\$ 942,292	\$ 101,135	34.3%	
MOBILE MATERIALS						
Fuels & Lubricants	\$ 2,094,447	\$ 2,094,447	\$ 1,224,842	\$ 1,315,947	62.8%	
Tires & Tubes	\$ 178,560	\$ 178,560	\$ 129,871	\$ 105,452	59.1%	
Other Mobile Supplies	\$ 7,740	\$ 7,740	\$ 10,852	\$ 8,662	111.9%	See Note 13
Revenue Vehicle Parts	\$ 407,510	\$ 437,510	\$ 315,626	\$ 373,978	85.5%	See Note 14
	\$ 2,688,257	\$ 2,718,257	\$ 1,681,190	\$ 1,804,039	66.4%	

**CONSOLIDATED OPERATING EXPENSE
MARCH 2006**

	FY 05-06 Final Budget	FY 05-06 Revised Budget	FY 04-05 Expended YTD	FY 05-06 Expended YTD	% Exp YTD of Budget	
OTHER MATERIALS						
Postage & Mailing/Freight	\$ 24,358	\$ 23,824	\$ 15,926	\$ 9,880	41.5%	
Printing	\$ 65,088	\$ 65,088	\$ 45,194	\$ 54,143	83.2%	See Note 15
Office/Computer Supplies	\$ 70,948	\$ 85,148	\$ 60,829	\$ 60,512	71.1%	
Safety Supplies	\$ 21,875	\$ 21,875	\$ 8,772	\$ 7,756	35.5%	
Cleaning Supplies	\$ 58,730	\$ 58,730	\$ 26,932	\$ 30,130	51.3%	
Repair/Maint Supplies	\$ 55,000	\$ 55,000	\$ 35,263	\$ 20,614	37.5%	
Parts, Non-Inventory	\$ 40,500	\$ 40,500	\$ 28,142	\$ 30,894	76.3%	See Note 16
Small Tools	\$ 10,600	\$ 11,600	\$ 7,311	\$ 4,747	40.9%	
Promo/Photo Supplies	\$ 13,041	\$ 13,025	\$ 4,115	\$ 3,494	26.8%	
	\$ 360,140	\$ 374,790	\$ 232,486	\$ 222,170	59.3%	
UTILITIES	\$ 340,882	\$ 342,382	\$ 237,916	\$ 233,195	68.1%	
CASUALTY & LIABILITY						
Insurance - Prop/PL & PD	\$ 491,100	\$ 551,100	\$ 436,401	\$ 378,208	68.6%	
Settlement Costs	\$ 150,000	\$ 296,000	\$ 117,710	\$ 146,086	49.4%	
Repairs to Prop	\$ -	\$ -	\$ (14,963)	\$ (26,680)	0.0%	See Note 17
	\$ 641,100	\$ 847,100	\$ 539,147	\$ 497,614	58.7%	
TAXES	\$ 47,743	\$ 47,743	\$ 32,220	\$ 31,871	66.8%	
MISC EXPENSES						
Dues & Subscriptions	\$ 54,159	\$ 55,341	\$ 31,831	\$ 50,327	90.9%	See Note 18
Advertising - Revenue Prod.	\$ 15,000	\$ 15,000	\$ 9,891	\$ 5,356	35.7%	
Employee Incentive Program	\$ 7,547	\$ 7,547	\$ 4,438	\$ 3,915	51.9%	
Training	\$ 8,800	\$ 9,200	\$ 348	\$ 4,024	43.7%	
Travel	\$ 21,870	\$ 21,288	\$ 5,324	\$ 12,834	60.3%	
Other Misc Expenses	\$ 20,328	\$ 20,328	\$ 11,948	\$ 9,331	45.9%	
	\$ 127,704	\$ 128,704	\$ 63,781	\$ 85,786	66.7%	
OTHER EXPENSES						
Leases & Rentals	\$ 758,054	\$ 799,541	\$ 520,092	\$ 577,540	72.2%	
Total Operating Expense	\$ 34,083,000	\$ 34,803,000	\$ 22,822,282	\$ 22,408,204	64.4%	

**MONTHLY REVENUE AND EXPENSE REPORT
FY 05-06 CAPITAL IMPROVEMENT PROGRAM**

CAPITAL PROJECTS	Final Program Budget	Expended in March	YTD Expended
Grant Funded Projects			
MetroBase	\$ 29,622,709	\$ 92,672	\$ 631,485
Revenue Vehicle Replacement	\$ 920,000		
Short Range Transit Plan	\$ 100,000		\$ 1,127
Pacific Station Renovation	\$ -		\$ 4,650
	\$ 30,642,709		
District Funded Projects			
Bus Stop Imprvmts/Bus Shelter Projects	\$ 40,000		\$ 20,340
Revenue Vehicle Replacement	\$ 90,000		\$ 10,593
IT Projects	\$ 191,200		\$ 127,737
Facilities Repairs & Improvements	\$ 29,500		\$ 25
Non-Revenue Vehicle Replacement	\$ 312,000		\$ 55,831
Office Equipment	\$ 26,100	\$ 4,052	\$ 25,566
PM Filters for Fleet (4)	\$ 33,320	\$ 2,874	\$ 2,874
Mt. Biewlaski Repeater	\$ 15,000		
Bus Engine	\$ 18,936		\$ 18,936
Transfer to Operating Budget	\$ 215,000		
	\$ 971,056		
TOTAL CAPITAL PROJECTS	\$ 31,613,766	\$ 99,598	\$ 899,165
CAPITAL FUNDING SOURCES			
	Budget	Received in March	YTD Received
Federal Capital Grants	\$ 9,230,246	\$ -	\$ 176,692
State/Local Capital Grants	\$ 7,500,000	\$ -	\$ -
STA Funding	\$ 1,542,852	\$ 385,727	\$ 1,127,135
Transfer from Operating Budget	\$ -	\$ -	\$ -
Bus Stop Improvement Reserves	\$ 10,000	\$ -	\$ -
District Reserves	\$ 13,330,668	\$ -	\$ -
TOTAL CAPITAL FUNDING	\$ 31,613,766	\$ 385,727	\$ 1,303,827

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**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
NOTES TO REVENUE AND EXPENSE REPORT**

1. Passenger fares (farebox and pass sales) are \$546,615 or 20% under the final budget amount for the year to date. Paratransit fares are \$59,074 or 26% under the budgeted amount. Special transit fares (contracts) are \$403,437 or 24% under the budgeted amount. Highway 17 Express revenue is \$66,789 or 8% under the year to date budgeted amount. Together, all four passenger revenue accounts are under the budgeted amount for the first nine months of the fiscal year by a net \$1,075,915 or 20%.
2. Advertising income is \$33,06512 over the budgeted amount for the year to date based on current advertising levels on the exterior of District buses. A formal program to sell ads has not yet been implemented.
3. Rent income is \$7,599 under budget for the year to date due to a continuing vacancy in the Metro Center space previously occupied by Storti's Pizzeria.
4. Interest income is \$151,382 over budget for the year to date due to higher interest rates than projected in the County investment pool.
5. Non-transportation revenue is \$65,783 under budget since the second quarterly reimbursement from the County for payroll deductions to cover the employees' share of the CalPERS retirement program contributions was not received until April.
6. Sales tax income is \$672,588 over budget for the first nine months of the fiscal year. Tax receipts for the October - December 2005 sales quarter were up 4.7 % while the budget projected no increase for the quarter.
7. Human Resources non-personnel expense is at 96.9% of the budget due to many more pre-employment exams than budgeted resulting from a high number of position vacancies during the year, along with more professional services such as arbitrations.
8. Operations non-personnel expense is at 75.6% of the budget due to higher security services expense as a result of the strike.
9. Operators overtime expense is at 98.4% of the budget due to position vacancies. A new Bus Operator class started on March 16, 2006.
10. Absence with pay is at 77.6% of the budget since from September 27, 2005 – November 1, 2005, most SEIU-represented employees were on paid absence. Total payroll is within budget.
11. Temp help expense is at 77.6% of the budget since funds are transferred to this account as needed by departments using temp help during position vacancies. Temp help is only funded through budget transfers from the salary account.
12. Security services are at 82.8% of the budget due to additional services required during the strike.

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13. Other mobile supplies are at 111.9% of the budget because Fleet Maintenance upholstery supplies are purchased as needed. A budget transfer will be processed to cover this overrun.
14. Revenue vehicle parts are at 85.5% of the budget due to purchase of several major parts.
15. Printing is at 83.2% of the budget since printing of Headways this year exceeded the budget. A budget transfer will be processed to cover the overrun.
16. Non-inventory parts are at 76.3% of the budget since they are purchased as needed.
17. Repairs to property is a casualty and liability account to which repairs to District vehicles and property are charged when another party is liable for the damage. All collections made from other parties for property repair are applied to this account to offset the District's repair costs.
18. Dues and subscriptions are at 90.9% of the budget due to annual payment of APTA dues and CTA dues.

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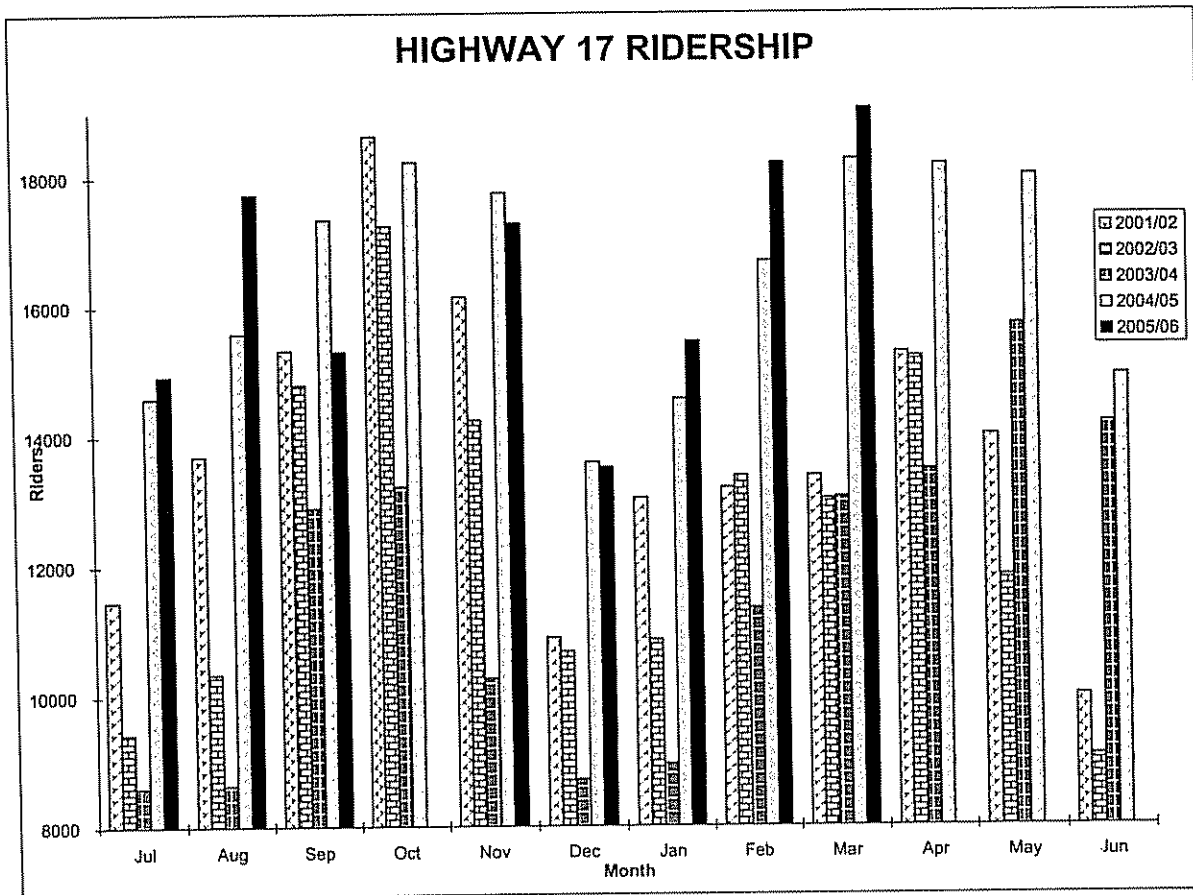
FY 05-06 BUDGET TRANSFERS
5/01/06-5/31/06

	ACCOUNT #	ACCOUNT TITLE	AMOUNT
<hr/> <u>TRANSFER # 06-021</u> <hr/>			
TRANSFER FROM:	504217-1700	Photo Supply/Processing	\$ (16)
TRANSFER TO:	504211-1700	Postage and Mailing	\$ 16
REASON:	To cover account over-run in the Legal Department.		

<hr/> <u>TRANSFER # 06-022</u> <hr/>			
TRANSFER FROM:	509123-1700	Travel	\$ (182)
TRANSFER TO:	509011-1700	Dues and Subscriptions	\$ 182
REASON:	To cover account over-run in the Legal Department.		

HIGHWAY 17 - MARCH 2006

	March			YTD		
	This Year	Last Year	%	This Year	Last Year	%
FINANCIAL						
Cost	\$ 137,046	\$ 121,069	13.2%	\$ 939,226	\$ 1,031,091	(8.9%)
Farebox	\$ 63,518	\$ 59,346	7.0%	\$ 426,328	\$ 474,204	(10.1%)
Operating Deficit	\$ 69,446	\$ 54,438	27.6%	\$ 437,430	\$ 478,725	(8.6%)
Santa Clara Subsidy	\$ 34,723	\$ 27,219	27.6%	\$ 218,715	\$ 239,363	(8.6%)
METRO Subsidy	\$ 34,723	\$ 27,219	27.6%	\$ 218,715	\$ 239,363	(8.6%)
San Jose State Subsid	\$ 2,722	\$ 2,130	27.8%	\$ 13,474	\$ 15,136	(11.0%)
AMTRAK Subsidy	\$ 1,360	\$ 5,155	(73.6%)	\$ 61,994	\$ 63,026	(1.6%)
STATISTICS						
Passengers	19,053	18,263	4.3%	131,460	146,601	(10.3%)
Revenue Miles	43,415	43,415	0.0%	318,152	370,559	(14.1%)
Revenue Hours	1,627	1,627	0.0%	11,931	13,896	(14.1%)
Passengers/Day	615	589	4.3%	555	535	3.7%
Passengers/Weekday	725	700	3.6%	690	666	3.7%
Passengers/Weekend	296	269	10.0%	256	233	9.5%
PRODUCTIVITY						
Cost/Passenger	\$ 7.19	\$ 6.63	8.5%	\$ 7.14	\$ 7.03	1.6%
Revenue/Passenger	\$ 3.33	\$ 3.25	2.6%	\$ 3.24	\$ 3.23	0.3%
Subsidy/Passenger	\$ 3.79	\$ 3.10	22.3%	\$ 3.43	\$ 3.37	1.8%
Passengers/Mile	0.44	0.42	4.3%	0.41	0.40	4.4%
Passengers/Hour	11.71	11.22	4.3%	11.02	10.55	4.4%
Recovery Ratio	46.3%	49.0%	(5.4%)	45.4%	46.0%	(1.3%)



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
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.
- New regulations regarding lunch and rest breaks became effective August 1, 2005.
- Operating Statistics reported are for the month of March 2006.
- Customer feedback information is for the month of March 2006.

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.

New regulations requiring meal periods became effective August 1, 2005. This presented new scheduling challenges resulting in decreased driver productivity and increased use of supplemental service providers.

During the month of March, ten (10) service complaints and four (4) compliments were received regarding service issues. Four (4) of the complaints was found to be "not valid" when investigated. Three (3) of the valid complaints was related to a late trip, one (1) as the result of

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missed trip due to dispatch error, one (1) as the result a pick up earlier than requested due to a scheduling error, and one related to the grooming and appearance of a driver employed by our contractor.

Operating Statistics for FY 05-06 through March 2006

	July 05	Aug 05	Sept 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06
Scheduled	7570	7935	8413	9526	8516	7262	7361	7419	8734
Performed	6513	6799	7220	8384	7199	6202	6405	6360	7819
Total miles	50,755	56,599	55,890	64,163	55,208	49,325	50,259	45,879	59,382
Av trip miles	5.86	6.03	5.69	5.75	5.79	5.71	5.57	5.12	5.58
Within ready window	91.97%	91.99%	90.93%	87.88%	89.67%	92.26%	94.06%	91.24%	90.71%
Excessively late/missed trips	9	12	23	33	19	9	4	22	17
Monthly call volume	6163	6719	6465	7481	6325	5784	5690	5692	6544
Call average seconds to answer	36	29	29	30	26	29	23	23	23
Hold times less than 2 minutes	88%	90%	90%	90%	92%	91%	95%	95%	96%
Distinct riders	795	806	842	878	827	779	748	770	813
Most frequent rider	52 rides	49 rides	57 rides	53 rides	45 rides	43 rides	48 rides	47 rides	56 rides
Shared rides	58.5%	58.9%	63.6%	66.3%	66.1%	60.4%	58.9%	63.5%	64.6%
Passengers per rev hour	1.68	1.38	1.58	1.64	1.66	1.45	1.48	1.53	1.60
Rides by supplemental providers	5.47%	7.94%	8.23%	13.10%	15.19%	6.05%	1.92%	3.21%	7.02%
SCT cost per ride	\$22.23	\$22.79	\$22.95	\$25.17	\$22.73	\$24.40	\$22.46	\$22.78	\$22.85
ParaCruz driver cost per ride (est)	\$23.58	\$24.87	\$23.31	\$25.26	\$24.77	\$24.88	\$24.27	\$24.87	\$24.32
Rides < 10 miles	81.29%	82.85%	79.87%	78.01%	77.89%	79.83%	79.30%	79.63%	78.11%
Rides > 10	18.71%	17.15%	20.14%	21.99%	22.11%	20.17%	20.70%	20.36%	21.89%

5-8.2

IV. FINANCIAL CONSIDERATIONS

NONE

V. ATTACHMENTS

NONE

5-8.3

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
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

- Student trips for April 2006 increased by 13.3% versus April 2005.
- Faculty / staff trips for April 2006 increased by 1.4% versus April 2005.
- Revenue received from UCSC for April 2006 was \$248,383 versus \$211,599 for April 2005, an increase of 17.4%.

April	Total Student Ridership	Total Faculty/Staff Ridership	Average Ridership <i>Per School Term Day</i> - Student	Average Ridership <i>Per Weekday</i> - Faculty / Staff
2006	249,212	18,459	11,336.4	792.3
2005	219,925	18,206	9,078.0	815.4
Monthly Increase-(Decrease)	13.3%	1.4%	24.9%	(2.8%)

III. DISCUSSION

UCSC began Winter instruction on January 4, 2006. A summary of the results for April 2006 is:

- Student billable trips for April 2006 were 249,212 vs. 219,925 for April 2005, an increase of 13.3%.
- Average student billable trips *per school-term day* for April 2006 were 11,336.4 vs. 9,078.0 for April 2005, an increase of 24.9%. *The reason the average daily school-term trips are higher is because there were 19 school-term days in April 2006 vs. 21 school-term days in April 2005.*
- Faculty / Staff billable trips for April 2006 were 18,459 vs. 18,206 for April 2005, an increase of 1.4%.

5-9.1

- Average Faculty / Staff billable trips *per weekday* for April 2006 were 792.3 vs. 815.4 for April 2005, a decrease of (2.8%).

IV. FINANCIAL CONSIDERATIONS

NONE

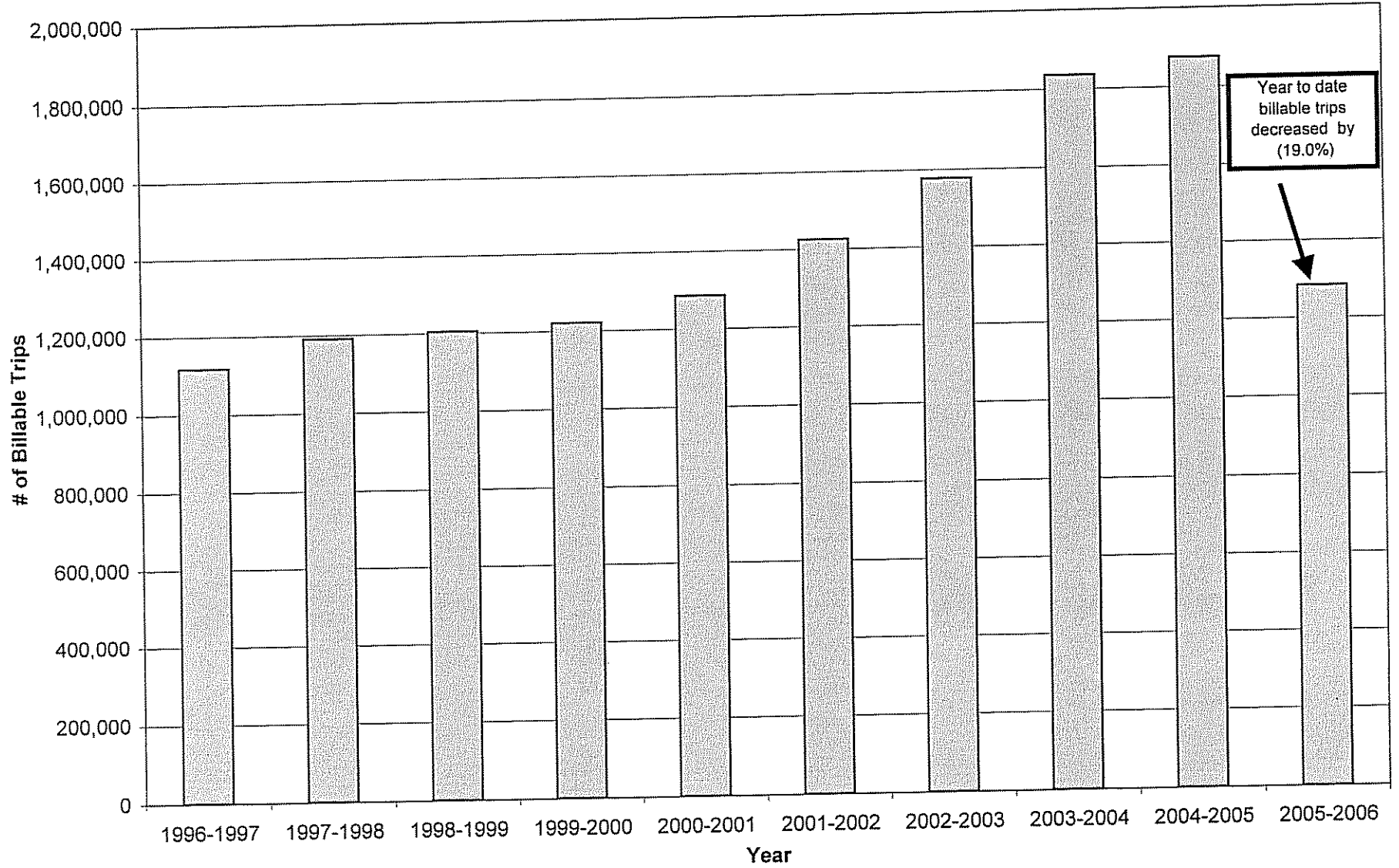
V. ATTACHMENTS

Attachment A: UC Student Billable Trips

Attachment B: UCSC Faculty / Staff Billable Trips

5-9.2

UCSC Student Billable Trips



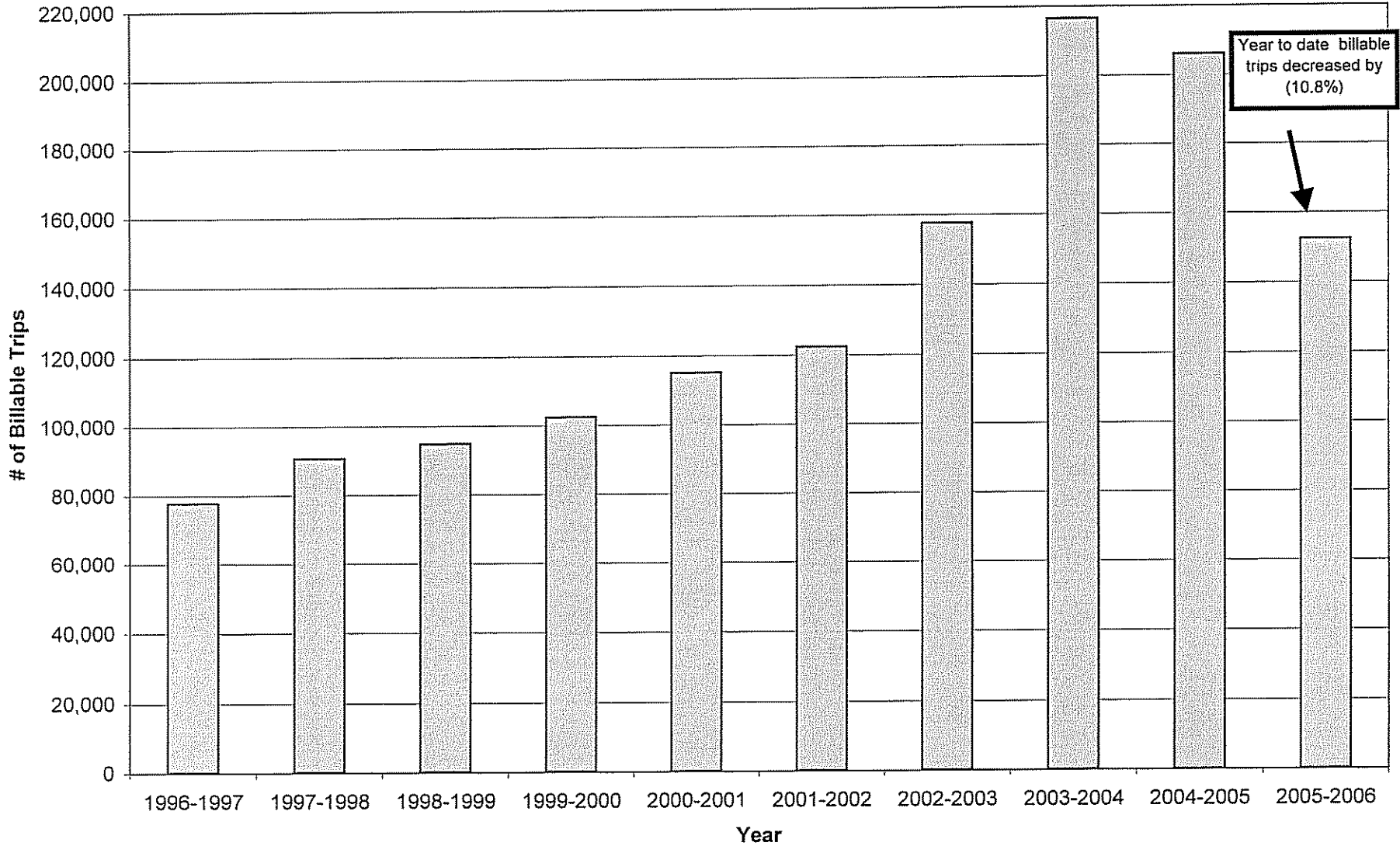
Year to date
billable trips
decreased by
(19.0%)



59.91

Attachment A

UCSC Faculty / Staff Billable Trips



5-9.61

Attachment B

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
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 May 4, 2006 Regular SCCRTC Meeting

5-10.1

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

Minutes

Thursday,
May 4, 2006
9:00 a.m.

City of Capitola City Council Chambers
420 Capitola Avenue
Capitola CA 95010

1. Roll Call

Members Present: Cliff Barrett (Alt.) Antonio Rivas
 Jan Beautz Emily Reilly
 Gustavo Gonzalez (Alt.) Pat Spence
 Mike Keogh Andy Schiffrin (Alt.)
 Dennis Norton Dale Skillicorn (Alt.)
 Ellen Pirie Mark Stone
 Cheryl Willis (ex-officio)

Staff Present: George Dondero Karena Pushnik
 Gini Pineda Kim Shultz
 Grace Blakeslee Luis Mendez

2. Oral Communications

John Daugherty, Elderly and Disabled Transportation Advisory Committee (E&DTAC), said he was glad to be able to serve as the Committee Chair and presented the Commission with a report titled "*The Current State of Transportation for People with Disabilities in the United States*".

Tom Crank, E&D TAC Vice-Chair, said he represented the transit district on the Committee and looked forward to working with the Committee.

3. Additions or Deletions to Consent and Regular Agendas

Executive Director George Dondero referred to the add-on pages for Items 26 and 30 and to handouts from Capitola Mayor Dennis Norton, regarding "Capitola Walks" and from Caltrans regarding answers to questions from the April Regional Transportation Commission meeting.

Chair Pirie made a correction to the minutes of April 20, 2006, noting that she had been absent for that meeting. Ms. Pirie also pulled Item 9 from the Consent Agenda and designated it as Item 30.1.

Commissioner Spence congratulated the City of Watsonville for its Wetlands Trail System being chosen as one of the top two finalists for a TRANNY Award from the California Transportation Foundation as the "Pedestrian Bicycle Project of the Year".

CONSENT AGENDA (Reilly/Beautz) - as amended

4. Approved Minutes of the April 6, 2006 Regular SCCRTC Meeting
5. Approved Minutes of the April 20, 2006 Transportation Policy Workshop Meeting (Commission Alternate Gonzalez abstained)

POLICY

No consent items

PROJECTS and PLANNING

6. Accepted Status Report on Highway 1 Projects
7. Approved Elderly & Disabled Technical Advisory Committee (E&D TAC) and Local Review Committee Recommendations Regarding Local Section 5310 Funding Application Scores (Resolution 42-06)
8. Approved Elderly & Disabled Technical Advisory Committee and Staff Recommendations Regarding Santa Cruz Metro Transit District's (SCMTD) Section 5311 Program of Projects and Certification and Assurances for FY 05/06 (Resolution 43-06)
9. Accept Information Item Regarding Electing a Regional Transportation Commission Delegate to the California Council of Governments (CalCOG) Regional Issues Forum - Moved to Regular Agenda as Item 30.1

COMMISSION BUDGET AND EXPENDITURES

No consent items

5-10.a2

ADMINISTRATION

No consent items

COMMITTEE MINUTES

10. Accepted Draft Minutes of the March 13, 2006 Bicycle Committee Meeting
11. Accepted Draft Minutes of the March 15, 2006 Joint Safe on 17/Traffic Operation Systems (TOS) Oversight Committee Meeting
12. Accepted Draft Minutes of the April 11th, 2006 Elderly & Disabled Transportation Advisory Committee Meeting
13. Accepted Draft Minutes of the April 13, 2006 Budget and Administration/Personnel Committee Meeting
14. Accepted Draft Minutes of the April 20, 2006 Interagency Technical Advisory Committee Meeting

INFORMATION/OTHER

15. Accepted Monthly Meeting Schedule
16. Accepted SCCRTC Staff Comment Letters on Draft Environmental Documents and Plans Prepared by Other Agencies
 - a. Letter from Staff Regarding the UCSC Long Range Development Plan Revised Draft Environmental Impact Report
 - b. Letter from Staff Regarding the Draft Watsonville VISTA 2030 General Plan
 - c. Quarterly Report on Environmental Document Review
17. Accepted Correspondence Log
18. Accepted Letters from SCCRTC Committees and Staff to Other Agencies - None
19. Accepted Miscellaneous Written Comments from the Public on SCCRTC Projects and Transportation Issues
20. Accepted Handouts from Staff and Commissioners at Previous Regional Transportation Commission Meetings
21. Accepted Information Items
 - a. California Transportation Foundation Tranny Award Winners

5-10.a3

- and Top Nominees Announcement - Pedestrian/Bicycle Project of the Year: Watsonville Wetlands Trail System (one of top two nominees)
- b. Letter Regarding Spring Bike to Work Day (May 18, 2006) and Rail and Trail Day (May 21, 2006)
 - c. Monterey-Salinas Transit's May 11-12, 2006 Rapid Transit Seminar Announcement

SERVING AS THE SERVICE AUTHORITY FOR FREEWAY EMERGENCIES (SAFE)

No consent items

REGULAR AGENDA

22. Commissioner Reports

Commissioner Norton invited everyone to participate in the "Capitola Walks" Program which is a series of walking events throughout the month of May.

Commissioner Rivas invited everyone to celebrate Cinco de Mayo in Watsonville.

23. Director's Report

Executive Director George Dondero reported that he was continuing to meet with individual staff members and that he planned to meet with each Commissioner soon.

24. Caltrans Report

Cheryl Willis, Caltrans District 5, said that due to a schedule change made to the Highway 1/17 Merge Lanes Project, closing the Market Street underpass will precede work on the Branciforte overpass.

Ms. Willis noted the handout she had brought addressing concerns raised by Commissioners at the April meeting.

25. Presentation on Transportation Agency for Monterey County (TAMC) Projects

Commission Alternate Schiffirin arrived.

Debbie Hale, Deputy Executive Director for the Transportation Agency for Monterey County (TAMC), presented a report that highlighted the agency's projects and

5-10.a4

programs. Ms. Hale said that TAMC adopted and obtained approval for a \$1 billion 14-Year Transportation Expenditure Plan for expenditure of a ½ cent sales tax, slated for the June 6, 2006 ballot.

She said that TAMC has actively implemented a public awareness campaign to make the agency and its activities more visible in the community. Strategies include an Annual Report, a radio show titled "Transportation Tuesdays" and possibly a public information video.

Ms. Hale said that some of TAMC's projects will benefit a significant number of Santa Cruz County residents. These projects include the improvements to the Highway 1 and Salinas Road interchange, the Caltrain Extension to Monterey County, and TAMC's contribution to developing the Monterey Bay Sanctuary Scenic Trail.

Commissioners asked Ms. Hale whether there was an organized opposition to the sales tax measure, where income currently received from the branch rail line is shown in the expenditure plan and the cost of liability insurance for the rail line. Ms. Hale responded that there was some opposition to the sales tax, but that the agency was not involved in taking a position on the measure, that income currently being received from lease rents and contributions from partner agencies is included in the expected revenues and that the cost of liability insurance was small since it was added to the agency's existing policy. It was noted that there is no existing service on the Monterey Branch Rail Line.

26. 2006 Regional Transportation Improvement Program (RTIP)
Update and Proposed Future Public Hearing

SCCRTC Planner Grace Blakeslee gave the staff report, explaining which of the projects adopted by the Commission in the *2006 Regional Transportation Plan (RTIP)* were included in the State Transportation Improvement Program (STIP) by the California Transportation Commission.

Since projects adopted in the 2006 RTIP no longer conform to the STIP, the RTIP will have to be amended. In addition, funding shortfalls for 2006 RTIP projects that are ready to proceed will need to be addressed.

Ms. Blakeslee referred to a spreadsheet handout listing the

5-10.95

updated County share adopted for 2006 STIP funding.

Commissioners discussed these changes and the letter from Santa Cruz County Public Works requesting the CTC to include four projects listed in the 2006 RTIP, since they could leverage \$23 million in federal funding if included in the 2006 STIP.

Commission Alternate Schiffirin moved and Commissioner Rivas seconded to approve the staff recommendations that the Regional Transportation Commission:

1. Schedule a public hearing for the RTC June 1, 2006 meeting to amend the 2006 Regional Transportation Improvement Program (RTIP).

The motion passed unanimously.

27. Transportation Funding Task Force Project

Senior Planner Karena Pushnik reported on the first Transportation Funding Task Force (TFTF) meeting, stating that the attendance was good and that participants liked the format. She said the most challenging part was explaining the funding mechanisms.

Commissioner Reilly noted that it would benefit the Task Force for members to attend as many meetings as possible so that the process will continue to be refined. She said that ultimately a price tag should be attached to each suggested solution.

Commissioner Rivas invited staff to attend the next Watsonville City Council meeting to encourage Task Force meeting attendance.

Ms. Pushnik noted that portions of the first TFTF meeting were recorded by Community TV along with interviews of Task Force Convener Fred Keeley and Task Force consultant Eileen Goodwin. Community TV will broadcast a one-half hour program regularly over the next several weeks.

28. Legislative Status Report

Senior Planner Kim Shultz reported on legislative issues on both the state and federal levels. He said that state legislators are working on a smaller bond for the November

5-10.96

ballot which would include about \$15 billion for transportation and that there are several proposals to "close the Proposition 42 loophole" and protect gas tax funds from being used to backfill General Fund shortfalls. He said the federal picture is not as optimistic with reduced SAFETEA-LU funding that could affect progress on projects.

Mr. Shultz mentioned a Congestion Mitigation and Air Quality (CMAQ) "phase out" program that would reduce the impact of the loss of CMAQ funds. These funds would be available in FY07 (\$800,000) and FY08 (\$400,000) if state legislation is implemented to approve the plan.

Commissioner Beautz said it was her understanding from a communication from the California State Association of Counties (CSAC) that funding for local streets and roads had been removed from the proposed infrastructure bond for the November election. Executive Director George Dondero said he was unsure where CSAC had received this information. Commissioner Beautz will fax information to Mr. Dondero.

Commissioner Rivas asked if there was a way for local jurisdictions to get some relief legislation regarding gas prices for first responders. He requested that a letter be sent to the CTC asking for price relief for city and county emergency and law enforcement agencies.

Senior Planner Shultz turned to the second item under consideration which is whether to secure the services of a state legislative assistant. He said it could be beneficial to have a general strategist rather than just a lobbyist in Sacramento.

Ms. Hale was asked about TAMC's legislative assistant. She stated that his assistance has been useful in developing relationships with CTC Commissioners and in securing more funds.

Commission Alternate Schiffrin moved and Commissioner Rivas seconded to approve the staff recommendations that the Regional Transportation Commission:

1. Receive a status report on Federal and State legislative issues and provide comment and input on specific legislative issues to be monitored; and,

5-10.97

2. Direct staff to prepare a Request for Qualifications/Proposal to identify parties that could serve as a Transportation/Legislative Analyst on state matters.

CLOSED SESSION - Cancelled

29. 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

OPEN SESSION

30. Santa Cruz Branch Rail Line Acquisition - Rail Acquisition Task Force and Draft Coastal Conservancy Reimbursable Grant Agreement

Deputy Director Luis Mendez reviewed the history of the ad-hoc Rail Acquisition Task Force (RATF), the suggestion by Commissioner Keogh to abandon the Task Force with the idea of forming a standing committee that is more inclusive, and the legal analysis from County Counsel Rahn Garcia regarding compliance with the Brown Act, quorum requirements and the relationship between the parent organization (the Commission) and a proposed new Rail Acquisition Committee. The Rail Acquisition Committee (RAC) would be an advisory committee to the Commission.

County Counsel Rahn Garcia noted that Commissioners who attend the RAC meetings but are not appointed to the RAC may not interact with the Committee as if they were members.

Commission Alternate Schiffirin said that it was important to note that non-member Commissioners attending RAC meetings can bring their opinions back to the Commission for consideration.

Commissioner Stone said that the distinction must be clear that the RAC only discusses its business and not the

5-10.28

business of the full Commission.

Commissioner Keogh indicated that he wanted to be appointed to the Rail Acquisition Committee.

Commission Alternate Schiffirin moved and Commissioner Beautz seconded to approve the Rail Acquisition Task Force (RATF) and staff recommendations that the Regional Transportation Commission (RTC):

1. Establish the RATF as a standing committee (Rail Acquisition Committee) of the RTC subject to the Brown Act and with the possibility of having closed sessions as necessary and appropriate to conduct its business of advising the RTC on matters related to the Santa Cruz Branch Rail Line Acquisition Project;
2. Request that the RTC Chair make appointments for additional members of the Rail Acquisition Committee (RAC), if other commissioners wish to sit on the RAC; and
3. Review the draft reimbursable grant agreement and provide any additional comments prior to or at the May 4, 2006 meeting to include in negotiations with Coastal Conservancy staff.

The motion was approved unanimously.

Commissioners discussed details of the reimbursable grant agreement. It was noted that signing the agreement does not commit the RTC to borrowing the grant funds.

Commissioners discussed whether appointments to the RAC could be made today. Chair Pirie said that the members of the RATF were Commissioners Beautz, Campos, Norton, Pirie, Stone and Wormhoudt.

Commission Alternate Schiffirin moved and Commissioner Beautz seconded to confirm the existing Task Force members as members of the Rail Acquisition Committee and to add Commissioner Keogh to the RAC.

The motion passed unanimously.

- 30.1 Accept Information Item Regarding Electing a Regional Transportation Commission Delegate to the California Council of Governments (CalCOG) Regional Issues Forum - Formerly Item 9

5-10.09

Commissioners discussed the expense of sending a delegate to the CalCOG meeting in June. Commissioner Stone agreed to attend if the Commission decided that it would be beneficial to send a representative to the meeting.

Commissioner Norton moved and Commission Alternate Schiffirin seconded to approve sending Commissioner Stone to the conference with the direction that he report to the Commission what he learns at the conference and shares materials.

31. Next Meetings/Adjournment

The meeting adjourned at 11:10 a.m.

The next Transportation Policy Workshop is scheduled for May 18, 2006 at 9:00 a.m. at the SCCRTC Offices, 1523 Pacific Avenue, Santa Cruz, CA.

The next SCCRTC meeting is scheduled for Thursday, June 1, 2006 at 9:00 a.m. at the Board of Supervisors Chambers, 701 Ocean Street, 5th Floor, Santa Cruz, CA.

Respectfully submitted,

Gini Pineda, Staff

ATTENDEES

Bob Yount	E & D TAC
Debbie Hale	TAMC
John Daugherty	E & D TAC
Tom Crain	E & D TAC
Sandra Coley	PV TMA
Peter Scott	CFST
Don Hoernschemeyer	CFST
Genevieve Bookwalter	Santa Cruz Sentinel
Bill Comfort	
Donna Ziel	Mark Stone's Alternate
Paul Elerick	CFST
Bob Scott	SCCRTC Technical Advisor
Ken Kannegard	Cemex
Les White	SCMTD
Tony Campos	Board of Supervisors

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006

TO: Board of Directors

FROM: Frank L. Cheng, Project Manager

SUBJECT: STATUS OF THE METROBASE PROJECT

I. RECOMMENDED ACTION

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

II. SUMMARY OF ISSUES

- Concrete Driven Piles Phase II has completed.
- Arntz currently on storm drain site work.

III. DISCUSSION

The second phase for the concrete driven piles for the Service & Fueling Building commence mid May 2006 and is complete. Arntz Builders currently on storm drain site work.

New updates for the MetroBase Project can be viewed at <http://www.scmttd.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:

- Concrete Driven Piles Phase 2 completed.

Previous information regarding the MetroBase Project:

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

- Concrete Driven Piles Phase #2 completed end of May 2006.
- Concrete Driven Piles Phase #2 commence in mid May 2006.
- Arntz Builders trailer and containers installed adjacent to 1122 River Street
- Public Outreach Newsletter sent to areas possibly affected by construction.
- Notice to Proceed issue effective January 9, 2006 with 365 calendar day construction period.
- Concrete Driven Indicator Piles Phase #1 has completed.
- Weekly Construction Meetings

B. Maintenance Building

- Construction schedule set to 32 months

5-11.1

- RNL contract modified for added Maintenance Building scope
- RNL began working on the Maintenance Building portion of the MetroBase project.
- Harris & Associates contract modified for added Maintenance Building scope.

IV. FINANCIAL CONSIDERATIONS

Funds for the construction of the Service & Fueling Building Component of the MetroBase Project are available within the funds the METRO has secured for the Project.

V. ATTACHMENTS

Attachment A: None

5-11.2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006

TO: Board of Directors

FROM: Robyn D. Slater, Human Resources Manager

**SUBJECT: ACCEPT AND FILE REPORT ON THE PERFORMANCE OF THE
CURRENT WORKERS' COMPENSATION THIRD PARTY
ADMINISTRATOR**

I. RECOMMENDED ACTION

No action required

II. SUMMARY OF ISSUES

- METRO has been self insured for its Workers' Compensation program since 1986.
- As a self-insured entity METRO is required to use a Third Party Administrator (TPA) to assist in the processing of METRO's Workers' Compensation claims.
- METRO was dissatisfied with the oversight of the Workers' Compensation claims by the previous TPA. METRO meet with the TPA several times in an attempt to rectify the situation. Unfortunately, these issues were never resolved to METRO's satisfaction.
- As a result of unresolved issues with the former TPA, METRO issued an RFP prior to the expiration of the contract and Octagon, the current TPA, was retained.
- This report provides an update of the past years experience with the Workers' Compensation program.

DISCUSSION

Several factors affected METRO's Workers' Compensation program during the past year. In 2004 sweeping changes to the California Workers' Compensation laws gave more specific guidelines for medical care, and changed settlement procedures. Under the guidance of the District Counsel, the Human Resources Specialist developed a system to automatically provide data to the District Counsel and Human Resources Manager so claims could be reviewed at critical points in the claims process. Under the direction of the District Counsel and the Human Resources Manager the HR Specialist also followed-up on the status of claims and assisted injured workers by providing information on Workers' Compensation procedures. This provided greater over-site of the program and resulted in faster recovery for the majority of injured workers (as demonstrated by the reduction of time lost during the year due to injuries). Octagon reviewed all the open claims received and immediately provided METRO with suggestions regarding moving some claims to resolution. Octagon also had a much faster response time in

5-12.1

reviewing new claims and working within the parameters of the law to assist employees as necessary.

METRO has seen positive results over the past year with Octagon acting as the TPA. Costs of administering the program have decreased due to the factors highlighted above and as a result of Octagon's diligence in working with claims

Below is a review of some of the key areas identified as necessary for a successful Workers' Compensation program and an analysis of Octagon's performance.

Claims Administration:

The role of the TPA is to administer METRO's Workers' Compensation claims in accordance with federal and state laws, METRO's procedures, and third party administrators' industry standards.

One area of claims management to which the former TPA's performance was extremely poor was claims resolutions. Under most circumstances claims can be closed or moved to Future Medical status after 5 years. However METRO had claims dating back to 1993 that had not been resolved. In the past year Octagon has closed 27 claims and converted 10 claims to Future Medical reducing METRO's future liabilities. This also assisted injured workers by settling any outstanding permanent disability claims.

Injuries are classified as First Aid only or a Workers' Compensation injury. First Aid only injuries require no treatment away from the worksite or one medical treatment. Injuries that should be identified as Workers' Compensation claims require more than one medical treatment. The previous TPA did not differentiate between Workers' Compensation and First Aid only claims. All claims were processed as Workers' Compensation claims. Incorrectly processed First Aid only injuries increased METRO's liability and elevated claims reported to OSHA. Octagon assisted METRO in developing guidelines to determine if an injury should be identified as a Workers' Compensation claim or documented as a first aid only claim.

Octagon had a difficult time identifying a permanent claims adjustor for METRO's account. However, during the time Octagon was recruiting the temporary claims adjustor's assigned to the account performed well. Also the Claims Supervisor personally reviewed all of METRO's claims and provided a great deal of oversight in the day-to-day processing of the claims. Even though it took a significantly longer time than expected METRO's claims were handled professionally and competently during the year.

Communications:

METRO reviews claims on a regular basis and, as a result, often requests information from Octagon, asks for analysis of the claim, and expects suggestions on what steps should be taken so the claim(s) can be resolved and the injured worker healed and returned to full duty as quickly as possible. Since many changes occurred in the way Workers' Compensation claims were

5-12.2

processed as a result of sweeping reforms in 2004, METRO relied on Octagon for assistance in interpreting the laws so METRO would be in compliance.

METRO had asked the previous TPA to provide quarterly reviews of claims and less formal but more frequent communications on complicated claims. Communications with the former TPA were infrequent. METRO did receive sound legal advice and often had to remind the former TPA of the legal requirements regarding Workers' Compensation laws. To the best of METRO's knowledge, Octagon is compliant with the state Workers' Compensation laws. At quarterly reviews Octagon is familiar with the cases to be discussed and can provide information on what would be the best way to proceed to bring the claim to resolution, hopefully with a full recovery of the injured worker.

Octagon will review claims and pro-actively contact METRO to suggest possible treatments, or procedural remedies to progress claims towards resolution. Recently, Octagon did provide a great deal of assistance to METRO, when the facility METRO used for its Workers Compensation claims made a business decision not to accept any new Workers' Compensation cases. Unfortunately no advance notice was provided to its customers. METRO found out about this new policy when an injured worker attempted to receive treatment and was turned away. METRO informed Octagon of this serious issue and asked for assistance in procuring another vendor to provide services for new Workers' Compensation claims. The same day Octagon was informed of this issue Octagon was able to confirm that another local facility would receive new Workers' Compensation claims.

At the beginning of the contract however, this is the area where METRO was least satisfied. Octagon was not used to working with a company that was as involved in the claims process. An example of poor communication occurred when METRO worked with Octagon to develop forms in compliance with changes in the law regarding the selection of a Predesignated Primary Care Physician. The interactions with Octagon were confusing and METRO was not notified of changes in Octagon's policy resulting in contradictory information being relayed to METRO employees. Because this is an over view of the entire year I find it necessary to bring this to the attention of the Board. At the time this issue presented a serious problem because it created a great deal of confusion for the employees and staff. However, it is important to note the improvement in communications that occurred as the year progressed.

Compliance with the law:

METRO is required to comply with all Federal and State laws regarding on the job injuries. One area of the law that is particularly important to the injured worker is the payment of Temporary Disability when an injured worker is off the job for more than 3 days. If payments are delayed it is detrimental to the injured worker who is relying on that money. It is also detrimental to METRO who will be responsible for penalty costs if the delay exceeds the legal limit. The other payment that METRO is concerned about is advances of permanent disability (PD) settlements. If too much money is paid towards PD there is no specific legal remedy for reimbursement. The previous TPA often overpaid on PD settlements. Octagon reviews claims frequently so any

5-12.3

changes in the expected amount of PD are adjusted and payments of only the required amount of PD advance are authorized.

New information:

On June 13, 2006 Octagon issued a press release. Sedgwick Claims Services Inc. will be acquiring CompManagement, Inc., which includes Octagon Risk Services. Peter King, Regional Manager for Octagon stated he does not anticipate there will be any changes in personnel. A transition team is already being formed to insure there will be no disruption in services for Octagon's customers.

IV. FINANCIAL CONSIDERATION

The cost for the trust and third party administration portion of METRO's Workers' Compensation program has been reduced from \$1,307,694 for fiscal year 2003/2004 to \$899,404 for fiscal year 2004/2005. the cost to date for fiscal year 2005/2006 (with June still outstanding) is \$792,409. Also, as a result of a reduced number of claims the administrative costs will be reviewed and possibly lowered as specified in the contract.

V. ATTACHMENTS

None

5-12.4

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Elisabeth Ross, Finance Manager
SUBJECT: RENEWAL OF PROPERTY INSURANCE COVERAGE FOR FY 06-07

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors authorize renewal of property insurance coverage with QBE Insurance Corporation.

II. SUMMARY OF ISSUES

- The District carries property insurance on all its owned facilities and on leased facilities in accordance with lease agreements, as well as on building contents.
- The premium renewal for FY 06-07 is \$34,512.

III. DISCUSSION

Saylor & Hill, the District's property insurance broker, has arranged for renewal of property insurance coverage with QBE Insurance Corporation. This is all risk coverage, excluding earthquake and flood, and includes buildings and contents, employee tools, telephone system, and other equipment, with a \$5,000 deductible. The District carries flood insurance on one location, 1200 River Street, under a separate policy. The QBE Insurance Corporation is rated A, X by Best. The renewal quote has increased by 5% over last year's premium.

IV. FINANCIAL CONSIDERATIONS

The insurance cost is included in the FY 06-07 final budget.

V. ATTACHMENTS

None.

5-13.1

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006

TO: Board of Directors

FROM: Tom Stickel, Manager of Maintenance

SUBJECT: **CONSIDERATION OF CONTRACT RENEWAL WITH CECY INSURANCE SERVICES REPRESENTING STANDARD INSURANCE COMPANY FOR EMPLOYEE LIFE AND ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE.**

I. RECOMMENDED ACTION

District staff is recommending that the Board of Directors authorize the General Manager to execute an amendment to the contract with Cecy Insurance Services representing Standard Insurance Company for employee life and accidental death and dismemberment insurance to extend the term of the contract through July 31, 2008.

II. SUMMARY OF ISSUES

- The District has a contract with Cecy Insurance Services representing Standard Insurance Company for employee life and accidental death and dismemberment insurance.
- At the option of the District, this contract may be renewed for four (4) additional one-year terms.
- Cecy Insurance Services representing Standard Insurance Company has indicated that they are interested in extending the contract for a two-year extension with no change in rates charged to the District.
- It is recommended that the Board of Directors authorize the General Manager to execute an amendment to the contract with Cecy Insurance Services representing Standard Insurance Company to extend the contract through July 31, 2008.

III. DISCUSSION

The District's current contract with Cecy Insurance Services representing Standard Insurance Company for Employee life and accidental death and dismemberment insurance is due to expire on July 31, 2006. An extension of the contract would be favorable to the District. Section 4.01 of the contract allows the District the option to renew the contract for four (4) additional one-year terms. Contractor has also reviewed the contract and has indicated their desire to extend the contract at the same rate of compensation for the new two-year contract period.

It is recommended that the Board of Directors authorize the General Manager to execute an amendment to the contract with Cecy Insurance Services representing Standard Insurance

5-14.1

Company to extend the contract through July 31, 2008 for employee life and accidental death and dismemberment insurance.

IV. FINANCIAL CONSIDERATIONS

Funds are available in the Human Resources budget for this contract. For the fiscal year 2005-06 the amount paid for employee life and accidental death and dismemberment insurance coverage was \$85,472.

V. ATTACHMENTS

Attachment A: Letter from Contractor

Attachment B: Contract Amendment

5-14.2

Cecy Insurance Services

May 24, 2006

Santa Cruz Metropolitan Transit District
110 Vernon St. – Suite B
Santa Cruz, CA 95060

Attention: Lloyd Longnecker

Re: Contract No. 03-14 for employee Life and AD&D Insurance

Dear Lloyd,

Cecy Insurance Services is pleased to present the district with *Standard Insurance Company's* proposal to renew your existing contract for an additional 2-year period with no increase in the current rates. The new rates are guaranteed and will extend from 08/01/06 through 07/31/08.

Please see the enclosed renewal letter from *The Standard* as well as the Experience Report for SCMTT that I requested for the district's review.

Feel free to contact me if you have any questions or if I can be of service in any way. Thank you again.

Sincerely,


Brian Cecy, RHU

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FIRST AMENDMENT TO CONTRACT FOR EMPLOYEE LIFE AND
ACCIDENTAL DEATH & DISMEMBERMENT INSURANCE (03-14)**

This First Amendment to Contract for employee life and accidental death and dismemberment insurance is made effective August 1, 2006 between the Santa Cruz Metropolitan Transit District, a political subdivision of the State of California ("District") and CECY INSURANCE SERVICES REPRESENTING STANDARD INSURANCE COMPANY("Contractor").

I. RECITALS

- 1.1 District and Contractor entered into a Contract for Employee life and accidental death and dismemberment insurance("Contract") on August 1, 2004.
- 1.2 The Contract allows for the extension upon mutual written consent.

Therefore, District and Contractor amend the Contract as follows:

II. TERM

- 2.1 Article 4.01 is amended to include the following language:

This Contract shall continue through July 31, 2008. This Contract may be mutually extended by agreement of both parties.

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

SIGNATURES ON NEXT PAGE

5-14.61

Signed on _____

DISTRICT
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Leslie R. White
General Manager

CONTRACTOR
CECY INSURANCE SERVICES

By _____
Brian Cecy
Owner

Approved as to Form:

Margaret R. Gallagher
District Counsel

5-14.62 2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Frank L. Cheng, Project Manager
SUBJECT: CONSIDERATION OF CONFIRMING A CONSTRUCTION CHANGE ORDER FOR ARNTZ BUILDERS IN THE AMOUNT OF \$821.69

I. RECOMMENDED ACTION

That the Board of Directors confirm and approve the Construction Change Order for Arntz Builders in the Amount of \$821.69.

II. SUMMARY OF ISSUES

- On February 8, 2006, Arntz Builders submitted a Request For Information (RFI) requesting approval to change the catch basin structure to be consistent with the specifications issued by Caltrans.
- On March 15, 2006, METRO approved Change Order for the revised catch basin structure.
- Under the guidelines from the Board of Directors, minor time sensitive Change Orders under \$50,000 can be approved by staff with the Board of Directors confirming and approving them in the subsequent month.

III. DISCUSSION

On February 8, 2006, Arntz Builders submitted a Request For Information (RFI) in which they requested approval to change the specifications of the catch basin structure to be consistent with those specified by Caltrans. After the response to RFI, the cost for the revised structure was \$821.69. Harris & Associates reviewed and submitted to METRO the change order for the catch basin structure. On March 15, 2006, METRO approved the Change Order for the revised catch basin structure.

On December 16, 2005, the Board of Directors approved the contract for Arntz Builders and authorized staff to review Change Orders and indicated that any exceeding \$50,000 should be brought to the Board of Directors for approval. For Change Orders that are time sensitive and that are within the financial guidelines staff was given the authority to approve the Change Orders and then submit them for confirmation in the subsequent month.

Staff recommends that the Board confirm the Change Order issued in the amount of \$821.69.

5-15.1

IV. FINANCIAL CONSIDERATIONS

Funds for the construction change order of \$891.69 for the MetroBase Project are available within the funds the METRO has secured for the Project.

V. ATTACHMENTS

Attachment A: None

5-15.2

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Robyn D. Slater, Human Resources Manager
SUBJECT: **CONSIDER APPROVAL OF CHANGES TO THE PARATRANSIT OPERATOR CLASS SPECIFICATION**

I. RECOMMENDED ACTION

It is recommended that the Board of Directors approve the changes to the Paratransit Operator Class Specification

II. SUMMARY OF ISSUES

- The class specifications for the Paratransit division were written before the division became functional.
- Several new vehicles have been added to the Paratransit fleet that require Paratransit Operators have additional certifications.
- Both management and United Transportation Union Local 23 agree that Paratransit Operators must be licenses and with all the required certificates and endorsements needed to operate any vehicle in the Paratransit Fleet.
- The current Class Specification does not clearly define the licenses, certificates, and endorsements necessary to operate all vehicles required for continued employment with METRO.

III. DISCUSSION

When the Paratransit Division began operations the majority of the vehicles in the fleet were vans. Most of the original Paratransit Operators were Community Bridges transitional employees who possessed the license, certificate and endorsement required to operate the vans. Additional vehicles have been added to the fleet during the past year that require different certifications and/or endorsements. All newly hired Paratransit Operators are able to drive any vehicle in the Paratransit fleet.

However, in reviewing the Class Specification for the position both Management and the Union recognize that clarifying the requirements for hire and adding language for licenses, certificates and endorsements for continued employment would insure applicants understand what is expected of them both at time of hire and for continued employment.

UTU has reviewed the language and agrees with the suggested changes.

5-17.1

IV. FINANCIAL CONSIDERATIONS

The minimal cost of reimbursement for CPR and First Aid training for new hires.

V. ATTACHMENTS

Attachment A: Paratransit Operator class specification

5-17.2

Santa Cruz Metropolitan Transit District

PARATRANSIT OPERATOR

POSITION DESCRIPTION:

Under general supervision, is responsible for the safe operation of METRO'S equipment, alighting and boarding passengers, collects fares along a scheduled route or destination. Clerical duties as needed to gather information regarding ridership data and vehicle operation.

DUTIES AND RESPONSIBILITIES

Develops and maintains effective working relationships with other staff, representatives of the community, customers, and the public.

Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle choices and ages. Demonstrates an ability to be sensitive to the needs of customers.

Thoroughly inspect assigned coach for all safety, comfort and cleanliness items prior to departing from the operation's facility. Document defects and notify Dispatcher of any damage to the vehicle.

Throughout assigned shift, safely operate coach on assigned route and schedule while picking up and delivering passengers except as altered by Dispatcher.

Uses a variety of communication systems and other automated tools to communicate with Dispatcher.

Communicates effectively and respectfully with Dispatch and other co-workers.

Collect fares and pre-paid media, inspects passenger identification for validity, and collect ridership information.

Offer assistance to passengers in boarding and alighting when necessary, and provide information to passengers, when requested. Assist and ensure that wheelchair passengers are properly secured.

May assist new and trainee operators as a line instructor.

Except for authorized relief periods, continually attend the coach to ensure the security and safety of both the coach and the passengers, and the maintenance of radio contact with dispatch and other operators.

Fuels and maintains vehicle interior cleanliness as needed.

5-17.a1

Cleans vehicle windows as needed to maintain appropriate visibility.

At the completion of shifts ensure that passenger counts, tickets, and other data are delivered to the dispatcher and properly recorded.

Complete coach defect card. Turn into dispatcher all lost and found items.

Adhere to METRO and departmental policies and procedures.

Follows all District procedures regarding hazardous waste; follows all health and safety procedures.

Other related duties as assigned.

MINIMUM QUALIFICATIONS

Safe driving practices.

Basic skills in time calculation and map reading.

Safely operate all Paratransit Vehicles.

Perform simple math calculations.

Deal courteously and effectively with the public.

Understand the problems of the elderly and disabled and deal with them in a tactful manner.

Handle difficult and emergency situations calmly.

Read English and speak and write English clearly.

Operate mobile radio unit.

Willingness and ability to work unusual hours including nights, weekends, and holidays.

Possession of a current motor vehicle license and the ability to obtain a California Class B driver's permit with passenger endorsements and certificates prior to appointment. Driving record at date of hire must be consistent with SCMTD's standards for this position.

Valid First aid and CPR certification (cost of training will be reimbursed upon successful completion of training)

Must pass requisite background check.

PHYSICAL DEMANDS:

While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by radio; use hands to finger, handle, feel or operate District vehicle; reach with hands or arms. The employee frequently is required to walk, bend and twist at the neck, stand, lift 30 pounds or over, assist passengers boarding and deboarding, including pushing an occupied mobility device up a vehicle ramp, stoop, crouch, and twist, as required by various job duties. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee does not work under typical office conditions. The employee will be working in Paratransit vehicles where there is a moderate noise level.

5-17.02

CONDITIONS OF EMPLOYMENT AFTER TRAINING

Valid First aid and CPR certification

Safe driving record

Required to be properly licensed, endorsed and certified to operate all vehicles in the Paracruz Service.

SPECIAL REQUIREMENTS

Good attendance record in previous employment.

This position is considered Safety Sensitive position and is subject to Drug and Alcohol testing as required by FTA CFR 49.

Rev: June 15, 2006 Paratransit Operator

5-17.23

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
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

Thomas Phillips, Bus Operator
Robert Allen, Bus Operator
Peter Lewis, Bus Operator
Manuel Ramirez, Bus Operator

FIFTEEN YEARS

None

TWENTY YEARS

None

TWENTY-FIVE YEARS

None

THIRTY YEARS

None

6.91

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Elisabeth Ross, Finance Manager
SUBJECT: ADOPTION OF FY 06-07 AND FY 07-08 FINAL BUDGET

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors adopt a resolution approving the final budget for FY 06-07 and FY 07-08 as presented in Attachment B; authorize Board member travel in FY 06-07 as described in Attachment C; approve the Employee Incentive Program as presented in Attachment D; and authorize staffing levels as listed in Attachment E.

II. SUMMARY OF ISSUES

- The recommended final budget for FY 06-07 and FY 07-08 provides for continuation of the current level of transit service to the public as of June 2006.
- The recommended final operating budget totals \$35,960,000, a decrease of \$112,000 from the draft final budget.
- Rent income has been decreased from the draft final budget to reflect current vacancies, and the projected carryover from FY 05-06 has been reduced.
- Several changes have been made to the operating expenses in the draft final budget to reflect year-to-date trends.
- The recommended final capital improvement program totals \$38,489,809, and includes several carryover projects from FY 05-06.
- The new labor agreement with UTU Local 23 provides for a pay increase in September 2006 if sales tax revenues in FY 05-06 exceed a certain dollar amount. It appears that sales tax revenue will exceed the amount that triggers the pay increase but the exact percentage of pay increase will not be determined until August. Therefore, the extra sales tax revenue that funds the pay increase is not included in the projected carryover, and will be reflected instead in a FY 06-07 budget revision once the exact pay increase is established.

III. DISCUSSION

The final budget for FY 06-07 and FY 07-08 is presented this month for adoption by the Board of Directors, for implementation July 1, 2006, the first day of the new fiscal year. The authorizing resolution is included as Attachment A, with the recommended final budget as Attachment B (Exhibit A to the resolution).

7.1

State law requires that all Board member travel be formally authorized by the Board of Directors. To satisfy this requirement, all anticipated Board member travel during the fiscal year is included as Exhibit B to the budget resolution (Attachment C). This is the same level of Board travel as in FY 05-06.

The proposed Employee Incentive Program, recognizing employee achievement, is included as Attachment D.

Operating expenses for FY 06-07 total \$35,960,000, with operating revenues totaling \$35,160,183 for a shortfall of \$799,817. The shortfall is met by one-time funding including use of reserves (Attachment F) and anticipated carryover funds from FY 05-06, generated primarily from the large number of vacant positions during FY 05-06. Sales tax is budgeted at 3.0% over FY 05-06 projected. Passenger revenue is projected based on trends through February 28, 2006.

Operating expenses for FY 07-08 total \$37,334,000, with operating revenues totaling \$36,502,538, for a shortfall of \$831,462. The shortfall is again met by one-time funding from use of reserves and carryover. Since the second year of the budget is based mostly on percentage increases over FY 06-07, the shortfall may increase or decrease a year from now when the budget is updated.

A total of 325.25 full-time employee equivalents are funded in the FY 06-07 budget, as highlighted in Attachment E. This is a net decrease of two SEIU-represented positions and one UTU-represented position from the FY 05-06 budget. The positions, one Administrative Secretary/Supervisor, one Body Mechanic, and one ParaCruz Reservationist, are all currently vacant.

At the May public hearing on the draft final budget and at the budget workshop with Union representatives, several questions were raised regarding expenses. The expenses in question were reviewed and adjusted in the final budget.

The capital program has been updated to reflect the latest status of the District's capital projects, many of which are in progress. The Governor's budget proposes a higher STA allocation for the District in FY 06-07. If that occurs, the amount of District reserves required to fund the capital program would be reduced.

IV. FINANCIAL CONSIDERATIONS

The recommended final budget for FY 06-07 and FY 07-08 is balanced by keeping three unoccupied positions vacant, use of reserves, and projected carryover in the amount of \$649,817. The use of \$14,202,970 in reserves (including reserves restricted for MetroBase) is required for the District's share of the capital improvement program.

V. ATTACHMENTS

- Attachment A:** Budget Resolution.
- Attachment B:** Recommended FY 06-07 and FY 07-08 Final Budget.
- Attachment C:** Board Member Travel for FY 06-07.
- Attachment D:** Employee Incentive Program for FY 06-07 and FY 07-08.
- Attachment E:** FY 06-07 Authorized Personnel.
- Attachment F:** Reserve Balances.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006

TO: Board of Directors

FROM: Elisabeth Ross, Finance Manager

**SUBJECT: SUPPLEMENTAL INFORMATION FOR ADOPTION OF FY 06-07 AND
FY 07-08 FINAL BUDGET**

I. RECOMMENDED ACTION

Staff recommends that the Board of Directors adopt a resolution approving the final budget for FY 06-07 and FY 07-08 as presented in Attachment B; authorize Board member travel in FY 06-07 as described in Attachment C; approve the Employee Incentive Program as presented in Attachment D; authorize staffing levels as listed in Attachment E; and authorize the shuttle billing rate for FY 06-07 at \$68.00 per hour.

II. SUMMARY OF ISSUES

- This report is supplemental to the original staff report on the final budget and provides additional information. The staff recommendation has been revised to incorporate the shuttle billing rate for FY 06-07.
- The shuttle billing rate for special shuttles operated during the year is normally established by the Board of Directors as part of the budget process. It is proposed that the shuttle rate for FY 06-07 be set at \$68.00 per hour.
- Eight capital items have been added to the capital improvement program since additional funding will be available from the State through State Transit Assistance (STA) funds.
- The table for authorized personnel has been corrected to reflect the number of clerical staff funded in the Fleet Maintenance Department (Attachment H).

III. DISCUSSION

The shuttle billing rate is based on the FY 05-06 rate of \$65.00 per hour, plus the latest increase in the Consumer Price Index, rounded up to the nearest dollar, for a total of \$68.00 per hour.

The new capital items are listed in Attachment G along with the reasons for purchasing each item. The items total \$50,800 so the STA allocation will also be increased by \$50,800.

IV. FINANCIAL CONSIDERATIONS

The additional capital projects will be funded by an increase in the STA funding.

7.4

V. ATTACHMENTS

Attachment G: Additional Capital Projects.

Attachment H: New page for FY 06-07 Authorized Personnel/Fleet Maintenance.

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7.5

ATTACHMENT A

FY 06-07 and FY 07-08

BUDGET RESOLUTION

7.01

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

Resolution No. _____

On the Motion of Director: _____

Duly Seconded by Director: _____

The Following Resolution is Adopted:

**A RESOLUTION OF THE
SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
ADOPTING A BUDGET FOR FISCAL YEARS 2006-2007 AND 2007-2008**

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

WHEREAS, a budget for capital and operating expenses and revenues has been developed for fiscal years 2006-2007 and 2007-2008;

NOW, THEREFORE, BE IT RESOLVED, that the budget attached hereto as Exhibit A and presented to the Board of Directors is hereby adopted; and

BE IT FURTHER RESOLVED, that the Board member travel attached hereto as Exhibit B is hereby adopted this 23rd day of June, 2006, by the following vote.

AYES: Directors -

NOES: Directors -

ABSTAIN: Directors -

ABSENT: Directors -

APPROVED _____

MIKE ROTKIN
Chair

ATTEST _____

LESLIE R. WHITE
General Manager

APPROVED AS TO FORM:

MARGARET GALLAGHER
District Counsel

7.92

ATTACHMENT B

FY 06-07 and FY 07-08

RECOMMENDED FINAL BUDGET

(EXHIBIT A)

7.61

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FINAL BUDGET
FY 06-07 AND FY 07-08**

REVENUE SOURCE	REVISED* FY 05-06	FINAL FY 06-07	CHANGE FROM FY 05-06 REVISED	FINAL FY 07-08	CHANGE FROM FY 06-07 FINAL
1 Passenger Fares	\$ 3,574,868	\$ 3,578,745	0.1%	\$ 3,650,320	2.0%
2 Special Transit Fares	\$ 2,414,780	\$ 2,488,779	3.1%	\$ 2,588,330	4.0%
3 Paratransit Fares	\$ 295,500	\$ 240,000	-18.8%	\$ 249,600	4.0%
4 Highway 17 Fares	\$ 626,776	\$ 688,145	9.8%	\$ 708,789	3.0%
5 Highway 17 Payments	\$ 409,195	\$ 442,330	8.1%	\$ 455,600	3.0%
6 Commissions	\$ 6,000	\$ 6,000	0.0%	\$ 6,000	0.0%
7 Advertising Income	\$ 50,000	\$ 120,000	140.0%	\$ 120,000	0.0%
8 Rent Income - SC Metro Center	\$ 93,903	\$ 83,373	-11.2%	\$ 85,040	2.0%
9 Rent Income - Watsonville TC	\$ 47,995	\$ 48,516	1.1%	\$ 49,486	2.0%
10 Rent Income - General	\$ 4,800	\$ 4,800	0.0%	\$ -	-100.0%
11 Interest Income	\$ 828,000	\$ 960,000	15.9%	\$ 1,008,000	5.0%
12 Other Non-Transp Revenue	\$ 444,500	\$ 356,500	-19.8%	\$ 367,195	3.0%
13 Sales Tax	\$15,839,237	\$16,640,983	5.1%	\$ 17,306,622	4.0%
14 Transp Dev Act (TDA) Funds	\$ 5,677,686	\$ 5,880,834	3.6%	\$ 6,116,067	4.0%
15 Supplemental TDA Allocation (05-06)	\$ -	\$ 285,000	100.0%	\$ 285,000	0.0%
16 FTA Sec 5307 - Op Assistance	\$ 3,091,556	\$ 3,130,496	1.3%	\$ 3,287,021	5.0%
17 Repay FTA Advance (#2 of 5)	\$ (70,000)	\$ (70,000)	0.0%	\$ (70,000)	0.0%
18 FTA Sec 5311 - Rural Op Asst	\$ 65,704	\$ 168,582	156.6%	\$ 177,011	5.0%
19 Transfer from Capital/Proj Mgr	\$ 102,000	\$ 107,100	5.0%	\$ 112,455	5.0%
SUBTOTAL REVENUE	\$33,502,500	\$35,160,183	4.9%	\$ 36,502,538	3.8%
ONE-TIME REVENUE					
20 Carryover from Previous Year	\$ 1,150,500	\$ 649,817	-43.5%	\$ 681,462	4.9%
21 Transfer from Insurance Reserves	\$ 150,000	\$ 150,000	0.0%	\$ 150,000	0.0%
SUBTOTAL ONE-TIME REVENUE	\$ 1,300,500	\$ 799,817	-38.5%	\$ 831,462	4.0%
TOTAL REVENUE	\$34,803,000	\$35,960,000	3.3%	\$ 37,334,000	3.8%

* FY 05-06 revenue not adjusted for strike.

Updated 6/02/06

7.62

**SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
DEPARTMENTAL EXPENSES**

DEPARTMENT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
1100 Administration	1,626,924	1,672,876	2.8%	1,740,548	4.0%
1200 Finance	1,498,991	1,509,475	0.7%	1,599,509	6.0%
1300 Customer Service	570,881	595,273	4.3%	619,471	4.1%
1400 Human Resources	458,772	530,396	15.6%	552,969	4.3%
1500 Information Technology	634,368	604,392	-4.7%	631,583	4.5%
1700 District Counsel	428,632	422,389	-1.5%	442,361	4.7%
1800 Risk Management	400,573	245,027	-38.8%	247,876	1.2%
2200 Facilities Maintenance	1,416,023	1,325,429	-6.4%	1,385,246	4.5%
3100 Paratransit Program	3,568,982	3,646,043	2.2%	3,910,956	7.3%
3200 Operations	2,551,179	2,630,607	3.1%	2,746,862	4.4%
3300 Bus Operators	12,994,495	13,639,430	5.0%	13,808,285	1.2%
4100 Fleet Maintenance	7,501,603	7,886,871	5.1%	8,254,493	4.7%
9001 Cobra Benefits	-	-	0.0%	-	0.0%
9005 Retired Employee Benefits	1,151,130	1,251,291	8.7%	1,393,343	11.4%
Additional Operating Programs	450	500	11.1%	500	0.0%
TOTAL OPERATING EXPENSES	34,803,000	35,960,000	3.3%	37,334,000	3.8%

7.63

**SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
CONSOLIDATED EXPENSES**

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501011 Bus Operator Pay	7,897,147	8,548,386	8.2%	8,653,017	1.2%
501013 Bus Operator OT	1,154,109	1,359,914	17.8%	1,377,707	1.3%
501021 Other Salaries	6,099,741	6,048,264	-0.8%	6,290,194	4.0%
501023 Other OT	246,200	246,200	0.0%	252,368	2.5%
Totals	15,397,197	16,202,764	5.2%	16,573,286	2.3%
FRINGE BENEFITS					
502011 Medicare/SS	226,164	245,815	8.7%	252,716	2.8%
502021 Retirement	2,168,899	2,078,184	-4.2%	2,128,925	2.4%
502031 Medical Ins	3,674,628	3,926,236	6.8%	4,375,704	11.4%
502041 Dental Ins	506,055	481,836	-4.8%	505,928	5.0%
502045 Vision Ins	144,360	153,182	6.1%	160,841	5.0%
502051 Life Ins	48,768	46,691	-4.3%	51,360	10.0%
502060 State Disability	333,051	349,704	5.0%	367,189	5.0%
502061 Disability Ins	191,434	201,006	5.0%	211,056	5.0%
502071 State Unemployment	85,251	91,645	7.5%	96,227	5.0%
502081 Worker's Comp	1,396,681	1,396,681	0.0%	1,396,681	0.0%
502101 Holiday Pay	349,401	338,918	-3.0%	347,343	2.5%
502103 Floating Holiday	63,200	64,800	2.5%	67,392	4.0%
502109 Sick Leave	764,588	748,671	-2.1%	770,155	2.9%
502111 Vacation	1,546,028	1,515,229	-2.0%	1,557,203	2.8%
502121 Other Paid Absence	184,803	165,038	-10.7%	170,567	3.4%
502251 Phys. Exam - Renewal	15,178	14,848	-2.2%	14,848	0.0%
502253 Driver Lic Renewal	3,941	4,151	5.3%	4,151	0.0%
502999 Other Fringe Benefits	69,335	20,302	-70.7%	21,317	5.0%
Totals	11,771,765	11,842,935	0.6%	12,499,603	5.5%
SERVICES					
503011 Accting/Audit Fees	77,650	97,700	25.8%	95,624	-2.1%
503012 Admin/Bank Fees	238,309	229,150	-3.8%	236,023	3.0%
503031 Prof/Technical & Fees	333,094	262,330	-21.2%	270,200	3.0%
503032 Legislative Services	87,375	94,185	7.8%	97,011	3.0%
503033 Legal Services	65,835	50,657	-23.1%	52,177	3.0%
503034 Employment Exams	9,369	20,375	117.5%	20,986	3.0%
503041 Temp Help	43,676	-	-100.0%	-	0.0%
503161 Custodial Services	107,800	71,300	-33.9%	73,439	3.0%
503162 Uniforms/Laundry	43,975	39,780	-9.5%	40,913	2.8%
503171 Security Services	424,699	431,000	1.5%	443,930	3.0%
503221 Classified/Legal Ads	19,200	18,200	-5.2%	18,746	3.0%
503225 Graphics Services	15,450	20,000	29.4%	20,600	3.0%
503351 Building Repair - Out	35,000	40,000	14.3%	41,200	3.0%
503352 Equip Repair - Out	217,193	183,551	-15.5%	189,058	3.0%
503353 Rev Veh Repair - Out	289,769	281,851	-2.7%	291,061	3.3%
503354 Other Veh Repair - Out	58,031	54,200	-6.6%	55,826	3.0%
503363 Haz Waste Disposal	31,000	23,000	-25.8%	23,690	3.0%
Totals	2,097,425	1,917,279	-8.6%	1,970,483	2.8%

7.64

**SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
CONSOLIDATED EXPENSES**

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
PURCHASED TRANSPORTATION					
503405 Contract Transp	-	-	100.0%	-	0.0%
503406 Contract/Paratransit	309,600	200,000	-35.4%	208,000	4.0%
Totals	309,600	200,000	-35.4%	208,000	4.0%
MOBILE MATERIALS & SUPPLIES					
504011 Fuels & Lubricants	85,148	102,222	20.1%	107,366	5.0%
504012 Fuels & Lubricants - Rev Veh	2,009,299	2,643,373	31.6%	2,783,050	5.3%
504021 Tires & Tubes	178,560	201,000	12.6%	209,040	4.0%
504161 Other Mobile Supplies	7,740	7,500	-3.1%	7,800	4.0%
504191 Rev Vehicle Parts	407,510	365,000	-10.4%	379,600	4.0%
Totals	2,688,257	3,319,095	23.5%	3,486,856	5.1%
OTHER MATERIALS & SUPPLIES					
504205 Freight Out	5,511	4,800	-12.9%	4,944	3.0%
504211 Postage & Mailing	18,247	21,750	19.2%	22,403	3.0%
504214 Promotional Items	26	25	-3.8%	26	3.0%
504215 Printing	65,088	85,610	31.5%	88,809	3.7%
504217 Photo Supp/Process	13,015	8,780	-32.5%	9,043	3.0%
504311 Office Supplies	85,148	65,400	-23.2%	67,362	3.0%
504315 Safety Supplies	21,875	16,375	-25.1%	16,866	3.0%
504317 Cleaning Supplies	58,730	47,650	-18.9%	49,080	3.0%
504409 Repair/Maint Supply	55,000	40,000	-27.3%	41,200	3.0%
504421 Non-Inventory Parts	40,500	40,500	0.0%	41,715	3.0%
504511 Small Tools	8,100	9,600	18.5%	9,888	3.0%
504515 Employee Tools	2,500	2,500	0.0%	2,575	3.0%
Totals	373,740	342,990	-8.2%	353,911	3.2%
UTILITIES					
505011 Gas & Electric	160,100	171,550	7.2%	178,412	4.0%
505021 Water & Garbage	96,100	101,330	5.4%	105,383	4.0%
505031 Telecommunications	86,732	95,694	10.3%	99,521	4.0%
Totals	342,932	368,574	7.5%	383,317	4.0%
CASUALTY & LIABILITY COSTS					
506011 Insurance - Property	49,500	53,460	8.0%	56,133	5.0%
506015 Insurance - PL/PD	500,000	550,000	10.0%	605,000	10.0%
506021 Insurance - Other	1,600	1,728	8.0%	1,814	5.0%
506123 Settlement Costs	296,000	150,000	-49.3%	150,000	0.0%
506127 Repair - District Prop	-	-	0.0%	-	0.0%
506999 Other Casualty Exp	-	-	0.0%	-	0.0%
Totals	847,100	755,188	-10.9%	812,947	7.6%

7.65

**SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
CONSOLIDATED EXPENSES**

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
TAXES					
507051 Fuel Tax	10,661	10,346	-3.0%	10,656	3.0%
507201 Licenses & Permits	12,082	11,415	-5.5%	11,757	3.0%
507999 Other Taxes	25,000	25,000	0.0%	24,700	-1.2%
Totals	47,743	46,761	-2.1%	47,114	0.8%
MISC EXPENSE					
509011 Dues/Subscriptions	54,159	56,870	5.0%	56,940	0.1%
509081 Advertising-Promo	-	-	0.0%	-	0.0%
509085 Advertising - Rev Prod	15,000	15,000	0.0%	15,000	0.0%
509101 Incentive Program	7,547	5,107	-32.3%	5,821	14.0%
509121 Employee Training	8,800	9,600	9.1%	9,600	0.0%
509123 Travel	21,870	27,170	24.2%	27,170	0.0%
509125 Other Misc Expense	6,628	4,833	-27.1%	4,833	0.0%
509127 Board Fees	13,200	13,200	0.0%	13,200	0.0%
509150 Contributions	500	500	0.0%	500	0.0%
Totals	127,704	132,280	3.6%	133,064	0.6%
LEASES & RENTALS					
512011 Facility Lease	736,122	767,447	4.3%	798,145	4.0%
512061 Equipment Rental	63,419	64,687	2.0%	67,275	4.0%
Totals	799,541	832,134	4.1%	865,420	4.0%
PERSONNEL TOTAL	27,168,962	28,045,699	3.2%	29,072,890	3.7%
NON-PERSONNEL TOTAL	7,634,042	7,914,301	3.7%	8,261,110	4.4%
TOTAL OPERATING EXPENSE	34,803,000	35,960,000	3.3%	37,334,000	3.8%

ADMINISTRATION

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Administration - 1100

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501021 Other Salaries	562,867	603,791	7.3%	627,943	4.0%
501023 Other OT	500	500	0.0%	520	4.0%
Totals	563,367	604,291	7.3%	628,463	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	9,452	10,000	5.8%	10,400	4.0%
502021 Retirement	86,647	84,202	-2.8%	87,570	4.0%
502031 Medical Ins	71,567	91,514	27.9%	102,496	12.0%
502041 Dental Ins	9,581	9,030	-5.8%	9,482	5.0%
502045 Vision Ins	3,147	3,304	5.0%	3,469	5.0%
502051 Life Ins	1,332	1,323	-0.7%	1,455	10.0%
502060 State Disability (SDI)	8,491	8,916	5.0%	9,361	5.0%
502061 Long Term Disability Ins	5,756	6,044	5.0%	6,346	5.0%
502071 State Unemployment (SUI)	2,174	2,337	7.5%	2,454	5.0%
502081 Worker's Comp	28,181	28,181	0.0%	28,181	0.0%
502101 Holiday Pay	7,564	7,761	2.6%	8,071	4.0%
502103 Floating Holiday	15,200	15,700	3.3%	16,328	4.0%
502109 Sick Leave	30,257	31,044	2.6%	32,286	4.0%
502111 Vacation	54,757	56,961	4.0%	59,239	4.0%
502121 Other Paid Absence	4,000	4,000	0.0%	4,160	4.0%
502999 Other Fringe Benefits	1,600	1,680	5.0%	1,764	5.0%
Totals	339,706	361,996	6.6%	383,062	5.8%
SERVICES					
503012 Admin/Bank Fees	1,100	1,100	0.0%	1,133	3.0%
503031 Prof/Technical & Fees	110,580	97,580	-11.8%	100,507	3.0%
503032 Legislative Services	87,375	94,185	7.8%	97,011	3.0%
503041 Temp Help	25,000	-	-100.0%	-	0.0%
503221 Classified/Legal Ads	7,700	7,700	0.0%	7,931	3.0%
503352 Equip Repair - Out	7,015	9,260	32.0%	9,538	3.0%
Totals	238,770	209,825	-12.1%	216,120	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	9,250	10,100	9.2%	10,403	3.0%
504215 Printing	2,760	2,760	0.0%	2,843	3.0%
504217 Photo Supp/Process	100	100	0.0%	103	3.0%
504311 Office Supplies	6,940	7,600	9.5%	7,828	3.0%
Totals	19,050	20,560	7.9%	21,177	3.0%

7.67

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Administration - 1100

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
UTILITIES					
505011 Gas & Electric	37,000	30,000	-18.9%	31,200	4.0%
505021 Water & Garbage	5,600	5,880	5.0%	6,115	4.0%
505031 Telecommunications	4,650	5,683	22.2%	5,910	4.0%
Totals	<u>47,250</u>	<u>41,563</u>	-12.0%	<u>43,225</u>	4.0%
MISC EXPENSE					
509011 Dues/Subscriptions	44,790	46,715	4.3%	46,715	0.0%
509085 Advertising - Rev Prod	15,000	15,000	0.0%	15,000	0.0%
509101 Incentive Program	4,547	2,107	-53.7%	2,821	33.9%
509123 Travel	20,000	25,000	25.0%	25,000	0.0%
509125 Other Misc Expense	5,778	3,983	-31.1%	3,983	0.0%
509127 Board Fees	13,200	13,200	0.0%	13,200	0.0%
Totals	<u>103,315</u>	<u>106,005</u>	2.6%	<u>106,719</u>	0.7%
LEASES & RENTALS					
512011 Facility Lease	313,126	326,250	4.2%	339,300	4.0%
512061 Equipment Rental	2,340	2,387	2.0%	2,482	4.0%
Totals	<u>315,466</u>	<u>328,637</u>	4.2%	<u>341,782</u>	4.0%
PERSONNEL TOTAL	903,073	966,287	7.0%	1,011,525	4.7%
NON-PERSONNEL TOTAL	723,851	706,589	-2.4%	729,023	3.2%
DEPARTMENT TOTALS	<u><u>1,626,924</u></u>	<u><u>1,672,876</u></u>	2.8%	<u><u>1,740,548</u></u>	4.0%

7.68

FINANCE

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Finance - 1200

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANG FROM FY 06-07
LABOR					
501021 Other Salaries	374,143	357,075	-4.6%	371,358	4.0%
501023 Other OT	500	500	0.0%	520	4.0%
Totals	374,643	357,575	-4.6%	371,878	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	3,724	3,900	4.7%	4,056	4.0%
502021 Retirement	57,427	50,573	-11.9%	52,596	4.0%
502031 Medical Ins	67,662	54,292	-19.8%	60,807	12.0%
502041 Dental Ins	9,943	9,372	-5.7%	9,841	5.0%
502045 Vision Ins	2,448	2,570	5.0%	2,699	5.0%
502051 Life Ins	1,005	993	-1.2%	1,092	10.0%
502060 State Disability (SDI)	6,605	6,935	5.0%	7,282	5.0%
502061 Long Term Disability Ins	4,335	4,552	5.0%	4,779	5.0%
502071 State Unemployment (SUI)	1,691	1,818	7.5%	1,909	5.0%
502081 Worker's Comp	5,539	5,539	0.0%	5,539	0.0%
502101 Holiday Pay	4,857	4,767	-1.9%	4,958	4.0%
502103 Floating Holiday	8,100	7,800	-3.7%	8,112	4.0%
502109 Sick Leave	19,427	19,069	-1.8%	19,832	4.0%
502111 Vacation	39,175	35,659	-9.0%	37,085	4.0%
502121 Other Paid Absence	6,000	6,000	0.0%	6,240	4.0%
502999 Other Fringe Benefits	893	938	5.0%	985	5.0%
Totals	238,831	214,777	-10.1%	227,811	6.1%
SERVICES					
503011 Accting/Audit Fees	77,400	97,450	25.9%	95,374	-2.1%
503012 Admin/Bank Fees	237,209	228,000	-3.9%	234,840	3.0%
503031 Prof/Technical & Fees	100	-	-100.0%	-	0.0%
503041 Temp Help	12,000	-	-100.0%	-	0.0%
503352 Equip Repair - Out	686	400	-41.7%	412	3.0%
Totals	327,395	325,850	-0.5%	330,626	1.5%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	103	100	-2.9%	103	3.0%
504215 Printing	773	200	-74.1%	206	3.0%
504311 Office Supplies	3,090	3,000	-2.9%	3,090	3.0%
Totals	3,966	3,300	-16.8%	3,399	3.0%
UTILITIES					
505031 Telecommunications	1,500	1,575	5.0%	1,638	4.0%
Totals	1,500	1,575	5.0%	1,638	4.0%

7.69

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Finance - 1200

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANG FROM FY 06-07
CASUALTY & LIABILITY COSTS					
506011 Insurance - Property	49,500	53,460	8.0%	56,133	5.0%
506015 Insurance - PL/PD	500,000	550,000	10.0%	605,000	10.0%
506021 Insurance - Other	1,600	1,728	8.0%	1,814	5.0%
Totals	<u>551,100</u>	<u>605,188</u>	9.8%	<u>662,947</u>	9.5%
TAXES					
507201 Licenses & Permits	206	-	-100.0%	-	0.0%
Totals	<u>206</u>	<u>-</u>	-100.0%	<u>-</u>	0.0%
MISC EXPENSE					
509011 Dues/Subscriptions	1,300	1,160	-10.8%	1,160	0.0%
509101 Incentive Program	-	-	0.0%	-	0.0%
509123 Travel	50	50	0.0%	50	0.0%
Totals	<u>1,350</u>	<u>1,210</u>	-10.4%	<u>1,210</u>	0.0%
PERSONNEL TOTAL	613,474	572,352	-6.7%	599,689	4.8%
NON-PERSONNEL TOTAL	885,517	937,123	5.8%	999,820	6.7%
DEPARTMENT TOTALS	<u><u>1,498,991</u></u>	<u><u>1,509,475</u></u>	0.7%	<u><u>1,599,509</u></u>	6.0%

7.610

CUSTOMER SERVICE

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Customer Service - 1300

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501021 Other Salaries	243,184	248,055	2.0%	257,977	4.0%
501023 Other OT	1,500	1,500	0.0%	1,560	4.0%
Totals	244,684	249,555	2.0%	259,537	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	1,700	1,800	5.9%	1,872	4.0%
502021 Retirement	36,537	35,985	-1.5%	37,424	4.0%
502031 Medical Ins	47,331	49,969	5.6%	55,965	12.0%
502041 Dental Ins	8,839	8,332	-5.7%	8,749	5.0%
502045 Vision Ins	2,098	2,203	5.0%	2,313	5.0%
502051 Life Ins	702	662	-5.7%	728	10.0%
502060 State Disability (SDI)	5,661	5,944	5.0%	6,241	5.0%
502061 Long Term Disability Ins	2,752	2,890	5.0%	3,034	5.0%
502071 State Unemployment (SUI)	1,449	1,558	7.5%	1,636	5.0%
502081 Worker's Comp	71,026	71,026	0.0%	71,026	0.0%
502101 Holiday Pay	2,976	3,044	2.3%	3,166	4.0%
502109 Sick Leave	11,904	12,175	2.3%	12,662	4.0%
502111 Vacation	32,967	33,400	1.3%	34,736	4.0%
502121 Other Paid Absence	4,000	4,000	0.0%	4,160	4.0%
502999 Other Fringe Benefits	250	263	5.0%	276	5.0%
Totals	230,191	233,249	1.3%	243,988	4.6%
SERVICES					
503031 Prof/Technical & Fees	18,540	15,000	-19.1%	15,450	3.0%
503225 Graphics Services	15,450	20,000	29.4%	20,600	3.0%
503352 Equip Repair - Out	2,575	1,000	-61.2%	1,030	3.0%
Totals	36,565	36,000	-1.5%	37,080	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	5,150	5,000	-2.9%	5,150	3.0%
504214 Promotional Items	-	-	0.0%	-	0.0%
504215 Printing	30,900	49,000	58.6%	50,470	3.0%
504217 Photo Supp/Process	4,275	4,000	-6.4%	4,120	3.0%
504311 Office Supplies	4,635	4,500	-2.9%	4,635	3.0%
Totals	44,960	62,500	39.0%	64,375	3.0%
UTILITIES					
505031 Telecommunications	6,300	6,615	5.0%	6,880	4.0%
Totals	6,300	6,615	5.0%	6,880	4.0%
TAXES					
507201 Licenses & Permits	2,431	1,500	-38.3%	1,545	3.0%
Totals	2,431	1,500	-38.3%	1,545	3.0%

7.611

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Customer Service - 1300

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
MISC EXPENSE					
509123 Travel	50	50	0.0%	50	0.0%
509150 Contributions	500	500	0.0%	500	0.0%
Totals	<u>550</u>	<u>550</u>	0.0%	<u>550</u>	0.0%
LEASES & RENTALS					
512061 Equipment Rental	5,200	5,304	2.0%	5,516	4.0%
Totals	<u>5,200</u>	<u>5,304</u>	2.0%	<u>5,516</u>	4.0%
PERSONNEL TOTAL	474,875	482,804	1.7%	503,525	4.3%
NON-PERSONNEL TOTAL	96,006	112,469	17.1%	115,946	3.1%
DEPARTMENT TOTALS	<u><u>570,881</u></u>	<u><u>595,273</u></u>	4.3%	<u><u>619,471</u></u>	4.1%

7.612

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Human Resources - 1400

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501021 Other Salaries	244,179	284,840	16.7%	296,234	4.0%
501023 Other OT	1,000	1,000	0.0%	1,040	4.0%
Totals	245,179	285,840	16.6%	297,274	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	3,918	4,600	17.4%	4,784	4.0%
502021 Retirement	35,086	38,819	10.6%	40,372	4.0%
502031 Medical Ins	28,981	36,351	25.4%	40,713	12.0%
502041 Dental Ins	5,988	5,788	-3.3%	6,077	5.0%
502045 Vision Ins	1,574	1,836	16.6%	1,928	5.0%
502051 Life Ins	876	772	-11.9%	849	10.0%
502060 State Disability (SDI)	4,718	4,954	5.0%	5,202	5.0%
502061 Long Term Disability Ins	2,810	2,951	5.0%	3,098	5.0%
502071 State Unemployment (SUI)	1,208	1,299	7.5%	1,364	5.0%
502081 Worker's Comp	39,283	39,283	0.0%	39,283	0.0%
502101 Holiday Pay	2,754	2,886	4.8%	3,001	4.0%
502103 Floating Holiday	5,700	5,800	1.8%	6,032	4.0%
502109 Sick Leave	12,660	13,145	3.8%	13,671	4.0%
502111 Vacation	17,015	22,484	32.1%	23,383	4.0%
502121 Other Paid Absence	1,000	1,000	0.0%	1,040	4.0%
502999 Other Fringe Benefits	816	857	5.0%	900	5.0%
Totals	164,387	182,824	11.2%	191,696	4.9%
SERVICES					
503031 Prof/Technical & Fees	16,100	19,600	21.7%	20,188	3.0%
503034 Employment Exams	9,369	20,375	117.5%	20,986	3.0%
503221 Classified/Legal Ads	6,000	5,000	-16.7%	5,150	3.0%
503352 Equip Repair - Out	100	200	100.0%	206	3.0%
Totals	31,569	45,175	43.1%	46,530	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	225	450	100.0%	464	3.0%
504215 Printing	5,350	5,500	2.8%	6,296	14.5%
504217 Photo Supp/Process	350	300	-14.3%	309	3.0%
504311 Office Supplies	1,600	1,800	12.5%	1,854	3.0%
Totals	7,525	8,050	7.0%	8,923	10.8%
UTILITIES					
505031 Telecommunications	912	958	5.0%	996	4.0%
Totals	912	958	5.0%	996	4.0%

7.613

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Human Resources - 1400

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
MISC EXPENSE					
509011 Dues/Subscriptions	3,250	1,500	-53.8%	1,500	0.0%
509121 Employee Training	5,000	5,100	2.0%	5,100	0.0%
509123 Travel	100	100	0.0%	100	0.0%
509125 Other Misc Expense	850	850	0.0%	850	0.0%
Totals	<u>9,200</u>	<u>7,550</u>	-17.9%	<u>7,550</u>	0.0%
PERSONNEL TOTAL	409,566	468,664	14.4%	488,970	4.3%
NON-PERSONNEL TOTAL	49,206	61,733	25.5%	63,999	3.7%
DEPARTMENT TOTALS	<u><u>458,772</u></u>	<u><u>530,396</u></u>	15.6%	<u><u>552,969</u></u>	4.3%

7.614

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Information Technology - 1500

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501021 Other Salaries	279,757	291,255	4.1%	302,905	4.0%
501023 Other OT	1,500	1,500	0.0%	1,560	4.0%
Totals	281,257	292,755	4.1%	304,465	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	4,507	4,800	6.5%	4,992	4.0%
502021 Retirement	41,115	40,519	-1.4%	42,140	4.0%
502031 Medical Ins	45,270	51,377	13.5%	57,542	12.0%
502041 Dental Ins	6,807	6,416	-5.7%	6,737	5.0%
502045 Vision Ins	1,399	1,469	5.0%	1,542	5.0%
502051 Life Ins	654	662	1.2%	728	10.0%
502060 State Disability (SDI)	3,774	3,963	5.0%	4,161	5.0%
502061 Long Term Disability Ins	3,079	3,233	5.0%	3,395	5.0%
502071 State Unemployment (SUI)	966	1,038	7.5%	1,090	5.0%
502081 Worker's Comp	3,294	3,294	0.0%	3,294	0.0%
502101 Holiday Pay	3,643	3,783	3.8%	3,934	4.0%
502103 Floating Holiday	8,400	8,600	2.4%	8,944	4.0%
502109 Sick Leave	14,571	15,132	3.9%	15,737	4.0%
502111 Vacation	23,620	26,394	11.7%	27,450	4.0%
502121 Other Paid Absence	2,000	2,000	0.0%	2,080	4.0%
502999 Other Fringe Benefits	778	817	5.0%	858	5.0%
Totals	163,876	173,497	5.9%	184,625	6.4%
SERVICES					
503031 Prof/Technical & Fees	5,000	2,400	-52.0%	2,472	3.0%
503171 Security Services	-	3,000	100.0%	3,090	3.0%
503352 Equip Repair - Out	121,000	89,900	-25.7%	92,597	3.0%
Totals	126,000	95,300	-24.4%	98,159	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	200	200	0.0%	206	3.0%
504215 Printing	200	200	0.0%	206	3.0%
504311 Office Supplies	41,200	17,000	-58.7%	17,510	3.0%
Totals	41,600	17,400	-58.2%	17,922	3.0%
UTILITIES					
505031 Telecommunications	19,500	24,300	24.6%	25,272	4.0%
Totals	19,500	24,300	24.6%	25,272	4.0%
MISC EXPENSE					
509011 Dues/Subscriptions	85	90	5.9%	90	0.0%
509121 Employee Training	2,000	1,000	-50.0%	1,000	0.0%
509123 Travel	50	50	0.0%	50	0.0%
Totals	2,135	1,140	-46.6%	1,140	0.0%
PERSONNEL TOTAL	445,133	466,252	4.7%	489,090	4.9%
NON-PERSONNEL TOTAL	189,235	138,140	-27.0%	142,493	3.2%

7.615

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Information Technology - 1500

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
DEPARTMENT TOTALS	634,368	604,392	-4.7%	631,583	4.5%

7.6.16

District Counsel

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

District Counsel - 1700

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501021 Other Salaries	237,950	250,666	5.3%	260,693	4.0%
501023 Other OT	500	500	0.0%	520	4.0%
Totals	238,450	251,166	5.3%	261,213	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	3,925	4,100	4.5%	4,264	4.0%
502021 Retirement	36,254	35,176	-3.0%	36,584	4.0%
502031 Medical Ins	48,965	43,985	-10.2%	49,263	12.0%
502041 Dental Ins	7,606	7,168	-5.8%	7,526	5.0%
502045 Vision Ins	1,399	1,469	5.0%	1,542	5.0%
502051 Life Ins	561	552	-1.6%	607	10.0%
502060 State Disability (SDI)	3,774	3,963	5.0%	4,161	5.0%
502061 Long Term Disability Ins	2,335	2,452	5.0%	2,574	5.0%
502071 State Unemployment (SUI)	966	1,038	7.5%	1,090	5.0%
502081 Worker's Comp	3,197	3,197	0.0%	3,197	0.0%
502101 Holiday Pay	3,133	3,228	3.0%	3,357	4.0%
502103 Floating Holiday	6,200	6,400	3.2%	6,656	4.0%
502109 Sick Leave	12,533	12,914	3.0%	13,431	4.0%
502111 Vacation	23,953	24,813	3.6%	25,806	4.0%
502121 Other Paid Absence	2,300	2,300	0.0%	2,392	4.0%
502999 Other Fringe Benefits	500	525	5.0%	551	5.0%
Totals	157,601	153,280	-2.7%	163,002	6.3%
SERVICES					
503031 Prof/Technical & Fees	464	-	-100.0%	-	0.0%
503033 Legal Services	16,645	5,000	-70.0%	5,150	3.0%
503041 Temp Help	6,676	-	-100.0%	-	0.0%
503352 Equip Repair - Out	167	100	-40.1%	103	3.0%
Totals	23,952	5,100	-78.7%	5,253	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	52	100	92.3%	103	3.0%
504215 Printing	93	100	7.5%	103	3.0%
504217 Photo Supp/Process	52	30	-42.3%	31	3.0%
504311 Office Supplies	927	700	-24.5%	721	3.0%
Totals	1,124	930	-17.3%	958	3.0%
UTILITIES					
505031 Telecommunications	550	578	5.0%	601	4.0%
Totals	550	578	5.0%	601	4.0%

7.617

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

District Counsel - 1700

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
TAXES					
507201 Licenses & Permits	155	-	-100.0%	-	0.0%
Totals	155	-	-100.0%	-	0.0%
MISC EXPENSE					
509011 Dues/Subscriptions	3,800	6,335	66.7%	6,335	0.0%
509121 Employee Training	1,800	3,500	94.4%	3,500	0.0%
509123 Travel	1,200	1,500	25.0%	1,500	0.0%
Totals	6,800	11,335	66.7%	11,335	0.0%
PERSONNEL TOTAL	396,051	404,446	2.1%	424,214	4.9%
NON-PERSONNEL TOTAL	32,581	17,943	-44.9%	18,147	1.1%
DEPARTMENT TOTALS	<u>428,632</u>	<u>422,389</u>	-1.5%	<u>442,361</u>	4.7%

7.618

Risk Management

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Risk Management - 1800

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
SERVICES					
503031 Prof/Technical & Fees	54,560	48,500	-11.1%	49,955	3.0%
503033 Legal Services	49,190	45,657	-7.2%	47,027	3.0%
Totals	103,750	94,157	-9.2%	96,982	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	52	200	284.6%	206	3.0%
504215 Printing	206	200	-2.9%	206	3.0%
504217 Photo Supp/Process	258	200	-22.5%	206	3.0%
504311 Office Supplies	237	200	-15.6%	206	3.0%
Totals	753	800	6.2%	824	3.0%
CASUALTY & LIABILITY COSTS					
506123 Settlement Costs	296,000	150,000	-49.3%	150,000	0.0%
Totals	296,000	150,000	-49.3%	150,000	0.0%
MISC EXPENSE					
509011 Dues/Subscriptions	50	50	0.0%	50	0.0%
509123 Travel	20	20	0.0%	20	0.0%
Totals	70	70	0.0%	70	0.0%
PERSONNEL TOTAL	-	-	0.0%	-	0.0%
NON-PERSONNEL TOTAL	400,573	245,027	-38.8%	247,876	1.2%
DEPARTMENT TOTALS	400,573	245,027	-38.8%	247,876	1.2%

7.619

FACILITIES MAINTENANCE

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Facilities Maintenance - 2200

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM
LABOR					
501021 Other Salaries	538,985	506,503	-6.0%	526,763	4.0%
501023 Other OT	19,000	19,000	0.0%	19,760	4.0%
Totals	557,985	525,503	-5.8%	546,523	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	6,106	6,400	4.8%	6,656	4.0%
502021 Retirement	80,228	73,915	-7.9%	76,872	4.0%
502031 Medical Ins	134,152	145,209	8.2%	162,634	12.0%
502041 Dental Ins	19,755	18,620	-5.7%	19,551	5.0%
502045 Vision Ins	4,546	4,773	5.0%	5,012	5.0%
502051 Life Ins	1,521	1,433	-5.8%	1,576	10.0%
502060 State Disability (SDI)	13,209	13,869	5.0%	14,563	5.0%
502061 Long Term Disability Ins	6,047	6,349	5.0%	6,667	5.0%
502071 State Unemployment (SUI)	3,381	3,635	7.5%	3,816	5.0%
502081 Worker's Comp	35,416	35,416	0.0%	35,416	0.0%
502101 Holiday Pay	6,772	6,852	1.2%	7,126	4.0%
502109 Sick Leave	27,089	27,407	1.2%	28,503	4.0%
502111 Vacation	66,966	68,845	2.8%	71,599	4.0%
502121 Other Paid Absence	8,000	8,000	0.0%	8,320	4.0%
502999 Other Fringe Benefits	600	630	5.0%	662	5.0%
Totals	413,788	421,354	1.8%	448,973	6.6%
SERVICES					
503031 Prof/Technical & Fees	16,000	16,000	0.0%	16,480	3.0%
503161 Custodial Services	107,800	71,300	-33.9%	73,439	3.0%
503162 Uniforms/Laundry	9,000	9,000	0.0%	9,270	3.0%
503171 Security Services	7,500	8,000	6.7%	8,240	3.0%
503351 Building Repair - Out	35,000	40,000	14.3%	41,200	3.0%
503352 Equip Repair - Out	20,000	15,000	-25.0%	15,450	3.0%
503363 Haz Waste Disposal	31,000	23,000	-25.8%	23,690	3.0%
Totals	226,300	182,300	-19.4%	187,769	3.0%
OTHER MATERIALS & SUPPLIES					
504215 Printing	1,000	300	-70.0%	309	3.0%
504217 Photo Supp/Process	200	50	-75.0%	52	3.0%
504311 Office Supplies	1,500	1,500	0.0%	1,545	3.0%
504315 Safety Supplies	8,000	5,000	-37.5%	5,150	3.0%
504317 Cleaning Supplies	35,000	25,000	-28.6%	25,750	3.0%
504409 Repair/Maint Supply	55,000	40,000	-27.3%	41,200	3.0%
504511 Small Tools	3,000	3,000	0.0%	3,090	3.0%
Totals	103,700	74,850	-27.8%	77,096	3.0%

7.620

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Facilities Maintenance - 2200

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM
UTILITIES					
505011 Gas & Electric	35,000	40,000	14.3%	41,600	4.0%
505021 Water & Garbage	38,000	40,000	5.3%	41,600	4.0%
505031 Telecommunications	1,000	1,050	5.0%	1,092	4.0%
Totals	74,000	81,050	9.5%	84,292	4.0%
TAXES					
507201 Licenses & Permits	9,100	9,100	0.0%	9,373	3.0%
507999 Other Taxes	25,000	25,000	0.0%	24,700	-1.2%
Totals	34,100	34,100	0.0%	34,073	-0.1%
MISC EXPENSE					
509123 Travel	50	50	0.0%	50	0.0%
Totals	50	50	0.0%	50	0.0%
LEASES & RENTALS					
512061 Equipment Rental	6,100	6,222	2.0%	6,471	4.0%
Totals	6,100	6,222	2.0%	6,471	4.0%
PERSONNEL TOTAL	971,773	946,857	-2.6%	995,496	5.1%
NON-PERSONNEL TOTAL	444,250	378,572	-14.8%	389,750	3.0%
DEPARTMENT TOTALS	1,416,023	1,325,429	-6.4%	1,385,246	4.5%

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Paratransit Program - 3100

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE		
			FROM FY 05-06	FROM FY 06-07	
LABOR					
501011 Bus Operator Pay	1,199,546	1,307,890	9.0%	1,412,521	8.0%
501013 Bus Operator OT	58,000	59,914	3.3%	64,707	8.0%
501021 Other Salaries	221,600	231,733	4.6%	241,002	4.0%
501023 Other OT	200	200	0.0%	208	4.0%
Totals	1,479,346	1,599,737	8.1%	1,718,439	7.4%
FRINGE BENEFITS					
502011 Medicare/SS	23,283	25,000	7.4%	26,750	7.0%
502021 Retirement	201,977	213,109	5.5%	228,760	7.3%
502031 Medical Ins	516,057	537,809	4.2%	602,346	12.0%
502041 Dental Ins	68,565	64,625	-5.7%	67,856	5.0%
502045 Vision Ins	18,883	19,827	5.0%	20,818	5.0%
502051 Life Ins	6,504	6,174	-5.1%	6,791	10.0%
502060 State Disability (SDI)	56,609	59,439	5.0%	62,411	5.0%
502061 Long Term Disability Ins	16,704	17,539	5.0%	18,416	5.0%
502071 State Unemployment (SUI)	14,490	15,577	7.5%	16,356	5.0%
502081 Worker's Comp	100,000	100,000	0.0%	100,000	0.0%
502101 Holiday Pay	44,898	45,529	1.4%	48,716	7.0%
502103 Floating Holiday	6,000	6,300	5.0%	6,552	4.0%
502109 Sick Leave	77,581	78,912	1.7%	84,436	7.0%
502111 Vacation	89,752	91,593	2.1%	98,005	7.0%
502121 Other Paid Absence	25,000	25,000	0.0%	26,750	7.0%
502251 Phys. Exam - Renewal	3,000	3,000	0.0%	3,000	0.0%
502253 Driver Lic Renewal	720	720	0.0%	720	0.0%
502999 Other Fringe Benefits	3,100	3,255	5.0%	3,418	5.0%
Totals	1,273,123	1,313,408	3.2%	1,422,101	8.3%
SERVICES					
503031 Prof/Technical & Fees	82,000	33,500	-59.1%	34,505	3.0%
503162 Uniforms/Laundry	3,560	1,500	-57.9%	1,545	3.0%
503352 Equip Repair - Out	2,000	3,000	50.0%	3,090	3.0%
503353 Rev Veh Repair - Out	65,000	75,425	16.0%	78,442	4.0%
Totals	152,560	113,425	-25.7%	117,582	3.7%
PURCHASED TRANS.					
503406 Contract/Paratransit	309,600	200,000	-35.4%	208,000	4.0%
Totals	309,600	200,000	-35.4%	208,000	4.0%
MOBILE MATERIALS & SUPPLIES					
504011 Fuels & Lubricants	2,000	650	-67.5%	715	10.0%
504012 Fuels & Lubricants - Rev Veh	120,000	147,825	23.2%	162,608	10.0%
504021 Tires & Tubes	8,000	10,000	25.0%	10,400	4.0%
504161 Other Mobile Supplies	1,500	-	-100.0%	-	0.0%
504191 Rev Vehicle Parts	20,000	40,000	100.0%	41,600	4.0%
Totals	151,500	198,475	8.5%	215,323	8.5%

7.622

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Paratransit Program - 3100

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
OTHER MATERIALS & SUPPLIES					
504205 Freight Out	800	800	0.0%	824	3.0%
504211 Postage & Mailing	1,900	4,000	110.5%	4,120	3.0%
504215 Printing	3,000	7,000	133.3%	7,210	3.0%
504217 Photo Supp/Process	1,500	1,000	-33.3%	1,030	3.0%
504311 Office Supplies	6,528	12,000	83.8%	12,360	3.0%
504315 Safety Supplies	3,500	1,000	-71.4%	1,030	3.0%
504317 Cleaning Supplies	2,000	850	-57.5%	876	3.0%
504421 Non-Inventory Parts	500	500	0.0%	515	3.0%
504511 Small Tools	1,000	2,500	150.0%	2,575	3.0%
504515 Employee Tools	1,000	1,000	0.0%	1,030	3.0%
Totals	21,728	30,650	41.1%	31,570	3.0%
UTILITIES					
505011 Gas & Electric	11,100	13,200	18.9%	13,728	4.0%
505021 Water & Garbage	3,500	4,000	14.3%	4,160	4.0%
505031 Telecommunications	33,000	34,650	5.0%	36,036	4.0%
Totals	47,600	51,850	4.0%	53,924	4.0%
TAXES					
507201 Licenses & Permits	-	625	0.0%	644	3.0%
Totals	-	625	3.0%	644	3.0%
MISC EXPENSE					
509011 Dues/Subscriptions	250	295	18.0%	295	0.0%
509123 Travel	50	50	0.0%	50	0.0%
Totals	300	345	0.0%	345	0.0%
LEASES & RENTALS					
512011 Facility Lease	132,625	136,916	3.2%	142,393	4.0%
512061 Equipment Rental	600	612	2.0%	636	4.0%
Totals	133,225	137,528	4.0%	143,029	4.0%
PERSONNEL TOTAL	2,752,469	2,913,145	5.8%	3,140,540	7.8%
NON-PERSONNEL TOTAL	816,513	732,898	-10.2%	770,416	5.1%
DEPARTMENT TOTALS	3,568,982	3,646,043	2.2%	3,910,956	7.3%

7.623

OPERATIONS

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Operations - 3200

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501021 Other Salaries	1,070,593	1,126,478	5.2%	1,171,537	4.0%
501023 Other OT	129,500	129,500	0.0%	134,680	4.0%
Totals	1,200,093	1,255,978	4.7%	1,306,217	4.0%
FRINGE BENEFITS					
502011 Medicare/SS	8,638	13,000	50.5%	13,520	4.0%
502021 Retirement	172,793	163,092	-5.6%	169,615	4.0%
502031 Medical Ins	184,301	209,726	13.8%	234,893	12.0%
502041 Dental Ins	28,102	26,487	-5.7%	27,811	5.0%
502045 Vision Ins	6,994	7,343	5.0%	7,710	5.0%
502051 Life Ins	2,526	2,426	-4.0%	2,669	10.0%
502060 State Disability (SDI)	18,870	19,814	5.0%	20,804	5.0%
502061 Long Term Disability Ins	12,536	13,163	5.0%	13,821	5.0%
502071 State Unemployment (SUI)	4,830	5,192	7.5%	5,452	5.0%
502081 Worker's Comp	46,954	46,954	0.0%	46,954	0.0%
502101 Holiday Pay	14,698	14,793	0.6%	15,385	4.0%
502103 Floating Holiday	8,500	8,700	2.4%	9,048	4.0%
502109 Sick Leave	58,794	59,171	0.6%	61,538	4.0%
502111 Vacation	150,667	150,289	-0.3%	156,301	4.0%
502121 Other Paid Absence	12,000	12,000	0.0%	12,480	4.0%
502251 Phys. Exam - Renewal	396	396	0.0%	396	0.0%
502253 Driver Lic Renewal	216	216	0.0%	216	0.0%
502999 Other Fringe Benefits	1,854	1,947	5.0%	2,044	5.0%
Totals	733,668	754,708	2.9%	800,657	6.1%
SERVICES					
503031 Prof/Technical & Fees	25,750	25,750	0.0%	26,523	3.0%
503162 Uniforms/Laundry	515	500	-2.9%	515	3.0%
503171 Security Services	417,199	420,000	0.7%	432,600	3.0%
503352 Equip Repair - Out	2,575	2,575	0.0%	2,652	3.0%
Totals	446,039	448,825	0.6%	462,290	3.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	515	800	55.3%	824	3.0%
504214 Promotional Items	26	25	-3.8%	26	3.0%
504215 Printing	15,450	15,000	-2.9%	15,450	3.0%
504217 Photo Supp/Process	6,180	3,000	-51.5%	3,090	3.0%
504311 Office Supplies	12,360	12,000	-2.9%	12,360	3.0%
504317 Cleaning Supplies	100	100	0.0%	103	3.0%
504511 Small Tools	100	100	0.0%	103	3.0%
Totals	34,731	31,025	-10.7%	31,956	3.0%
UTILITIES					
505011 Gas & Electric	27,000	28,350	5.0%	29,484	4.0%
505021 Water & Garbage	29,000	30,450	5.0%	31,668	4.0%
505031 Telecommunications	11,000	11,550	5.0%	12,012	4.0%
Totals	67,000	70,350	5.0%	73,164	4.0%

7.624

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Operations - 3200

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
MISC EXPENSE					
509011 Dues/Subscriptions	70	-	-100.0%	70	0.0%
509123 Travel	50	50	0.0%	50	0.0%
509125 Other Misc Expense	-	-	0.0%	-	0.0%
Totals	120	50	-58.3%	120	140.0%
LEASES & RENTALS					
512011 Facility Lease	62,328	62,328	0.0%	64,821	4.0%
512061 Equipment Rental	7,200	7,344	2.0%	7,638	4.0%
Totals	69,528	69,672	0.2%	72,459	4.0%
PERSONNEL TOTAL	1,933,761	2,010,685	4.0%	2,106,873	4.8%
NON-PERSONNEL TOTAL	617,418	619,922	0.4%	639,988	3.2%
DEPARTMENT TOTALS	<u>2,551,179</u>	<u>2,630,607</u>	3.1%	<u>2,746,862</u>	4.4%

BUS OPERATORS

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Bus Operators - 3300

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
LABOR					
501011 Bus Operator Pay	6,697,601	7,240,496	8.1%	7,240,496	0.0%
501013 Bus Operator OT	1,096,109	1,300,000	18.6%	1,313,000	1.0%
Totals	7,793,710	8,540,496	9.6%	8,553,496	0.2%
FRINGE BENEFITS					
502011 Medicare/SS	133,946	142,215	6.2%	144,222	1.4%
502021 Retirement	1,072,438	1,028,242	-4.1%	1,029,859	0.2%
502031 Medical Ins	1,062,733	1,083,988	2.0%	1,192,386	10.0%
502041 Dental Ins	188,884	178,032	-5.7%	186,934	5.0%
502045 Vision Ins	56,298	59,113	5.0%	62,069	5.0%
502051 Life Ins	18,720	17,640	-5.8%	19,404	10.0%
502060 State Disability (SDI)	160,392	168,412	5.0%	176,832	5.0%
502061 Long Term Disability Ins	109,532	115,009	5.0%	120,759	5.0%
502071 State Unemployment (SUI)	41,055	44,134	7.5%	46,341	5.0%
502081 Worker's Comp	887,121	887,121	0.0%	887,121	0.0%
502101 Holiday Pay	228,280	216,599	-5.1%	218,765	1.0%
502109 Sick Leave	380,467	360,998	-5.1%	364,608	1.0%
502111 Vacation	754,671	712,763	-5.6%	719,891	1.0%
502121 Other Paid Absence	80,503	60,738	-24.6%	61,345	1.0%
502251 Phys. Exam - Renewal	10,000	10,000	0.0%	10,000	0.0%
502253 Driver Lic Renewal	2,480	2,480	0.0%	2,480	0.0%
502999 Other Fringe Benefits	6,144	6,451	5.0%	6,774	5.0%
Totals	5,193,665	5,093,934	-1.9%	5,249,789	3.1%
SERVICES					
503162 Uniforms/Laundry	4,120	2,000	-51.5%	2,000	0.0%
Totals	4,120	2,000	-51.5%	2,000	0.0%
MISC EXPENSE					
509101 Incentive Program	3,000	3,000	0.0%	3,000	0.0%
Totals	3,000	3,000	0.0%	3,000	0.0%
PERSONNEL TOTAL	12,987,375	13,634,430	5.0%	13,803,285	1.2%
NON-PERSONNEL TOTAL	7,120	5,000	-29.8%	5,000	0.0%
DEPARTMENT TOTALS	12,994,495	13,639,430	5.0%	13,808,285	1.2%

7.626

FLEET MAINTENANCE

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET

Fleet Maintenance - 4100

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE	FY 07-08 FINAL	% CHANGE
			FROM FY 05-06		FROM FY 06-07
LABOR					
501021 Other Salaries	2,326,483	2,147,868	-7.7%	2,233,783	4.0%
501023 Other OT	92,000	92,000	0.0%	92,000	0.0%
Totals	2,418,483	2,239,868	-7.4%	2,325,783	3.8%
FRINGE BENEFITS					
502011 Medicare/SS	26,965	30,000	11.3%	31,200	4.0%
502021 Retirement	348,397	314,552	-9.7%	327,134	4.0%
502031 Medical Ins	485,496	492,586	1.5%	551,696	12.0%
502041 Dental Ins	69,949	65,930	-5.7%	69,227	5.0%
502045 Vision Ins	17,134	17,991	5.0%	18,891	5.0%
502051 Life Ins	5,826	5,513	-5.4%	6,064	10.0%
502060 State Disability (SDI)	50,948	53,495	5.0%	56,170	5.0%
502061 Long Term Disability Ins	25,548	26,825	5.0%	28,167	5.0%
502071 State Unemployment (SUI)	13,041	14,019	7.5%	14,720	5.0%
502081 Worker's Comp	176,670	176,670	0.0%	176,670	0.0%
502101 Holiday Pay	29,826	29,676	-0.5%	30,863	4.0%
502103 Floating Holiday	5,100	5,500	7.8%	5,720	4.0%
502109 Sick Leave	119,305	118,704	-0.5%	123,452	4.0%
502111 Vacation	292,485	292,028	-0.2%	303,709	4.0%
502121 Other Paid Absence	40,000	40,000	0.0%	41,600	4.0%
502251 Phys. Exam - Renewal	1,782	1,452	-18.5%	1,452	0.0%
502253 Driver Lic Renewal	525	735	40.0%	735	0.0%
502999 Other Fringe Benefits	2,800	2,940	5.0%	3,087	5.0%
Totals	1,711,798	1,688,617	-1.4%	1,790,557	6.0%
SERVICES					
503031 Prof/Technical & Fees	4,000	4,000	0.0%	4,120	3.0%
503041 Temp Help	-	-	0.0%	-	0.0%
503162 Uniforms/Laundry	26,780	26,780	0.0%	27,583	3.0%
503221 Classified/Legal Ads	5,500	5,500	0.0%	5,665	3.0%
503352 Equip Repair - Out	61,075	62,116	1.7%	63,979	3.0%
503353 Rev Veh Repair - Out	224,769	206,426	-8.2%	212,619	3.0%
503354 Other Veh Repair - Out	58,031	54,200	-6.6%	55,826	3.0%
Totals	380,155	359,022	-5.6%	369,793	3.0%
MOBILE MATERIALS & SUPPLIES					
504011 Fuels & Lubricants	83,148	101,572	22.2%	106,651	5.0%
504012 Fuels & Lubricants - Rev Veh	1,889,299	2,495,548	32.1%	2,620,442	5.0%
504021 Tires & Tubes	170,560	191,000	12.0%	198,640	4.0%
504161 Other Mobile Supplies	6,240	7,500	20.2%	7,800	4.0%
504191 Rev Vehicle Parts	387,510	325,000	-16.1%	338,000	4.0%
Totals	2,536,757	3,120,620	23.0%	3,271,533	4.8%

7.627

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Fleet Maintenance - 4100

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
OTHER MATERIALS & SUPPLIES					
504205 Freight Out	4,711	4,000	-15.1%	4,120	3.0%
504211 Postage & Mailing	800	800	0.0%	824	3.0%
504215 Printing	5,356	5,350	-0.1%	5,511	3.0%
504217 Photo Supp/Process	100	100	0.0%	103	3.0%
504311 Office Supplies	6,131	5,100	-16.8%	5,253	3.0%
504315 Safety Supplies	10,375	10,375	0.0%	10,686	3.0%
504317 Cleaning Supplies	21,630	21,700	0.3%	22,351	3.0%
504421 Non-Inventory Parts	40,000	40,000	0.0%	41,200	3.0%
504511 Small Tools	4,000	4,000	0.0%	4,120	3.0%
504515 Employee Tools	1,500	1,500	0.0%	1,545	3.0%
Totals	94,603	92,925	-1.8%	95,713	3.0%
UTILITIES					
505011 Gas & Electric	50,000	60,000	20.0%	62,400	4.0%
505021 Water & Garbage	20,000	21,000	5.0%	21,840	4.0%
505031 Telecommunications	8,320	8,736	5.0%	9,085	4.0%
Totals	78,320	89,736	14.6%	93,325	4.0%
507051 Fuel Tax	10,661	10,346	-3.0%	10,656	3.0%
507201 Licenses & Permits	190	190	0.0%	196	3.0%
Totals	10,851	10,536	-2.9%	10,852	3.0%
MISC EXPENSE					
509011 Dues/Subscriptions	564	725	28.5%	725	0.0%
509123 Travel	50	50	0.0%	50	0.0%
Totals	614	775	26.2%	775	0.0%
LEASES & RENTALS					
512011 Facility Lease	228,043	241,953	6.1%	251,631	4.0%
512061 Equipment Rental	41,979	42,819	2.0%	44,531	4.0%
Totals	270,022	284,772	5.5%	296,162	4.0%
PERSONNEL TOTAL	4,130,281	3,928,485	-4.9%	4,116,340	4.8%
NON-PERSONNEL TOTAL	3,371,322	3,958,386	17.4%	4,138,153	4.5%
DEPARTMENT TOTALS	7,501,603	7,886,871	5.1%	8,254,493	4.7%

7.628

COBRA

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
 COBRA Benefits - 9001

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
FRINGE BENEFITS					
502031 Medical Ins	-	-	0.0%		0.0%
502041 Dental Ins	-	-	0.0%		0.0%
502045 Vision Ins	-	-	0.0%	-	0.0%
Totals	-	-	100.0%	-	0.0%
PERSONNEL TOTAL	-	-	0.0%	-	0.0%
NON-PERSONNEL TOTAL	-	-	0.0%	-	0.0%
DEPARTMENT TOTALS	-	-	0.0%	-	0.0%

Retirees

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
Retired Employee Benefits - 9005

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
FRINGE BENEFITS					
502031 Medical Ins	982,113	1,129,430	15.0%	1,264,962	12.0%
502041 Dental Ins	82,036	82,036	0.0%	86,138	5.0%
502045 Vision Ins	28,440	31,284	10.0%	32,848	5.0%
502051 Life Ins	8,541	8,541	0.0%	9,395	10.0%
502999 Other Fringe Benefits	50,000	-	-100.0%	-	
Totals	1,151,130	1,251,291	8.7%	1,393,343	11.4%
PERSONNEL TOTAL	1,151,130	1,251,291	8.7%	1,393,343	11.4%
NON-PERSONNEL TOTAL	-	-	0.0%	-	0.0%
DEPARTMENT TOTALS	1,151,130	1,251,291	8.7%	1,393,343	11.4%

7.630

SCCIC

SANTA CRUZ METRO FY 06-07 OPERATING BUDGET
SCCIC/COPS - 700

ACCOUNT	FY 05-06 REVISED	FY 06-07 FINAL	% CHANGE FROM FY 05-06	FY 07-08 FINAL	% CHANGE FROM FY 06-07
SERVICES					
503011 Accting/Audit Fees	250	250	0.0%	250	0.0%
503012 Admin/Bank Fees	-	50	100.0%	50	0.0%
Totals	250	300	20.0%	300	0.0%
OTHER MATERIALS & SUPPLIES					
504211 Postage & Mailing	-	-	0.0%	-	0.0%
Totals	-	-	0.0%	-	0.0%
MISC EXPENSE					
509123 Travel	200	200	0.0%	200	0.0%
Totals	200	200	0.0%	200	0.0%
PERSONNEL TOTAL	-	-	0.0%	-	0.0%
NON-PERSONNEL TOTAL	450	500	11.1%	500	0.0%
DEPARTMENT TOTALS	450	500	11.1%	500	0.0%

7.631

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY 06-07 AND FY 07-08 FINAL BUDGET
CAPITAL IMPROVEMENT PROGRAM**

PROJECT	FEDERAL	STATE/ LOCAL	DISTRICT	TOTAL
<u>Grant-Funded Projects</u>				
MetroBase	\$ 8,409,246	\$ 7,500,000	\$ 13,713,463	\$ 29,622,709
Revenue Vehicle Replacement	\$ 736,000	\$ -	\$ 184,000	\$ 920,000
CNG Bus Conversions	\$ -	\$ 5,440,000	\$ 1,360,000	\$ 6,800,000
Short Range Transit Plan	\$ 85,000	\$ -	\$ 15,000	\$ 100,000
Subtotal				\$ 37,442,709
<u>District-Funded Projects</u>				
Bus Stop Improvements			\$ 300,000	\$ 300,000
China Grade Turnout (Carryover)			\$ 10,000	\$ 10,000
Rebuild Low Floor Buses (8)			\$ 152,000	\$ 152,000
Revenue Vehicle Replacement (3 ParaCruz Vans)			\$ 192,000	\$ 192,000
IT Projects				
New UPS			\$ 7,000	\$ 7,000
Nortel Switch for ParaCruz Phones			\$ 3,000	\$ 3,000
Facilities Repair & Improvements (Carryover)				
Slurry Coat Parking Lots (Soquel P&R, Greyhound)			\$ 10,000	\$ 10,000
Replace Sunshade (Pacific Station)			\$ 2,500	\$ 2,500
Repair Sidewalks & Bus Lanes (Pacific Station)			\$ 10,000	\$ 10,000
Repair Lane Designation Signs at Pacific Station & WTC			\$ 7,000	\$ 7,000
Facilities Repair & Improvements				
Door Replacement at Pacific Station			\$ 16,500	\$ 16,500
Reseal Operations Facility Roof			\$ 10,000	\$ 10,000
Replace HVAC at ParaCruz Facility			\$ 14,500	\$ 14,500
Replace Dispatch Console			\$ 20,000	\$ 20,000
Admin Generator			\$ 23,000	\$ 23,000
Non-Revenue Vehicle Replacement (3)			\$ 69,000	\$ 69,000
Non-Revenue Vehicle Replacement (4)(Carryover)			\$ 166,000	\$ 166,000
Office Equipment - File Cabinets			\$ 5,600	\$ 5,600
Office Equipment - Digital Copier for Encinal			\$ 11,000	\$ 11,000
Diagnostic Reader for Fleet Maint			\$ 3,000	\$ 3,000
Replace Repeater for Mt. Biewlaski (Carryover)			\$ 15,000	\$ 15,000
Subtotal				\$ 1,047,100
TOTAL CAPITAL PROJECTS	\$ 9,230,246	\$ 12,940,000	\$ 16,319,563	\$ 38,489,809

7.632

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
FY 06-07 AND FY 07-08 FINAL BUDGET
CAPITAL IMPROVEMENT PROGRAM**

CAPITAL PROGRAM FUNDING

Federal Grants	\$ 9,230,246
State/Local Grants	\$ 12,940,000
State Transit Assistance (STA) Funding	\$ 1,806,593
Bus Stop Improvement Reserves	\$ 310,000
District Reserves	\$ 14,202,970
TOTAL CAPITAL FUNDING	\$ 38,489,809

7.633

ATTACHMENT C

FY 06-07

BOARD MEMBER TRAVEL

(EXHIBIT B)

7.c1

EXHIBIT B

REVISED BOARD MEMBER TRAVEL

FY 06-07

American Public Transportation Association (APTA) Meetings

Legislative Conference
March 2007
Washington, DC
Two Board Members

California Transit Association (CTA) Meetings

No attendance.

Additional Travel

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

Expenses related to Board members meeting with General Manager and staff.

7.c2

ATTACHMENT D

FY 06-07 and FY 07-08

EMPLOYEE INCENTIVE PROGRAM

7.d1

EMPLOYEE INCENTIVE PROGRAM
FY 06-07

EVENT/ACTIVITY	# EMP	RATE	BUDGET ALLOCATION	DEPT/ACCOUNT
District Service Awards			\$ 1,507	1100-509101
Certificates of Commendation			\$ -	1100-509101
Wall of Fame Frames	100	\$ 6.00	\$ 600	1100-509101
Safe Driver Pins and Certificates			\$ 3,000	3300-509101
Departmental Programs				
<u>Administrative Facility (370 Encinal)</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	1200-509101
<u>Customer Service (Metro Center)</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	1300-509101
<u>Facilities Maintenance</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	2200-509101
<u>ParaCruz</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	3100-509101
<u>Operations</u>				
Employee Recognition/Appreciation Events and Shift Bid Refreshments		\$ -	\$ -	3200-509101
<u>Fleet Maintenance</u>				
Employee Recognition/Appreciation Events and Shift Bid Refreshments		\$ -	\$ -	4100-509101
TOTALS			\$ 5,107	

1100	\$ 2,107
1200	\$ -
1300	\$ -
2200	\$ -
3200	\$ -
3300	\$ 3,000
4100	\$ -
	\$ 5,107

7. d 2

EMPLOYEE INCENTIVE PROGRAM
FY 07-08

EVENT/ACTIVITY	# EMP	RATE	BUDGET	
			ALLOCATION	DEPT/ACCOUNT
District Service Awards			\$ -	1100-509101
Certificates of Commendation			\$ -	1100-509101
Wall of Fame Frames	100	\$ 6.00	\$ 600	1100-509101
Safe Driver Pins and Certificates			\$ 3,000	3300-509101
Departmental Programs				
<u>Administrative Facility (370 Encinal)</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	1200-509101
<u>Customer Service (Metro Center)</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	1300-509101
<u>Facilities Maintenance</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	2200-509101
<u>ParaCruz</u>				
Employee Recognition/Appreciation Events		\$ -	\$ -	3100-509101
<u>Operations</u>				
Employee Recognition/Appreciation Events and Shift Bid Refreshments		\$ -	\$ -	3200-509101
<u>Fleet Maintenance</u>				
Employee Recognition/Appreciation Events and Shift Bid Refreshments		\$ -	\$ -	4100-509101
TOTALS			\$ 3,600	

1100	\$	600
1200	\$	-
1300	\$	-
2200	\$	-
3200	\$	-
3300	\$	3,000
4100	\$	-
	\$	3,600

7. d 3

ATTACHMENT E

FY 06-07

AUTHORIZED PERSONNEL

7.e1

FY 06-07 FINAL BUDGET
Funded Personnel
Summary

Department	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Administration	9.00	9.00	9.00	9.00	9.00	9.00
Finance	7.50	6.00	7.50	7.00	7.50	7.00
Customer Service	10.25	5.75	10.25	5.75	10.25	5.75
Human Resources	6.00	4.00	6.00	5.00	6.00	5.00
Information Technology	4.00	4.00	4.00	4.00	4.00	4.00
District Counsel	3.50	3.50	3.50	3.50	3.50	3.50
Facilities Maintenance	17.00	14.00	17.00	13.00	17.00	13.00
Paratransit	54.00	54.00	54.00	54.00	54.00	53.00
Operations	207.00	180.00	205.00	178.00	205.00	178.00
Fleet Maintenance	56.00	49.00	56.00	49.00	56.00	47.00
Total Full-Time Equivalents	374.25	329.25	372.25	328.25	372.25	325.25

7.22

FY 06-07 FINAL BUDGET
 Funded Personnel
 Administration - 1100

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
General Manager	1	1	1	1	1	1
Assistant General Manager	1	1	1	1	1	1
Project Manager*	1	1	1	1	1	1
Admin Services Coordinator	1	1	1	1	1	1
Administrative Assistant	2	2	2	2	2	2
Grants/Legislative Analyst	1	1	1	1	1	1
Transit Planner	1	1	1	1	1	1
Transit Surveyor	1	1	1	1	1	1
Total Full-Time Equivalents	9.00	9.00	9.00	9.00	9.00	9.00

* Funded by capital grant

7.23

FY 06-07 FINAL BUDGET
 Funded Personnel
 Finance - 1200

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Finance Manager	1	1	1	1	1	1
Assistant Finance Manager	1	1	1	1	1	1
Senior Accountant	0.5	0	0.5	0	0.5	0
Accounting Specialist	1	1	1	1	1	1
Accounting Tech/Sr Acctng Tech	3	2	3	3	3	3
Payroll & Benefits Coordinator	1	1	1	1	1	1
Total Full-Time Equivalentents	7.50	6.00	7.50	7.00	7.50	7.00

7.54

FY 06-07 FINAL BUDGET
 Funded Personnel
 Customer Service - 1300

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Planning & Marketing Manager	1	0	1	0	1	0
Service Planning Supervisor	1	0	1	0	1	0
Customer Service Coordinator	1	1	1	1	1	1
Senior CSR/CSR	5	3	5	3	5	3
Ticket & Pass Program Specialist	1	1	1	1	1	1
Administrative Assistant	1.25	0.75	1.25	0.75	1.25	0.75
Total Full-Time Equivalent	10.25	5.75	10.25	5.75	10.25	5.75

7.25

FY 06-07 FINAL BUDGET
 Funded Personnel
 Human Resources - 1400

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Human Resources Manager	1	1	1	1	1	1
Asst Human Resources Manager	1	0	1	1	1	1
Personnel Technician	1	1	1	1	1	1
Benefits Coordinator	1	1	1	1	1	1
Human Resources Specialist	1	1	1	1	1	1
Administrative Assistant	1	0	1	0	1	0
Total Full-Time Equivalent	6.00	4.00	6.00	5.00	6.00	5.00

7.26

FY 06-07 FINAL BUDGET
 Funded Personnel
 Information Technology - 1500

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Information Technology Manager	1	1	1	1	1	1
Database Administrator/Sr	1	1	1	1	1	1
Systems Administrator/Sr	1	1	1	1	1	1
IT Technician/Sr IT Tech	1	1	1	1	1	1
Total Full-Time Equivalents	4.00	4.00	4.00	4.00	4.00	4.00

7.27

FY 06-07 FINAL BUDGET
 Funded Personnel
 District Counsel - 1700

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
District Counsel	1	1	1	1	1	1
Claims Investigator I-II	1	1	1	1	1	1
Paralegal	1	1	1	1	1	1
Legal Secretary	0.5	0.5	0.5	0.5	0.5	0.5
Total Full-Time Equivalents	3.50	3.50	3.50	3.50	3.50	3.50

7.28

FY 06-07 FINAL BUDGET
 Funded Personnel
 Facilities Maintenance - 2200

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Facilities Maintenance Manager	1	1	1	0	1	0
Facilities Maintenance Supervisor	1	1	1	1	1	1
Senior Facilities Maint Worker	1	1	1	1	1	1
Facilities Maint Worker II	4	3	4	3	4	3
Facilities Maint Worker I	3	2	3	2	3	2
Lead Custodian	1	1	1	1	1	1
Custodial Service Worker I	5	5	5	5	5	5
Administrative Secretary	1	0	1	0	1	0
Total Full-Time Equivalents	17.00	14.00	17.00	13.00	17.00	13.00

7.29

FY 06-07 FINAL BUDGET

Funded Personnel

Paratransit - 3100

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Paratransit Administrator	1	1	1	1	1	1
Paratransit Eligibility Coordinator	1	1	1	1	1	1
Accessible Services Coordinator	1	1	1	1	1	1
Paratransit Superintendent	1	1	1	1	1	1
Reservation & Scheduling Coord	1	1	1	1	1	1
Safety & Training Coordinator	1	1	1	1	1	1
Dispatch/Scheduler	9	9	9	9	9	8
Clerk I-II-III	1	1	1	1	1	2
Van Operator	29	29	29	29	29	29
Reservationist	7	7	7	7	7	6
Mechanic I-II	2	2	2	2	2	2
Total Full-Time Equivalents	54.00	54.00	54.00	54.00	54.00	53.00

7.210

FY 06-07 FINAL BUDGET
 Funded Personnel
 Operations - 3200/3300

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Operations Manager	1	1	1	1	1	1
Base Superintendent	1	1	1	1	1	1
Transit Supervisor	14	12	14	12	14	12
Schedule Analyst	1	1	1	1	1	1
Supervisor of Revenue Collection	1	1	1	1	1	1
Safety & Training Coordinator	1	1	1	1	1	1
Admin Secretary/Supervisor	1	1	1	1	1	1
Administrative Clerk I	1	1	1	1	1	1
Payroll Specialist	1	1	1	1	1	1
Revenue Specialist	1	0	1	0	1	0
Bus Operator (total on payroll)	184	160	182	158	182	158
Total Full-Time Equivalents	207.00	180.00	205.00	178.00	205.00	178.00

7.211

FY 06-07 FINAL BUDGET
 Funded Personnel
 Fleet Maintenance - 4100

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Fleet Maintenance Manager	1	1	1	1	1	1
Fleet Maint Supervisor	2	2	2	2	2	2
Lead Mechanic	6	6	6	6	6	6
Mechanic III	4	4	4	4	4	4
Mechanic I - II	16	13	16	13	16	13
Body Repair Mechanic	1	1	1	1	1	0
Upholsterer I - II	1	1	1	1	1	1
Supervisor of Parts & Materials	1	1	1	1	1	1
Lead Parts Clerk	1	1	1	1	1	1
Parts Clerk	1	1	1	1	1	1
Receiving Parts Clerk	1	1	1	1	1	1
Buyer	1	1	1	1	1	1
Admin Secretary/Supervisor	1	1	1	1	1	0
Accounting Tech/Sr Acctng Tech	2	2	2	2	2	1
Administrative Clerk I	1	0	1	0	1	1
Vehicle Service Technician	2	2	2	2	2	2
Detailer	2	2	2	2	2	2
Vehicle Service Worker I - II	12	9	12	9	12	9
Total Full-Time Equivalents	56.00	49.00	56.00	49.00	56.00	47.00

7.2.12

ATTACHMENT F

RESERVE BALANCES

7.f1

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
SCHEDULE OF RESERVE ACCOUNTS
JUNE 30, 2005**

	Recommended Minimum Balance	Reason	Balance at 6/30/04	Rec Addition/ (Withdrawal)	Balance at 6/30/05	Variance from Rec Balance
Liability Insurance Reserve	\$ 750,000	<i>\$250,000 SIR plus estimated liability on outstanding cases</i>	\$ 770,000	\$ 34,008	\$ 804,008	\$ 54,008
Workers Compensation Reserve	\$ 4,409,775	<i>Long term portion of workers compensation liability per 6/30/04 audit</i>	\$ 1,320,000	\$ 321,128	\$ 1,641,128	\$ (2,768,647)
Bus Stop Improvement Reserve	\$ 400,000	<i>To provide a dedicated source of funding for ADA improvements at bus stops</i>	\$ 400,000	\$ -	\$ 400,000	\$ -
Alternative Fuel Conversion Fund	\$ 2,772,000	<i>Board-approved program of allocating \$462,000 per year for six years to convert buses to CNG.</i>	\$ 462,000	\$ -	\$ 462,000	\$ (2,310,000)
Cash Flow Reserve	\$ 2,600,000	<i>To cover one month's payroll and accounts payable</i>	\$ 2,600,000	\$ -	\$ 2,600,000	\$ -
Capital Funding Reserve	\$ 16,331,011	<i>To cover District's share of capital project costs in the District's five year plan, plus MetroBase</i>	\$ 12,130,295	\$ -	\$ 10,893,175	\$ (5,437,836)
Carryover from FY 04-05 to FY 05-06	N/A	<i>Excess sales tax revenue to support operating expenses in subsequent year.</i>	\$ -	\$ 1,296,236	\$ 1,296,236	N/A

7.42

Additional Capital Projects Funded by Increase in STA

<u>Item</u>	<u>Amount</u>	<u>Reason</u>
King Pin Remover for Fleet	\$6,800	Essential tool for 67 low-floor buses.
Replacement Laptop Computers (3)	\$5,300	Old laptops failing.
GIS Workstation	\$4,500	To provide mapping and planning analysis.
Multimedia Projector	\$2,000	For Bus Operator training.
400 GB LTO-2 Tape Drive	\$2,700	Increases the capacity of current tape unit.
Replacement Laser Printers (4)	\$12,000	Printers over 8 years old and failing.
Portable Vehicle Lift	\$10,000	Improve mechanic's ability to work under ParaCruz vans.
DVD Recorder and 4 Additional Cameras	<u>\$7,500</u>	Enhance ParaCruz security, view and record at same time, view on multiple monitors, add audio recording.
TOTAL	\$50,800	

7.91

Attachment 4

FY 06-07 FINAL BUDGET
 Funded Personnel
 Fleet Maintenance - 4100

Position	Authorized FY 04-05	Funded FY 04-05	Authorized FY 05-06	Funded FY 05-06	Authorized FY 06-07	Funded FY 06-07
Fleet Maintenance Manager	1	1	1	1	1	1
Fleet Maint Supervisor	2	2	2	2	2	2
Lead Mechanic	6	6	6	6	6	6
Mechanic III	4	4	4	4	4	4
Mechanic I - II	16	13	16	13	16	13
Body Repair Mechanic	1	1	1	1	1	0
Upholsterer I - II	1	1	1	1	1	1
Supervisor of Parts & Materials	1	1	1	1	1	1
Lead Parts Clerk	1	1	1	1	1	1
Parts Clerk	1	1	1	1	1	1
Receiving Parts Clerk	1	1	1	1	1	1
Buyer	1	1	1	1	1	1
Admin Secretary/Supervisor	1	1	1	1	1	0
Accounting Tech/Sr Acctng Tech	2	2	2	2	2	2
Administrative Clerk I	1	0	1	0	1	0
Vehicle Service Technician	2	2	2	2	2	2
Detailer	2	2	2	2	2	2
Vehicle Service Worker I - II	12	9	12	9	12	9
Total Full-Time Equivalents	56.00	49.00	56.00	49.00	56.00	47.00

7.42

Attachment H

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

STAFF REPORT

DATE: June 23, 2006
TO: Board of Directors
FROM: Margaret Gallagher, District Counsel
SUBJECT: **CONSIDERATION OF RESPONSIVE COMMENTS TO THE DEPARTMENT OF TRANSPORTATION'S (DOT) NOTICE OF PROPOSED RULEMAKING DATED FEBRUARY 27, 2006 RE REQUEST FOR COMMENTS ON OTHER ISSUES**

I. RECOMMENDED ACTION

Authorize METRO Staff to submit Comments re DOT proposed rulemaking re other issues.

II. SUMMARY OF ISSUES

- On February 27, 2006, the Department of Transportation (DOT), Office of the Secretary issued a Notice of Proposed Rulemaking (NPRM) re reasonable modification and other issues and is seeking comments regarding its proposal.
- At the April 28, 2006 Board of Directors regular meeting, the Board of Directors adopted a letter of comment regarding the DOT proposal regarding "reasonable modifications". That letter was submitted in accordance with the NPRM.
- Included within the February 27, 2006 NPRM was a section entitled "Request for Comment on Other Issues".
- METRO staff recommends that the Board of Directors and the public provide input on these remaining issues so that a response to the proposed rulemaking can be provided. The deadline for comments has been extended from May 20, 2006 to July 28, 2006.
- Final Responses will be prepared after receipt of input from the Board, MAC, the public and METRO staff for consideration by the Board of Directors at the first meeting in July.

III. DISCUSSION

The DOT is seeking comments on several issues that the current ADA regulations do not explicitly address. Some of these issues do not pertain to METRO and its operation; therefore no response is necessary. However, there are four issues that do pertain to METRO and, therefore, METRO staff is seeking Board of Director input regarding preparation of a response.

The issues that DOT is seeking comment are the following. If METRO staff believes that a comment is appropriate then such is noted.

1. The Federal Transit administration has expressed the view that Bus Rapid Transit (BRT) vehicles should be treated like buses for ADA purposes and that ramp slopes should be measured from the height of the surface of the boarding platform. Additional issues that have raised concern include the following: Should detectable warnings be required, and if so, where; whether interior circulation on BRT vehicles should differ from buses; what requirements should left sided vehicle boardings include; whether mobility aid securement systems are necessary and how to handle vehicle and top accessible requirements in systems that have both platform and street-level boardings.

Recommendation: No comment is recommended.

2. When a rail station is not originally identified on the list of Key Station, and circumstances change bringing that station within one of the criteria listed for Key Stations, should the transit operator be required to make modifications to the station to making it accessible?

Recommendation: No comment is recommended.

3. Is it acceptable to have completely inaccessible heritage (vintage) trolley systems? If not what, if any changes in the regulation should be made to address accessibility issues in these systems.

Recommendation: No comment is recommended.

4. What, if any, changes to the regulations should the DOT contemplate in order to require appropriate accessibility in rail service between cities by transit providers other than Amtrak.

Recommendation: No comment is recommended.

5. The DOT is seeking comment on any issue concerning vehicle acquisition by public entities operating demand responsive systems for the general public. Unlike public fixed route operators (see Section 37.73), operators of demand responsive systems for the general public are not required, under Section 37.77), to make good faith efforts to find accessible vehicles when acquiring used vehicles. DOT is requesting comment on whether the absence of such a provision has been a problem, and on whether we should add a used vehicle provision of this kind to §37.77.

Recommendation: Response is recommended.

6. The DOT is seeking comment on how best to accommodate changes in mobility devices used by individuals with disabilities. This would include newer wheelchair designs,

which could have different numbered wheels, or may be longer or heavier than the current definition.

Recommendation: Response is recommended.

7. The DOT is seeking comment on whether any provisions of §37.167 concerning the implementation of priority seating provisions should be modified. This would pertain to requirements for the designation and signage of priority seating for individuals with disabilities in several modes: buses, light rail, rapid rail and commuter rail. There are currently no parallel requirements for intercity rail and over-the-road bus.

Recommendation: Response is recommended.

8. The DOT is seeking comment on the matter of how providers of ADA paratransit should count trips. This issue concerns how missed or denied trips should be counted, in order to provide a consistently applied measure to all FTR-assisted transit systems. From the passenger service perspective, a missed or denied trip should be viewed as any trip that an eligible passenger seeks to take that, as a practical matter, he or she is unable to take because of the action of the transit provider.

The example given was an eligible passenger who timely called a paratransit operator for a trip from point A to point B at 9am and a return trip from point B to Point A at 1 p.m. on the same day was told by the transit operator that trip B could be provided, but that no vehicle was available for trip A. Because the initial trip was denied, the passenger would be precluded from taking the return trip, thus creating two denied trips. Of course, if the passenger is able to compensate for the unavailable trip (taking a taxi or getting a ride from a family member) then able to accept the return trip, one trip has been taken and only one trip has been denied.

Recommendation: Response is recommended.

IV. FINANCIAL CONSIDERATIONS

Financial considerations cannot be determined at this time. Prior to the adoption by the Board of Directors' Response to relevant issues, financial considerations will be presented.

V. ATTACHMENTS

None.

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Steve Paulson, Paratransit Administrator
SUBJECT: **CONSIDERATION OF RESPONSE TO RECOMMENDATIONS OF THE PARATRANSIT COORDINATION TASK FORCE**

I. RECOMMENDED ACTION

Staff recommends that the Board direct staff to forward responses to the recommendations of the Paratransit Coordination Task Force to the Regional Transportation Commission.

II. SUMMARY OF ISSUES

- METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door next day transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.
- During the Spring of 2004, the Santa Cruz County Regional Transportation Commission (RTC) established a Paratransit Coordination Task Force (PCTF) to address issues regarding the network of specialized transportation services in Santa Cruz County.
- The PCTF focused on four goals. Issues were determined both in advance of the Task Force meetings and through discussion by the Task Force.
- At the conclusion of the PCTF meetings, recommendations were forwarded to various entities identified by the Task Force as responsible for specific recommendations.
- The Board of Directors referred the PCTF recommendations that had been identified as METRO's responsibility to the METRO Advisory Committee (MAC) for review. MAC presented their recommended responses to the Board, dated March 9, 2006.

III. DISCUSSION

During the Spring of 2004, the Santa Cruz County Regional Transportation Commission (RTC) established a Paratransit Coordination Task Force (PCTF) to address issues regarding the network of specialized transportation services in Santa Cruz County.

The stated goals and issues that the Paratransit Coordination Task Force (PCTF) identified as a responsibility of METRO are listed below. Recommendations from the METRO Advisory Committee (MAC) are listed prior to the staff response.

GOAL #1: THE SYSTEM WILL USE FUNDING AS EFFICIENTLY AND EFFECTIVELY AS POSSIBLE

MAC DISCUSSION AND RECOMMENDATIONS: Let's look to the future for everybody. Promote fixed route use as much as possible.

ISSUE: HOW TO MANAGE ELIGIBILITY UNDER VARIOUS PROGRAMS (CLEAR CRITERIA, CENTRALIZE INFORMATION AND/OR REGISTRATION)

PCTF Recommendation: "Designate an in-house expert within the major service providers (METRO and Community Bridges) to answer questions that an operator or scheduler is unable to address. This includes providing basic information and referral to other local transportation agencies.

MAC DISCUSSION AND RECOMMENDATIONS: No agency other than METRO is qualified to provide "expert" information about METRO's ADA paratransit program. Unlike the other specialized transportation programs, ADA Paratransit is a civil right, and is governed by a complex body of laws, regulations, and court decisions.

METRO should not be expected to provide "expert" information about other specialized transportation programs.

A central referral service should be considered as a means of providing "basic" information about specialized transportation programs. Possible examples include findaride.org 5-11 style services, and/or a staffed call center. The central service, in any, should be funded externally.

The RTC is currently considering budgeting a 511 -style service with additional funding that may come its way.

Staff response: Without being specifically designated as "expert", METRO's Paratransit Administrator is available to address concerns that are beyond the scope of line staff. METRO's Accessible Services Coordinator is also a knowledgeable resource regarding local specialized transportation services.

9.2

PCTF Recommendation: Ensure that all front line staff and telephone operators that deal with customers have a basic level of knowledge about local transportation options.

Staff response: This recommendation is not in keeping with the current function of METRO ParaCruz reservations staff. Creating an expectation that reservations staff would be responsible to provide customer service information for a variety of services and/or programs other than those provided by METRO would result in longer hold times for METRO ParaCruz customers, added staffing to handle increased telephone calls, or both. This does not seem in keeping with the stated goal of using funding as efficiently and effectively as possible.

ISSUE: COORDINATION BETWEEN PARATRANSIT SERVICES (ADA, TDA, OTHER)

PCTF Recommendation: Develop an effective information and referral system.

MAC DISCUSSION AND RECOMMENDATIONS: METRO ParaCruz can transfer calls directly to Lift Line at the push of a button and METRO arranged for Lift Line to have the ability to transfer calls to ParaCruz at the push of a button prior to the transition.

Staff response: Current practice is for ParaCruz staff to transfer callers to Community Bridges/Lift Line when it is determined that they contacted ParaCruz but were seeking services not provided by METRO. More frequently, ParaCruz staff receives calls intended for METRO (fixed route) Customer Service during times when Customer Service is not available. If additional funding were to be directed toward information services, it would be more effectively serve the community by expanding days and hours that METRO Customer Service is available in some form. Web based information or 511 type systems would be options to consider in lieu of increasing staffing levels to meet this need.

Issue: Available Funding and Resources

PCTF Recommendation: Develop a process for determining duplication and report to the RTC annually. Input would be solicited from the RTC's advisory committee, funding agencies, social service agencies and specialized transportation providers. This should include compiling a list of concrete examples of areas of duplication. The effort could be combined with the annual unmet needs process.

- a. Have funding agencies review the performance and use of funds for specialized transportation to make sure that duplication is being avoided and that service is provided as cost effectively as possible.*
- b. Interested parties should be able to submit to staff examples of duplication This could then be analyzed by relevant agencies, reviewed by the E&D*

TAC or RTC advisory committee and a report submitted to the RTC on ways to deal with these issues.

MAC DISCUSSION AND RECOMMENDATIONS: *Practices that were thought by some Paratransit Task Force Members to represent "duplication" are actually required by state and federal regulations. For example, regulations specify that the Medicaid/MediCal transportation is a last resort, not available to person who can travel by other private or public conveyance (ADA paratransit being a public conveyance). Thus, the two categories of service are completely separate.*

To ensure that service is being provided "as cost effectively as possible," all specialized transportation providers that receive public funds should be required to report their performance on a monthly basis, using the same variables that METRO uses in its "METRO ParaCruz Operations Status Report".

Staff response: ADA paratransit occupies a unique position within specialized transportation services. METRO is solely responsible for this civil right service, and must not degrade service to eligible customers in order to provide service to others.

PCTF Recommendation: Redefine the RTC's advisory committee to empower it to play a stronger role in the oversight of paratransit services so that the committee's recommendations are taken seriously by both the RTC and METRO.

- a. Create a structure that works mutually, where staffs can work together, where interested parties can work together to deal with issues that may arise that concern both of these services, whether it's the E&D TAC as its formed now or a revised E&D TAC or some other entity altogether.***
- b. Establish a structure that assures that the efficiency and duplication issues are dealt with effectively so problems are solved. This structure needs to have the respect and credibility with both the RTC and METRO. This would provide continuity with the work that the Task Force has started.***

MAC DISCUSSION AND RECOMMENDATIONS: *The METRO Advisory Committee is METRO's official advisory committee, charged with advising METRO's Board of Directors on all service offerings, including ADA paratransit. Regarding the notion of a committee's being "taken seriously", MAC's bylaws were written with the express intent that the committee be diverse, representative and responsible—preconditions to be "taken seriously". Unlike certain other advisory committees, MAC is made up entirely of bus and/or ADA paratransit users. Elected officials, agency employees, etc., are invited to attend meetings, but only actual users may vote; thus there is no conflict of interest. For the composition of MAC, see Section 3.1, Paragraph 3 of the bylaws:*

"The Board shall strive to balance the membership to reflect the ethnic, gender, and geographic diversity of the County. At least 4 of the individuals appointed to the Committee shall be persons with disabilities.... No member of the Board of Directors or other elected public official shall be appointed to the Committee. No employee of METRO or any agency that provides funding to, or contracts with, METRO shall be appointed to the Committee. However,

individuals that have been selected to participate on the ADA Appeals Panel or participate in the Bus Operator Sensitivity Training shall be [allowed].”

As already mentioned, ADA paratransit differs from all other specialized transportation programs in that it is a civil right. METRO has final legal and financial responsibility for ADA paratransit in Santa Cruz County. An external committee is less likely to understand the body of laws, regulations and court decisions that govern the provision of ADA paratransit service, and hence, would be more likely to produce inappropriate recommendations. Even Task Force members—better-informed than most—proposed ideas that would be illegal in the ADA paratransit context, such as prioritizing trips according to trip purpose.

There is a legal tie-bar between ADA paratransit and fixed-route bus service, in terms of geographic extent, days and hours of service, and fares—and METRO funds both programs from the same, finite pool of revenue, there being no dedicated source of funding for ADA paratransit operation. An external committee focused on specialized transportation would not have to take fixed-route needs into account (and would not be qualified to do so, in any case). Recommendations from such a committee might have the effect of extending paratransit at the expense of fixed-route service. We note that the vast majority (6 to 1) of trips made by people with disabilities on METRO involve fixed-route service rather than ADA paratransit. We also note the federal government’s original intent: “ADA is intended...to provide...the same mass transportation service opportunities everyone else gets, whether they be good, bad, or mediocre.”

Staff response: Staff echoes the sentiments of MAC.

PCTF Recommendation: Encourage METRO to continue meeting with agencies to accommodate group site needs, such as Stroke Center, Satellite Dialysis, senior centers and meal sites.

MAC DISCUSSION AND RECOMMENDATIONS: METRO ParaCruz remains in close contact with major trip generators. (We wonder why this recommendation was addressed only to Metro, and not to all specialized transportation providers?)

Staff response: The emphasis of METRO ParaCruz is on providing transportation on an individual basis, rather than accommodating other agencies, businesses and organizations. Outreach efforts are initiated as issues are identified. Meeting with staff at various facilities has been constructive.

Issue: Co-mingling/combine duplicative services

PCTF Recommendation: On an ongoing basis encourage the two main service providers, METRO and Community Bridges, to implement contract agreements when necessary and when feasible to minimize the inefficiency of both providers providing rides to the same location.

MAC DISCUSSION AND RECOMMENDATIONS: Absent a requirement for strict financial oversight—an amendment proposed by MAC’s representative to the Paratransit Coordination Task Force but rejected by a majority of Task Force members—having METRO enter into interline agreements would be tantamount to having METRO write a blank check to other carriers. Our particular concerns include the apparently higher cost structure of at least one other carrier; METRO’s past experience with the performance of third-party carriers; the restrictions imposed by federal and state regulations (see above for a Medicaid/MediCal example); the obvious difficulty of reconciling per-ride charges with per-vehicle-hour costs; and the real possibility that a carrier could collect, from METRO and other funders, more than the actual cost of providing a given ride or set of rides (“double-dipping”).

By law, the ADA paratransit service area mirrors the fixed-route service area. METRO’s fixed-route service has been tuned over decades, to meet the needs of the majority of the traveling public. By extension, METRO’s ADA paratransit service area reasonably meets the needs of the majority. We believe that the notion of the ADA paratransit service area is paramount, and we encourage other carriers to exchange qualified customers with METRO at suitable locations, inside the ADA paratransit service area. We note that METRO maintains well-lit, protected, and fully-accessible transit centers in all sections of the county.

Staff response: Staff continues to believe that co-mingling other specialized transportation services with ADA paratransit service is not in the best interests of METRO.

Issue: Increase ridership among those with functional abilities (e.g. Mobility Training)

MAC DISCUSSION AND RECOMMENDATIONS: Give priority to bus stop improvements, especially in the Watsonville are. Prioritize based on demand. The Bus Stop Advisory Committee is currently working on a list of bus stops that need to be improved and/or installed.

PCTF short term recommendation: Develop a “Buddy System” to mentor new transit riders.

MAC DISCUSSION AND RECOMMENDATIONS: Some other transit agencies have a stipend system. The cost of training must be weighed against the fact that any bus driver can assist when problems develop—all drivers undergo periodic training to assist persons with mobility devices. The costs of a buddy system must be weighed against current budget constraints. This project should be low on METRO’s budget priority.

PCTF short term recommendation: Train groups of people at one time including offering mobility training at residential facilities.

MAC DISCUSSION AND RECOMMENDATIONS: We currently have mobility training and should continue to maintain a program to reach out to appropriate facilities. What about a mobility training suite at the new METRO Center? Adaptability is important for users as well as drivers and other riders. We might want to look into the cost of providing a mobility training area in the new METRO Center. The problem with this is the differences between buses and how to allow for that. Eugene, Oregon, has a mockup area that is used for mobility training. Bus drivers

9.6

should advise riders how to get help through our current mobility programs (such as recommending a call to John Daugherty, Accessible Services Transit Coordinator).

PCTF short term recommendation: Expand promotion of the Mobility Training Program including identifying potential partner programs (entities such as the Department of Motor Vehicles).

MAC DISCUSSION AND RECOMMENDATIONS: We need more training for drivers—what to say, how to say it and when to say it. Clients should know the measurements of their devices. We should educate the public about the types of suitable mobility devices. Perhaps a TV special could be developed to promote mobility of challenged persons. Money availability is the constricting factor at the present time. The DMV could be enlisted to provide referrals to person who lose their license through age or disability causes.

Staff response: METRO's Accessible Services Coordinator is responsible for organizing, directing and coordinating METRO's mobility training function. Mobility training is offered in both the METRO Headways and METRO ParaCruz Customer Guide. Staffing has been adequate to meet all requests for mobility training in recent years. Mobility training is currently available on either a one-on-one or group basis. Additional promotion of the existing mobility training service might be in order.

PCTF long term recommendation: expand mobility training, if funding permits, including more promotion and an expanded focus on young people possibly working through school districts.

MAC DISCUSSION AND RECOMMENDATIONS: AARP is estimating that 5% of seniors will be using paratransit facilities in the future. Promotion is a demand. Teach people how to use their scooters, not just for bus boarding and deboarding, but in general. Promote usage of regular transit facilities in general. Promote safety and health. Focus on abilities—what you can do.

PCTF long term recommendation: Lobby state and federal entities to provide funds for this program.

MAC DISCUSSION AND RECOMMENDATIONS: The DMV should do referrals. Expand express service to cover school students. The state of California should adopt a system of funding that rewards school systems that adopt bus pass systems as a way to get people onto public transit buses at an early age.

Staff response: No response to these long term recommendations

PCTF long term recommendation: Look into providing free bus passes for conditional riders of ADA Paratransit as a way to reduce paratransit use, cut costs and encourage long term transit use.

MAC DISCUSSION AND RECOMMENDATIONS: Education is key. How do you get ADA riders to be frugal with use of ParaCruz? Is ParaCruz too accessible? One incentive is the cost of a one-way bus ride \$.75 versus Paratransit \$3.00. We need better promotion of real costs of not buying passes. There is unequal payment by people who pay by the ride versus those who buy monthly passes. We should promote the importance of Public Transportation and encourage the use of fixed routes.

Staff response: Adopting this recommendation may result in increased applications for ADA paratransit eligibility to receive free bus passes, decreasing fare box revenue.

PCTF long term recommendation: Consider deviated fixed routes, that can deviate slightly from fixed paths to address elderly and disabled transportation, as another way of providing additional service in parts of the county where it would be appropriate.

MAC DISCUSSION AND RECOMMENDATIONS: NO, because of added times, cost, and confusion. We want to decrease travel times, not increase them.

Staff response: Staff agrees with the recommendation of MAC.

Issue: Encourage accessible multi-modal transportation choices

PCTF short-term recommendation: Establish an annual day to encourage increased sensitivity for elected/appointed officials and relevant employees with events such as "Living the Paratransit Experience", Disability Awareness Day or transportation expositions.

MAC DISCUSSION AND RECOMMENDATIONS: Encourage RTC staff and Commissioners to experience using Paratransit while using wheelchairs, blinders, and ear muffs. Make it an absolutely real experience for them.

Staff response: Staff recommends that METRO host a "Living the Paratransit Experience" for Board members and RTC Commissioners and invites Community Bridges and other providers of paratransit services to join in the simulation.

Issue: Potential duplication between MediCal/Alliance and Medical Voucher rides, and Taxi Scrip and ADA Paratransit rides

PCTF short-term recommendation: work through the Elderly and Disabled Transportation Advisory Committee (or other RTC committee per Goal 1, issue II, Recommendation 2, and appropriate bodies to develop recommendations for program changes as needed. Bring final recommendations to the RTC.

MAC DISCUSSION AND RECOMMENDATIONS: Taxi Scrip is a safety net for disabled persons. The criteria for obtaining Scrip should be clearer and the information about it should be available to all Paratransit users. There is a looming question about when the Scrip list was last

purged. The Scrip system needs to undergo a complete review and then be restructured to meet the needs of those needing a safety net.

Staff response: ADA paratransit service requires advance reservation. Taxi scrip does not. There is no duplication of service. ADA paratransit eligibility is used as a qualifier for taxi scrip.

Issue: Service between counties

PCTF short-term recommendation: Ensure coordination between ParaCruz and fixed route bus service. Conduct public education efforts to encourage and train people to use these services to travel between Santa Cruz and the Bay Area (Highway 17 Express Bus and VTA's Outreach Program.) Include this information in the next printing of the RTC's Guide to Specialized Transportation Services.

MAC DISCUSSION AND RECOMMENDATIONS: We should co-ordinate with Monterey-Salinas Transit so that more fares could be used on each other's fixed route system. A more expansive transfer agreement between SCMTD and MST should be accomplished. There needs to be a mechanism for Paratransit users to co-ordinate trips. We need to agree on transfer points between different agencies. We need a contact number where assistance can be obtained to help people to plan and co-ordinate out of area travels. Paratransit services should be provided only when complementary fixed-route service is provided (weekend and school-term service are currently not complementary). We need to learn more about MST—I.D. cards, etc.

Staff response: ParaCruz passengers commute over the hill via the HWY 17 bus most weekdays. Passengers traveling into Monterey County connect with Monterey Rides at the Watsonville Transit Center.

GOAL #2 – THE SYSTEM WILL STRIVE TO MAXIMIZE CUSTOMER SERVICE AND SATISFACTION

PCTF short-term recommendation: expand the prepaid account option to ParaCruz customers (other than the Stroke Center) and encourage other paratransit providers to offer similar arrangements.

MAC DISCUSSION AND RECOMMENDATIONS: Expanding prepaid accounts will require extra accounting staff and increase the likelihood of on-board payment disputes. MAC does not recommend doing this. METRO should continue to publicize the existing prepaid ParaCruz coupon, which is available by mail and at the Pacific Station (METRO Center). Prepaid coupons should be sold at the Watsonville Transit Center, on days when it is staffed. Some subcommittee members expressed a strong desire for a multi-ride punch card (cf. the Convenience Card for fixed-route service). However, they understood the accountability problems (with cash and coupons, ParaCruz retains physical evidence that each trip has been paid for; with a punch card, there is no evidence to retain). Stapling prepaid coupons together to form a booklet, or storing

individual coupons in the ParaCruz ID card pouch given to all ParaCruz customers, were deemed an acceptable alternative.

We agreed on the need for a prepaid instrument that could be used both for ADA paratransit and for fixed-route bus service. The recommended solution is to price the ADA paratransit fare and ALL fixed-route cash fares in multiples of 75 cents and issue booklets of 75-cents, four to a sheet.

Staff response: Prepaid coupons continue to increase in popularity. More than 25% of fares are currently collected in the form of prepaid coupons, up from less than 20% at the transition. Attempting to manage prepaid accounts for thousands of customers would be a daunting task. Staff does not recommend adoption of this recommendation.

PCTF long-term recommendation: Consider the creation of a single agency which would, at a minimum, administer the allocation of paratransit services and/or potentially be the provider of an integrated system of paratransit services.

MAC DISCUSSION AND RECOMMENDATIONS: Funding agencies/responsible parties must retain the right to contract with the provider(s) of their choice. METRO is not the only agency to have exercised the right to switch providers recently. Some agencies even contract with multiple providers. See the subcommittee's earlier remarks about oversight risks, including double-dipping and service quality.

Staff response: METRO and its Board of Directors will continue to be responsible for the provision of ADA mandated complementary paratransit service. Allowing any other agency to administer this service, especially a provider of an integrated system of paratransit services would increase METRO's economic liability.

Issue: Customer service (phone hold times, eligibility determination, etc.)

PCTF short-term recommendation: Request that METRO consider the option of designating appropriate individuals at particular facilities to determine eligibility for ADA paratransit services using METRO's criteria/standards and operating under METRO's supervision.

MAC DISCUSSION AND RECOMMENDATIONS: Fairness and consistency are important advantages of the present system; delegating the eligibility determination function is not recommended. We note that METRO provides free transportation to and from the certification interview. We also note that METRO has BOTH a fundamental incentive against over certifying (cost) AND a fundamental incentive against under certifying (risk of legal action). External certifying agencies face no consequences for overcertifying.

Staff response: METRO and its Board of Directors will continue to be responsible for the provision of ADA mandated complementary paratransit service. Allowing any other individual to determine eligibility for this service would increase METRO's economic liability.

PCTF short-term recommendation: Require members of METRO's ParaCruz Appeal Panel to be persons with disabilities who are users of the system and who have knowledge of the ParaCruz eligibility criteria.

MAC DISCUSSION AND RECOMMENDATIONS: The existing appeals panel structure balances the interest of customers, of METRO, and of third parties. Furthermore, it is self-evident that all members of the appeals panel must "have knowledge of the ParaCruz eligibility criteria".

Staff response: The appeals panel consists of three members. Typically, the members reach consensus. METRO has one seat on the panel. METRO has liability attached when denying paratransit eligibility.

Issue: Trip quality (timeliness, safety, clean vehicles, support equipment in vehicles e.g., more hand grips, etc.)

PCTF short-term recommendation: Encourage all paratransit service providers to develop and keep current, a "Riders Bill of Rights" (or equivalent document) that defines pick up windows, safety, cleanliness, etc. ... and how customers can make suggestions for improvements. (Example: existing METRO ParaCruz Customer Guide and Eligibility Criteria)

MAC DISCUSSION AND RECOMMENDATIONS: METRO ParaCruz Customer Guide satisfies this recommendation. We note that contact information is provided through the Guide, so that customers may voice their comments.

Staff response: Staff agrees that providing clear, accurate information regarding how the service will be delivered and developing realistic expectations of what the service will and will not provide is beneficial to both the customer and the agency providing the service. METRO ParaCruz is currently in process of updating the Customer Guide.

PCTF short-term recommendation: Provide a convenient, public forum once or twice a year for all paratransit agencies to receive input on their services from users.

MAC DISCUSSION AND RECOMMENDATIONS: METRO far exceeds this recommendation, offering a total of 36 "convenient, public" forums each year—that is, 24 Board meetings (directly sponsored), 12 METRO Advisory Committee (MAC) meetings (directly sponsored). Furthermore, we note that METRO is subject to the Brown Act, which guarantees members of the public the right to receive notice of these meetings and of what will be discussed, and the right to speak. We expressed concern that some other providers are not bound by the Brown Act.

Staff response: Staff echoes the sentiments of MAC.

Issue: Communication between drivers and riders for schedule changes

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PCTF short-term recommendation: Dispatchers should continue to call the rider if the pickup is going to be outside (earlier or later) than the ready window.

MAC DISCUSSION AND RECOMMENDATIONS: We agree. We understand that this is already being done, subject to workload constraints.

Staff response: If dispatchers are aware that a pickup is going to occur outside the ready window, their direction is to contact the customer and advise them. Additionally, if the dispatcher is aware that the customer is going to arrive at an appointment later than their appointment time, the dispatcher is directed to offer to contact the destination to advise them of the late arrival and to accept responsibility for the customer arriving late, subject to workload constraints.

Issue: Affordability

PCTF short-term recommendation: Programs for low income individuals should continue to receive priority funding for paratransit services when no other options are available.

MAC DISCUSSION AND RECOMMENDATIONS: The intent of this recommendation was not entirely clear to us. We considered two angles. First, we want all of METRO to be recognized as a "program for low income individuals" and a candidate for "priority funding". It is important for external decision makers to recognize that METRO is already serving large numbers of low-income earners. Second, we are concerned about the continuing use of local/locally-administered money to subsidize specific transportation programs (e.g. Medicaid/MediCal) that are both mandated and funded by higher levels of government. ADA paratransit operation is, in contrast, basically an unfunded mandate.

Staff response: Fixed route service is the most economical transportation option available for low income individuals. ADA paratransit has no economic criteria, but is available to anyone unable to use the fixed route system due to their disability. A recommendation that programs providing paratransit services to low income individuals who may or may not be candidates to ride the fixed route system should be a higher funding priority than transportation services available to the broadest range of people with disabilities does not seem in the best interests of the community.

Issue: Community input procedures

PCTF short-term recommendation: Increase public awareness of METRO Advisory Committee

MAC DISCUSSION AND RECOMMENDATIONS: Yes. We note that MAC, METRO staff, and the METRO Board are already working on posters and brochures.

Staff response: Staff supports this recommendation.

PCTF short-term recommendation: Develop mechanisms to assure that policy making Boards stay apprised of concerns the community has about paratransit services.

MAC DISCUSSION AND RECOMMENDATIONS: See our comment about 36 public forums a year, above.

Staff response: Adequate opportunities for input exist.

Issue: Accountability and system responsiveness

PCTF short-term recommendation: provide a convenient, public forum for all paratransit agencies to receive input on their services from users.

MAC DISCUSSION AND RECOMMENDATIONS: See our comment about 36 public forums a year, above.

Staff response: Adequate opportunities for input exist.

Issue: Countywide availability of accessible vehicles (including taxi scrip and regular taxi service)

PCTF long-term recommendation: Lobby state representatives to support requirements for all taxi vehicles to be accessible in the future (within the constraints of vehicle size); and lobby locally elected officials to, through the permitting process, require local taxi operators to have a certain percentage of taxi fleets fully accessible.

MAC DISCUSSION AND RECOMMENDATIONS: Since taxis complement METRO's ADA paratransit and fixed-route bus services, satisfying needs that a public transit agency cannot satisfy, we support this recommendation. We note that it is not sufficient for a taxi company to have accessible vehicles in its fleet; those vehicles must also be OPERATED throughout the service day. A subcommittee member mentioned calling taxi companies and being told that no accessible vehicles were on the street at that time of day.

Staff response: Staff encourages taxi operators to provide accessible vehicles to meet the demand for accessible service around the clock.

Issue: Emergency Ride program for paratransit and transit riders.

PCTF short-term recommendation: Conduct outreach to paratransit users who work for TMA member employers to advise them that they may be eligible to use the TMA's emergency ride home (ERH) program. Encourage more employers to join the TMA in order to offer the ERH program.

MAC DISCUSSION AND RECOMMENDATIONS: We support this program

Staff response: Staff supports this recommendation

PCTF short-term recommendation: Encourage expansion of emergency ride home programs beyond employers.

MAC DISCUSSION AND RECOMMENDATIONS: We support this.

Staff response: Staff supports this recommendation

PCTF short-term recommendation: Request that all paratransit providers adopt policies to ensure that none of their clients are stranded on a trip with out a ride home.

MAC DISCUSSION AND RECOMMENDATIONS: Since it is possible to book one-way ADA Paratransit trips, and since, even if a round-trip is booked, each leg of the trip is legally separate, there is not much that can be done. One person commented that “we are not your mom”. We note that taxi scrip is ideal for unplanned trips. Another way to help with unplanned trips would be to place used ADA paratransit vehicles in the community (in the hands of social service providers, activity groups, etc.). These vehicles have some life left after they are retired from heavy fleet usage.

Staff response: Staff echoes the sentiments of MAC

PCTF short-term recommendation: Request that all paratransit providers consider adopting policies to allow same-day changes under criteria that they may adopt.

MAC DISCUSSION AND RECOMMENDATIONS: MAC does not recommend doing this. We acknowledged both sides of the issue—convenience for the customer versus operation difficulties and substantial extra cost for METRO.

Staff response: ADA paratransit regulations require that all requests for next day service must be accommodated. There is no requirement that same day requests be accommodated. Since rides are scheduled the day prior to service, allowing same day changes would likely result in significant reduction in shared rides, increasing operating costs and reducing on time performance.

GOAL #3 - LEGAL MANDATES SHALL BE OBSERVED

PCTF short-term recommendation: All legal mandates and requirements—such as the federal Americans with Disabilities Act, state MediCal requirements and funding requirements from entities such as the Area Agency on Aging—shall be met.

MAC DISCUSSION AND RECOMMENDATIONS: MAC supports this statement.

Staff response: Staff supports this recommendation

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GOAL #4 - INCREASE FUNDING FOR SPECIALIZED TRANSPORTATION SERVICES

PCTF long-term recommendation: If another transportation sales tax measure is considered in the future, it should include funding specifically allocated for paratransit and specialized transportation for seniors and people with disabilities.

MAC DISCUSSION AND RECOMMENDATIONS: MAC supports such a measure. We hope that ADA paratransit operation (again, an unfunded mandate) will be named specifically

Staff response: Staff supports increased funding for transportation services provided by METRO.

PCTF long-term recommendation: Task Force favors attempting to secure additional funding from federal, state, and local sources for paratransit and specialized transportation services.

MAC DISCUSSION AND RECOMMENDATIONS: MAC supports this.

Staff response: Staff supports this.

IV. FINANCIAL CONSIDERATIONS

Several of the PCTF recommendations, especially those related to eligibility determination, program oversight, and service integration could have very dramatic economic consequences for METRO.

V. ATTACHMENTS

NONE

9.15

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Steve Paulson, Paratransit Administrator
SUBJECT: CONSIDERATION OF MODIFICATIONS TO THE PARATRANSIT PLAN (METRO PARACRUZ CUSTOMER GUIDE)

I. RECOMMENDED ACTION

Staff recommends that the Board review proposed modifications. Direct staff to make any changes that the Board wishes. Refer changes to MAC for review, to return to Board for approval.

II. SUMMARY OF ISSUES

- METRO ParaCruz is the federally mandated ADA complementary paratransit program of the Transit District, providing shared ride, door-to-door next day transportation to customers certified as having disabilities that prevent them from independently using the fixed route bus.
- The METRO ParaCruz Customer Guide provides the community with detailed information defining how METRO provides ADA paratransit service. The Customer Guide also serves as METRO's paratransit plan.
- The Customer Guide was adopted in 2002 as part of a major revision to METRO's approach to ADA paratransit service, including adopting the name METRO ParaCruz. The guide was developed by paratransit users with the assistance of a consultant, and served as the basis from which METRO ParaCruz policies and procedures were developed. At the time, METRO had no experience directly operating ADA paratransit service.
- In November 2004, at the transition to direct operation, the Customer Guide was updated to reflect the change in telephone number and to identify who would be operating the service, but substantive changes were not made.
- Modifications to the original content are intended to provide customers and the community with a more clear understanding of the service provided by METRO ParaCruz.

III. DISCUSSION

METRO ParaCruz is the federally mandated ADA complementary paratransit component of the Transit District, providing shared ride, door-to-door demand-response transportation to

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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.

Federal regulations set minimum standards for ADA paratransit service in a number of key areas including:

- Length of time to determine eligibility and begin providing service
- Service area
- Days and hours of service
- Fares
- Ride times
- Response time
- Capacity constraints

METRO ParaCruz meets or exceeds the minimum standards in all of these areas.

In addition to describing these service components, the Customer Guide provides information on all other aspects of how the customer interacts with the service: how to apply for eligibility, when and how to reserve rides, and what to expect when the driver arrives.

The METRO ParaCruz Customer Guide was introduced in 2002 as a part of a major revision of METRO's approach to ADA paratransit service delivery. With the assistance of a consultant, a group of paratransit users crafted the original Customer Guide. ParaCruz policies and procedures were then developed to support the Customer Guide. At the time, METRO had no experience directly operating ADA paratransit service.

When METRO began directly operating ParaCruz, in November 2004, the Customer Guide was modified to reflect the change in who was operating the service and the change in telephone number. No substantive change was made to content at the time.

Directly operating the service provides for more interaction with customers and has given staff the opportunity to identify areas within the Customer Guide where more information and clarification may be beneficial.

Included in the proposed modifications are changes to the No Show policy, based on percentage of rides rather than a specific number. Other proposed modifications include more information on eligibility renewal, an increased mention of the connection between fixed route and paratransit, some language added clarifying what a driver will and will not do (for example, that the driver will not lift a passenger in a wheeled mobility device up or down steps), placing a limit on the hours of availability of "will call returns", some clarification of the service provided to a personal care attendant (PCA), expectations of behavior of service animals while on board, and added language regarding customer conduct or courtesy.

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A copy of the Customer Guide including proposed modifications is attached to this report. A document comparing current language and proposed language is also attached.

IV. FINANCIAL CONSIDERATIONS

NONE

V. ATTACHMENTS

- A. Proposed Customer Guide
- B. Comparison of current and proposed Customer Guide
- C. ParaCruz eligibility and appeals process policy

METRO ParaCruz Customer Guide

Important Information for Users of
Santa Cruz Metropolitan Transit District's
Americans with Disabilities Act
(ADA) Complementary Paratransit Service

Summer 2006



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METRO ParaCruz Customer Guide

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If you need to telephone METRO ParaCruz for any reason, call 425-4664.
 TTY users connect through California Relay Service 1-800-735-2929.

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METRO ParaCruz Contact Numbers

METRO ParaCruz	425-4664 (voice)
	California Relay Service 1-800-735-2929 (TTY)
	464-5400 (FAX)
Paratransit Users Advocate	
Central Coast Center for Independent Living.....	462-8720 (voice)
	462-8729 (TTY)
METRO Accessible Services Coordinator	
(Mobility Training).....	423-3868 (voice)
	425-8993 (TTY)
METRO Ticket and Pass Program Specialist	
(Pre-paid ParaCruz tickets).....	425-3822(voice)
	425-8993 (TTY)
METRO Fixed Route Customer Service.....	425-8600 (voice)
	425-8993 (TTY)

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
 TTY users connect through California Relay Service 1-800-735-2929.

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Meeting Our Customers' Travel Needs

The Santa Cruz Metropolitan Transit District (METRO) provides mass public transit within Santa Cruz County. METRO operates a fleet of safe, clean, modern and accessible buses connecting people with educational, business, medical, shopping and social destinations. Most people are able to use these buses for some or all of their transportation. Modern accessibility features, including low floor designs, ramps and the "talking bus" make METRO's buses easier to use than ever before. People with physical, cognitive and psychiatric disabilities that prevent them from using the fixed route system some or all of the time may qualify for ADA complementary paratransit service (METRO ParaCruz).

Fixed Route Bus Service

All METRO buses have lifts or ramps to better serve riders who use wheelchairs or scooters, or have difficulty getting up and down the bus steps. All major stops, intersections, and connecting points are announced to help riders recognize their bus stop or points of transfer. A limited number of seats near the front of the bus are designated as priority seating for seniors and people with disabilities. Every bus is equipped with specialized equipment to securely transport customers using wheeled mobility devices. Drivers are trained to assist with securing wheeled mobility devices.

Many paratransit customers find that our fixed route buses provide greater flexibility and independence. For route and schedule information and any questions about using the METRO bus service, call METRO Customer Service at **425-8600** Monday through Friday from 8:00 AM to 4:00 PM.

Training For Fixed Route

METRO offers free training for people who want to learn to use the fixed route bus. For more information or to schedule training to use the bus, call the Accessible Services Coordinator at **423-3868**.

METRO ParaCruz Service

METRO ParaCruz operates to insure that people who have a physical, cognitive, or psychiatric disability that **prevents** them from making some or all of their trips on fixed route buses have a comparable level of access to mass public transportation, as required by the Americans with Disability Act of 1990 (ADA).

This shared ride service is provided with ramp-equipped minivans and lift-equipped small buses. METRO ParaCruz service operates in the same areas and during the same days and hours as the fixed route bus service. Rides must be reserved at least one day in advance.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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How to Apply for METRO ParaCruz Service

METRO ParaCruz service is limited to people who have been certified as meeting the strict eligibility criteria described in the ADA. The eligibility assessment includes an in-person transit evaluation in order to determine a person's functional ability to use fixed route bus service. Eligibility is not based on where you live, although service is only available within $\frac{3}{4}$ of a mile of an operating bus route. If, as a result of a disability, you cannot ever use the fixed route buses under any conditions, you will be determined eligible and "unrestricted." If you can use fixed route buses for some trips, you may be determined eligible but "restricted" from those trips that you could make by bus. Restrictions may be based on environmental conditions, such as extreme weather conditions or may be location specific, such as a destination at the top of a steep hill.

To apply, call the METRO ParaCruz Eligibility Coordinator at 425-4664 and schedule an appointment for a transit evaluation. Transit evaluations normally take about 30 minutes. If you need transportation to and from the evaluation, it will be provided at no charge to you. The person who interviews you will discuss your travel abilities and needs. You may also ask any questions you have about the service.

Your eligibility determination will be postmarked within 7 days of the transit evaluation. If you are approved, a letter and ID card will be sent to you. If for any reason a decision is not made within 21 calendar days, METRO ParaCruz service will be provided until a final decision is made. **If you do not agree with the decision, you may appeal the decision to an independent appeals panel.**

METRO ParaCruz eligibility is good for a maximum of three years. Between 60 and 90 days prior to the customer's eligibility expiration date, a one-page form will be sent to the most current address on file with METRO ParaCruz. The customer is asked to verify that their condition still prevents them from using the fixed route bus and to verify their contact information and mobility device(s). Customers who indicate that they have had a change in their mobility or mobility device may be asked to attend another transit evaluation.

Immediate Needs

METRO recognizes that due to unforeseeable circumstances there may be times when a new customer may need transportation before they are able to complete the eligibility process. In these cases, the METRO ParaCruz Eligibility Coordinator may be able to arrange temporary eligibility for up to fourteen days while the customer goes through the eligibility determination process. Telephone the Eligibility Coordinator for more information.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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Temporary Disabilities

Temporary eligibility is provided to customers who have a limited term condition that prevents them from using the METRO bus system. Limited term eligibility may be provided for the temporary duration of the inability to use the bus.

Appealing an Eligibility Determination

Applicants who believe an eligibility determination was made in error may appeal the decision. The applicant may initiate an appeal in writing (forms are included with eligibility denials) within 60 days of the determination. Address the appeal to:

METRO ParaCruz Eligibility Coordinator
2880 Research Park Dr, Suite 160
Soquel, CA 95073

Prior to your hearing, please provide additional information to assist the panel in making a determination:

- The reason you believe the determination was incorrect
- Any information you would like the appeals panel to consider supporting your appeal.

An appeal hearing will be scheduled within 30 days of receipt of the appeal request. The appeals panel will issue a determination which will be final.

Service for Visitors

Visitors to Santa Cruz County who have been determined eligible for ADA complementary paratransit services by a transit agency in another part of the country can use METRO ParaCruz for up to 21 days within a 365-day period. Visitors will be required to provide eligibility information from the transit system in their hometown. Visitors who do not have this kind of eligibility because they live in areas without public transit service will be asked for documentation of their disability and verification of their place of residence.

Visitors seeking to ride more than 21 days within a 365-day period, will need to participate in the METRO ParaCruz eligibility process to continue to ride. (See: ***How to Apply for METRO ParaCruz Service***).

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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METRO ParaCruz Service Area and Service Hours

METRO ParaCruz service mirrors the fixed route bus service. It operates in the same general area and times as the fixed route bus service. If a person without a disability would be able to use the bus to get to your destination at the same time, ParaCruz should be able to take you there.

METRO ParaCruz rides must begin and end within $\frac{3}{4}$ mile of a bus line (other than HWY17 commuter service). METRO ParaCruz service is available the same days and times as bus service operates in that area. See METRO's HEADWAYS for the most current information regarding when and where specific routes operate. The information is also available on the World Wide Web at <http://www.scmtd.com/routes.html>.

Neither METRO ParaCruz or METRO fixed route operate on:

New Years Day
Thanksgiving
Christmas Day

Fares

The one-way fare for METRO ParaCruz service is currently \$3.00 (twice the regular bus fare). Fares are set by the METRO Board of Directors and may change.

Fare must be paid each time you board the vehicle and can be paid as:

- **Cash.** Exact fare only (no pennies, please). **Drivers cannot make change.**
 - **Pre-paid METRO ParaCruz Tickets.**
- Tickets may be purchased at the METRO Center Information Booth or by mail.

METRO ParaCruz Tickets
METRO Center
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060

Please call 425-3822 for ticket information.

Have your exact fare ready for the driver when you board the vehicle. Customers who do not have the fare will not be transported. Drivers are **not permitted** to go into your purse or wallet to get your fare. If you are unable to take your fare out of your purse or wallet, you may put your fare in a separate coin purse or envelope for the driver.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

10.97

Note: Drivers are *not permitted* to accept tips. If you would like to commend a driver please call 425-4664.

Reserving Rides on METRO ParaCruz

When to Reserve a Ride

You can reserve your METRO ParaCruz ride up to fourteen days in advance of your trip. Reservation telephones are open seven days a week (except holidays) from 8:00 AM until 5:00 PM. If you **must** call on a holiday to request a ride for the **next day**, you may leave a message with your ride request and the scheduler will call you back that evening between 5:00 PM and 9:00 PM to confirm your ride.

Please **DO NOT** reserve trips you are not sure you will actually take. Tentative reservations and cancellations cause scheduling and service difficulties.

How to Reserve a Ride

To request a ride, call **425-4664** (TTY: connect through the California Relay Service **1-800-735-2929**) at least one and up to fourteen days in advance of your trip. **During the busiest reservation times of the day you may reach a busy signal or be placed on hold until a reservation agent can assist you. Hold times can be 2-3 minutes or longer.**

The reservation agent will guide you through the reservation process. **Please have the following information ready when you call to make a reservation:**

1. Your first and last name.
2. The date and day of the week you need to ride.
3. The street address where you need to be picked up.
4. The street address or a known landmark where you are going and the telephone number (if you have it). If you will be going to a large facility with several entrances (such as a mall or large medical facility), please specify the entrance where you would like to be dropped off or picked up.
5. The time you would like to arrive (the appointment time, if applicable).
6. The time you will be ready to be picked up for a return trip (if applicable).
7. If you use a mobility aid such as a cane, walker, wheelchair or scooter. (See: **Wheelchairs and other Wheeled Mobility Aids** for information about the maximum sizes and weights our vehicles can accommodate.)
8. If a personal attendant or companion(s) will be traveling with you, and whether or not your attendant or companion uses a mobility device.
9. If you will need a car seat for a child traveling with you.
10. If a service animal will be riding with you.
11. If you will be using a collapsible wheeled cart for shopping.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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Your "Ready Window"

After you have requested your trip(s), the reservation agent will read your request back to you and inform you of the ready window (time within which you can expect the vehicle to arrive) for each one-way trip. This 30-minute period of time is called your *Ready Window*. You may arrive at your appointment a little early or be picked up later than you requested. After you have provided the above trip information, the reservation agent will offer you one or more trip options. We will make every effort to offer you a drop-off time and return time that is as close as possible to the time you request. **Like the bus, METRO ParaCruz is a *shared-ride* service.** The driver may pick up and drop off other passengers after you are on board.

To ensure that the scheduling options offered will meet your needs as closely as possible, METRO ParaCruz established the following scheduling guidelines:

- Your ride should arrive at your destination point no more than 45 minutes before your requested drop-off time and no later than your requested drop-off time.
- A return pick-up should arrive no later than 60 minutes after the time you have requested and no earlier than that time.
- Most trips should take no more than 60 minutes from the pick-up until the drop-off. However, depending on traffic conditions and the distance you are traveling, your trip may be shorter or longer.

SCHEDULING TIPS

- When you call to schedule trips, you may want to have a pen and paper handy so you can write down when you will need to be ready for the METRO ParaCruz vehicle.
- Have all of the information for each trip available when you call. This will help the reservation agent to serve you efficiently. If you are not certain of exactly when you will need your return pick up, give yourself some extra time.
- If you are going to a medical appointment, let the person who is making your appointment know you will be traveling with METRO ParaCruz. Ask them for an estimate of a time when you will be finished. This will help you to schedule a return time.
- If you have an appointment, remember to allow some extra time to get from the METRO ParaCruz vehicle to your final destination. For example, if your appointment is at 9:00 AM, you may want to tell the reservation agent you would like to arrive no later than 8:45 AM. The reservation agent is trained to assist you with scheduling your ride for your appointment times.
- Similarly, leave time to get to the place where the METRO ParaCruz vehicle will pick you up for your return trip. For example, if you work until 5:00 PM, you might want to ask the reservation agent for a pick-up no earlier than 5:15 PM.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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Will-Call Returns

Whenever possible, you should schedule your return trip times. If you are taking a trip for an appointment and you do not know when you will be ready for a return trip, you may request a Will-Call return. You will need to call METRO ParaCruz at 425-4664 when you are ready to return. METRO ParaCruz will schedule a trip on the first available vehicle in your area. You may have to wait up to an hour or longer for the vehicle to arrive. Will call returns are only available during normal business hours. Will call returns that are not activated by 7pm will be automatically canceled.

Scheduling Multiple Trips

You may request up to four (4) round-trips per telephone call. If you have more than four trips you need to schedule, you will need to call again to schedule these additional trips. If you are requesting trips with multiple stops, you may not reserve in excess of eight (8) total "legs" during one call. This limit on scheduling has been set to minimize the telephone hold times for all customers. Scheduling each trip can take 3 minutes or longer. The limit on the number of trips scheduled at one time helps to keep the telephone lines from being tied up for long periods.

Subscription Service

In addition to "one time" or "casual" rides, METRO ParaCruz also offers Subscription Service. Federal regulations limit the availability of this type of service. If you need a ride to the *same place*, at the *same time*, at least once a week (going to work, attending a class or church, for example), "Subscription Service" may be a good option for you. This allows you to schedule these recurring trips with one call. You will then be automatically placed on the schedule each week with the same ready window, same pick up and destination. Customers desiring greater flexibility in their travel plans may prefer to reserve rides individually. Ask the reservation agent about this option.

If you are receiving Subscription Service, it is important to *let us know in advance if you don't need a ride on a particular day*. This way, we can make the change on our schedules. For example, if you have Subscription Service for a trip to school each weekday, you need to keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips. If you don't cancel you will be charged with a "no show".

It is important to let us know when your schedule changes. Excessive no shows, cancellations of or changes to subscription rides may result in removal from the subscription list.

You may put your subscription trip on "hold" for up to 30 days. When you are ready to have your subscription start up again, call METRO ParaCruz one week in advance to reinstate the service. If you need to put your trips on hold for a period longer than 30 days, your subscription will be canceled and you will need to request a new subscription trip when it is again needed.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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If we are unable to accommodate your request for subscription service, you will be put on a waiting list. You will be contacted when space becomes available. **While you are on the waiting list, you may continue to reserve trips individually.**

How to Change a Scheduled Ride

If plans change and you need to adjust your ride times, destination, seating type or other aspects of your trip, call METRO ParaCruz *before* 5PM the day prior. Remember, reservation agents are available every day (except holidays) from 8:00 AM until 5:00 PM. If you call on a holiday to change a ride for the next day, you may leave a message with the information and you will receive a call back that evening between 5:00 PM and 9:00 PM to confirm the change.

Tell the reservation agent you would like to change a ride that has already been scheduled. The reservation agent will ask you:

1. Your first and last name.
2. The date and time of the trip you are calling to change.
3. The new times that you would like to schedule, or changes you would like to make.

The reservation agent will always try to accommodate your needs. Changes to your original ride request may result in adjustment to your ready window and ride time, subject to schedule availability. The reservation agent will read back your new ready window and travel details.

METRO ParaCruz cannot change pick-up times or pick-up/drop-off locations or your seating type on the day of your ride.

If Your Appointment is Running Late

Everyone has occasional circumstances beyond their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and you will not be ready for your scheduled return trip (or if you have missed your return ride), call METRO ParaCruz as soon as possible.

You will be asked for:

Your name

The time of your scheduled return trip pick-up

METRO ParaCruz will attempt to adjust your return trip pick-up time and assign another vehicle to pick you up at a later time. **Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your trip.**

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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How to Cancel a Scheduled Ride

Please call and cancel the ride as soon as you know you will not be traveling to avoid being considered a no-show. No-shows can lead to a suspension of service. (see **No-shows**)

Call METRO ParaCruz at 425-4664 between 6:00 AM and 10:30 PM.

If you need to cancel a trip on the day of your ride, please call at least one hour before the beginning of your Ready Window. It is important to notify METRO ParaCruz in time so that the driver does not make an unnecessary trip, and so you are not considered a no-show.

No-Shows

No-shows cause excess delays, inconvenience to other riders, wasted resources and increase operating costs. Generally, a “No-Show” costs METRO ParaCruz as much as if the customer had taken the trip. To emphasize the importance of avoiding “No-shows”, METRO ParaCruz has instituted this “No-Show” Policy. Through the adoption of this policy, a customer can have his/her service suspended for establishing a “pattern or practice” of missing scheduled trips which result in assessed “no-shows”.

A “No-Show” is defined as follows:

- a) After scheduling a trip, the customer no longer needs the ride and fails to call and cancel at least one (1) hour before the start of the Ready Window
- b) The ParaCruz vehicle arrives within the Ready Window, but the Operator cannot locate the customer at the requested pick-up location (as identified by the customer and accepted by the reservationist) within five (5) minutes; or
- c) The vehicle arrives within the Ready Window but the customer is not ready to go within five (5) minutes and does not board the vehicle.

If a customer “No-Shows” for the first leg of a trip, any subsequent leg or return trip will not be canceled automatically and may result in an additional “No-Show” assessment if not canceled as required by this policy.

If you miss a scheduled ride for any reason, be sure to call METRO ParaCruz to let them know whether or not you still want to keep other trips on that day.

If it is determined by METRO ParaCruz that the “No-Show” was assessed appropriately the customer shall be notified and shall be advised of the No-Show Policy and the consequences of excessive “No-Shows”.

When a customer has “No-Showed” 15% of his/her rides, including all assessed “No-Shows” within a rolling 90-day period and the actual number of “No-Shows” exceeds 3 during the period, he or she shall be notified of the intention to suspend paratransit service

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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to him/her for a fourteen (14) day period.

The customer has the right to appeal this determination before any suspension would be imposed and may do so by providing either a written or oral request for an appeal hearing to:

**METRO ParaCruz
2880 Research Park Drive, Suite 160
Soquel, CA 95073
Or telephone at (831) 425-4664.**

The request for an appeal hearing must be made within 10 days from the date the notification of intended suspension was sent to the customer.

If the customer does not appeal the suspension, the suspension shall be scheduled and the customer shall be notified of the dates of the suspension. The customer will be given 10 days notice of the suspension dates. All METRO ParaCruz schedulers shall be notified of the suspension.

If a schedule delay, bad weather, or breakdown causes the METRO ParaCruz service to be late or to miss a pick-up and you decide to find another way to your appointment, please call the METRO ParaCruz and tell them that you would still like a return ride.

If a customer takes twenty-four (24) rides or more within a twelve (12) month period without being assessed a "No-Show", he/she shall be allowed one round-trip ride free of charge.

What to Expect When the Vehicle Arrives

The METRO ParaCruz driver will arrive in a bus, van or minivan (sometimes a taxi sedan may be substituted for ambulatory customers). The driver will pull the vehicle up to the curb in front of the pick-up address you provided. *The vehicle may arrive any time within your Ready Window.* Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all customers. If possible, wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you. If you do not appear at the scheduled time, the driver will come to the specified entrance of the building and make his presence known. The driver will wait up to five (5) minutes before departing.

Door-to-door service

Door-to-door service means that the driver will escort you from the designated street level entrance of the building you are being picked up from to the designated street level entrance of your destination. The driver is not allowed to enter your home, nor to escort you beyond the street level entrance at your destination. If you travel with a personal care attendant (PCA), the driver is not expected to provide assistance to the attendant beyond boarding and deboarding.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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If you think it may be difficult for you to know when the METRO ParaCruz vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to identify possible ways to alert you to when vehicle arrives.

What the Driver Will Do:

- Arrive at your pick up location and wait for up to five minutes.
- If your pick up is from a nursing home or group facility, drivers will meet you at the front of the main lobby.
- Provide assistance from your front door to the vehicle.
- Provide assistance into and out of the vehicle.
- Operate the wheelchair ramp or lift.
- Assist with seat belts
- Assist with the securement of wheelchairs and mobility aids.
- Provide limited assistance with packages up to 30 pounds total. Driver must be able to load and unload them in one trip and without delaying the vehicle.
- Provide the customer with assistance to the door of your destination.

What the Driver Will Not Do:

- Drivers are not permitted to go inside your home to get you, nor inside the building at your destination.
- Drivers are not permitted to perform health care duties such as assistance transferring from or to a wheelchair in the home, disconnecting medical equipment such as oxygen, or turning off appliances or televisions. The customer must arrange for an attendant or companion if these types of services are needed.
- Drivers may not go into your purse or wallet to get your fare.
- Drivers do not provide assistance loading or unloading objects over 30 pounds. If you need assistance with objects over 30 pounds, please arrange for an attendant or companion to assist you. Your assistant or companion must be able to load and unload them in one trip and without delaying the vehicle.
- Drivers are not allowed to lift passengers under any circumstances.
- Drivers are not permitted to take wheelchairs (over 30 pounds) up stairs or excessively steep ramps or driveways.
- Drivers do not accept tips. If you would like to compliment a driver or have a complaint, call METRO ParaCruz.

To Check on Your Ride

If a ParaCruz vehicle has not arrived by the end of the Ready Window, you may call METRO ParaCruz and request an estimated arrival time. The dispatcher will contact the driver for you. If possible, stay in sight of the pick-up location, in case the vehicle arrives while you are calling. *Please do not call before the end of your ready window. Unnecessary*

If you need to telephone METRO ParaCruz for any reason, call 425-4664
TTY users connect through California Relay Service 1-800-735-2929.

10.9.14

phone calls create longer hold times for other callers and cause delays in important communication between dispatchers and drivers.

Rider Tips

- Make sure that your address is clearly visible from the street, especially at night.
- If you are being picked up at a large building, make sure when you schedule your ride to tell the reservation agent at which entrance you will be waiting.
- Carry needed medication with you in case your trip takes longer than expected.
- If you have a medical need, please bring a small snack with you in case the trip is longer than planned.

Personal Care Attendants

Some people need a Personal Care Attendant (PCA) to assist with personal care or tasks. PCAs are not required to pay a fare when traveling with you. PCAs must get on and off the vehicle at the same places and times as you. The driver does not provide assistance to the attendant beyond boarding and deboarding.

For a PCA to ride free with you, your need for a PCA must be documented during the eligibility process. If your condition has changed since your eligibility certification and you now require an attendant, call the ParaCruz Eligibility Coordinator for more information.

You will need to tell the reservation agent when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Guests/Companions

If you make a reservation for them, you are always entitled to bring one guest/companion with you. Reservations for additional guests/companions will be accommodated only if there is enough space on the vehicle.

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you with personal care or tasks. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you.

You will need to tell the reservation agent when you schedule trips that you will be traveling with one or more guests/companions. **Drivers cannot add riders who do not have a reservation.**

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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Children

All children under 46 inches tall must be accompanied by an adult. If traveling with an eligible fare-paying adult, children under 46 inches tall do not need to pay a fare.

Children under six (6) years of age will be considered for METRO ParaCruz eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

In addition, children under six (6) years of age (or under 60 pounds) must travel in an approved child car seat. METRO ParaCruz has a limited number of child car seats available. Please let the reservation agent know if you need one when scheduling your trip. If you have your own car seat, you are encouraged to use it.

An adult accompanying a child on METRO ParaCruz is responsible for the child. Drivers can assist with securing child car seats, but are not permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please plan to bring someone else along to help you.

Wheelchairs and Other Wheeled Mobility Devices

METRO ParaCruz vehicles are designed to accommodate most wheelchairs and mobility aids. Wheelchairs and scooters will be secured facing forward. All wheelchairs and scooters that are within the following limits (when occupied) will be transported:

- Not more than 30 inches wide
- Not more than 48 inches long
- Not more than 600 pounds (mobility device and passenger combined).

If your wheelchair or scooter exceeds these limits, we cannot guarantee that we will be able to accommodate your mobility device. Please keep this in mind when replacing or purchasing wheelchairs and scooters. If you are not sure whether or not your device is oversized, please contact METRO ParaCruz. We will arrange for a member of our staff to assess your mobility device.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on METRO ParaCruz. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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Service Animals

Service Animals are welcome on METRO ParaCruz vehicles. Service animals include guide dogs, signal dogs, and other animals specially trained to work or perform specific tasks for persons with disabilities. Service Animals must be under the full control of the owner at all times. Service Animals must not misbehave (e.g., soiling the vehicle, growling, harassing or licking other customers). Service Animals shall not occupy vehicles seats. They are to ride on the floor in either a sit or “down” position.

Be sure to inform the reservationist when you are scheduling a ride if you will be traveling with a service animal.

Pets and Companion Animals

Pets and companion animals may ride on METRO ParaCruz only if they are properly caged and under the full control of their owner. Drivers are not permitted to carry cages (including the animal) heavier than 30 pounds on or off of METRO ParaCruz vehicles. If you need assistance with a caged pet, please arrange to travel with someone who can help you.

Safety Belts

For your safety and security, you will be required to use passenger restraint equipment and remain seated while riding on ParaCruz vehicles.

Packages and Personal Items

You may bring grocery bags, luggage, or other packages or personal items with you on METRO ParaCruz. Drivers will assist with loading and unloading of packages and personal items weighing no more than 30 pounds, but must maintain sight of their vehicle. You may bring packages in excess of this limit (i.e., that weigh no more than 50 pounds or are longer than 5 feet) onboard the vehicle, but you and/or your assistant or companion must be able to load and unload them in one trip and without delaying the vehicle. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal two-wheeled, collapsible carts. Please let the reservation agent know that you are bringing a cart.

Inclement Weather

METRO reserves the right to suspend, modify or cancel service during times of hazardous weather conditions which may jeopardize the safety of our passengers and employees. On bad weather days METRO ParaCruz will make every effort to contact scheduled riders to advise them if service is suspended.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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If you are traveling during inclement weather, be sure to prepare for longer ride times. Bring any medication you may need. If you have a medical need, bring a small snack with you in the event your trip takes longer than expected.

Rider Courtesy

METRO has a short list of common-sense rules to ensure the safety and comfort of all riders and drivers. We ask that riders observe the following Rules of Conduct:

- Please have your fare and ParaCruz ID ready when the vehicle arrives.
- Smoking is not permitted on or around the vehicles.
- Please travel fragrance free.
- Please be sure that wheelchairs are clean, safe and in good working order.
- Exposed sores or open wounds are not permitted.
- No leaking or dripping bodily fluids
- No clothing soiled with bodily discharge
- No eating or drinking on-board (unless required for health reasons).
- No possession of illegal drugs or open containers of alcohol.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No physical or verbal abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, mp3 players, or compact disc players (without earphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment while on-board.

Riders who engage in verbal or physical abuse or cause injury to another rider, driver, or other METRO ParaCruz staff member, or who engage in other illegal or disruptive activities may be subject to immediate and permanent suspension of METRO ParaCruz service.

Any rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

Suggestions, Comments, Compliments and Complaints

Feedback about METRO ParaCruz service is encouraged.

If you have a comment or complaint about a particular trip or reservation experience, please call and ask to file a Customer Service Report.

Comments about service policies may be directed to the Paratransit Administrator by phone

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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or in writing to:

**Paratransit Administrator
2880 Research Park Dr, Suite 160
Soquel, CA 95073**

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, mailing address, and telephone number.
- The date, time, and location of the incident.
- The vehicle number, driver's name or both (if possible).
- If concerning METRO ParaCruz office staff, the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

All Customer Service Reports will be investigated and you will be provided with the findings of your report within thirty (30) days.

Paratransit Users Advocate

The Paratransit Users Advocate is available to assist customers with addressing METRO ParaCruz service issues.

You may request assistance with a policy issue, a service requirement, make a comment or complaint, or, if you wish, you may file a complaint or comment anonymously.

You may contact the Paratransit Users Advocate at:

**Central Coast Center for Independent Living (CCCIL)
1395 41st Avenue, Suite B
Capitola, CA 95010
Email: CCCIL@cccil.org
Phone: 831-462-8720 (TTY 831-462-8729)**

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If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

Glossary of METRO ParaCruz Terms

ADA Complementary Paratransit (METRO ParaCruz): The Americans with Disabilities Act (ADA) requires public providers of fixed route bus service to make transportation service available to persons with disabilities who are unable to use accessible fixed route bus service. METRO ParaCruz is the name given to the ADA Complementary Paratransit provided by the Santa Cruz Metropolitan Transit District (METRO). METRO ParaCruz service must be “comparable” to fixed route service in seven key areas: service area, days and hours of service, fares, response time, travel time, trip purpose restrictions, and capacity constraints.

Appeals Process: The opportunity available to an METRO ParaCruz rider to dispute, before an independent panel, METRO decisions regarding his/her eligibility for service or suspension of service for any reason.

Cancellation: Notification from a rider to METRO ParaCruz that he/she will not be needing a scheduled ride. Cancellations should be made as early as possible, but *must* be made no later than one hour prior to the beginning of the Ready Window.

Driver Wait Time:

A period of five minutes after the arrival of the vehicle at the pick-up location during which the driver will wait for the rider before departing. The vehicle may arrive at any time during the Ready Window for a particular trip. The customer will be charged with a “no show” if the customer is not ready to board by the end of the driver wait time.

METRO Accessible Services Coordinator: The METRO staff person responsible for providing training and support for persons wanting to learn how to use METRO’s fixed-route transit system and its accessible features and services.

METRO ParaCruz Eligibility: Four categories of persons seeking transportation in the METRO service area are eligible for METRO ParaCruz service:

- Certified individuals who, because of a disability, are unable to board, ride, or exit independently from an accessible fixed route bus
- Certified individuals who, because of a disability, are unable to travel to or from a bus stop
- Visitors to the METRO service area who are eligible for ADA complementary paratransit service in another community
- Personal Care Attendants and companions of ADA-eligible individuals

METRO ParaCruz Eligibility Coordinator: The METRO staff person responsible for overseeing the METRO ParaCruz eligibility determination process.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

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METRO Paratransit Administrator: The METRO manager responsible for overseeing all aspects of the administration and delivery of METRO ParaCruz service.

Paratransit Users Advocate: The Central Coast Center for Independent Living (CCCIL) will act as a liaison, when needed, between METRO ParaCruz service riders and METRO with regard to service issues.

No-show: After scheduling a trip, the customer no longer needs the ride and fails to call and cancel at least one (1) hour before the start of the Ready Window OR the ParaCruz vehicle arrives within the Ready Window, but the Operator cannot locate the customer at the requested pick-up location (as identified by the customer and accepted by the reservationist) within five (5) minutes; OR the vehicle arrives within the Ready Window but the customer is not ready to go within five (5) minutes and does not board the vehicle.

Ready Window: A 30-minute period of time surrounding a negotiated METRO ParaCruz pick-up time (10-minutes before and 20-minutes after), during which the vehicle will arrive at the pick-up location. Example: for a requested pick-up time of 9:00 AM , the Ready Window would be from 8:50 AM to 9:20 AM . The METRO ParaCruz rider needs to be ready to board and waiting for the vehicle throughout the Ready Window.

Subscription Service: A standing reservation for a trip to the same place at the same time, at least once a week.

TTY: Text Telephone. A text messaging communication device that operates through the telephone system, frequently used by persons with hearing or speech impairment as an alternative to the telephone. Text messaging functions similar to computerized instant messaging.

If you need to telephone METRO ParaCruz for any reason, call 425-4664.
TTY users connect through California Relay Service 1-800-735-2929.

10.021

METRO ParaCruz Customer Guide

Important Information for Users of
Santa Cruz Metropolitan Transit District's
Americans with Disabilities Act
(ADA) Complementary Paratransit Service

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November 2004

METRO ParaCruz Customer Guide

Important Information for Users of
Santa Cruz Metropolitan Transit District's
Americans with Disabilities Act
(ADA) Complementary Paratransit Service

Attachment **B**

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METRO ParaCruz Contact Numbers

TTY is an abbreviation for "text telephone."

METRO ParaCruz.....	425-4664 (voice)
California Relay Service 1-800-735-2929 (TTY)	464-5400 (FAX)
Paratransit Users Advocate	
Central Coast Center for Independent Living...	462-8720 (voice)
	462-8729 (TTY)
METRO Accessible Services Coordinator	
(Mobility Training).....	423-3868 (voice)
	425-8993 (TTY)
METRO Ticket and Pass Program Specialist	
(Pre-paid ParaCruz tickets)	423-3822(voice)
	425-8993 (TTY)
METRO Fixed Route Customer Service.....	425-8600(voice)
	425-8993 (TTY))

Meeting Our Customers' Travel Needs

The Santa Cruz Metropolitan Transit District (METRO) provides public transportation service throughout most of Santa Cruz County. This service includes fixed bus routes and ADA complementary paratransit service (METRO ParaCruz) for people with physical, cognitive and psychiatric disabilities. All METRO bus routes are accessible to people with disabilities who need lifts or ramps to board buses, or who need audible stop information. Through this network of services, METRO's goal is to provide maximum transportation access to our customers.

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METRO ParaCruz Contact Numbers

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	425-8993 (TTY)

Meeting Our Customers' Travel Needs

The Santa Cruz Metropolitan Transit District (METRO) provides mass public transit within Santa Cruz County. METRO operates a fleet of safe, clean, modern and accessible buses connecting people with educational, business, medical, shopping and social destinations. Most people are able to use these buses for some or all of their transportation. Modern accessibility features, including low floor designs, ramps and the "talking bus" make METRO's buses easier to use than ever before. People with physical, cognitive and psychiatric disabilities that prevent them from using the fixed route system some or all of the time may qualify for ADA complementary paratransit service (METRO ParaCruz).

Fixed Route Bus Service

METRO is committed to providing transportation services that can be used by all of our customers. All "fixed route buses" (larger buses that operate on set routes) have lifts or ramps to better serve riders who use wheelchairs or have difficulty getting up and down the bus steps. Drivers announce major stops, intersections, and connecting points to help riders recognize their bus stop or points of transfer. A limited number of seats near the entrance are designated as priority seating for seniors and people with all disabilities. For riders who use wheelchairs, there are reserved spaces with securement straps to provide a safe and secure ride. Drivers are trained to assist with this securement.

METRO encourages its paratransit customers to take advantage of the flexibility and independence that our fixed route bus service provides. For route and schedule information and any questions about using the METRO bus service, call METRO Customer Service at **425-8600 (TTY 425-8993)** Monday through Friday from 8:00 AM to 4:00 PM.

METRO offers free transit training for people learning to ride the bus. Training includes how to use the METRO system, how to obtain an ID Card, purchase tickets and passes, read the HEADWAYS Schedule book, and handle unexpected situations. For more information call METRO Customer Service at 425-8600 (TTY 425-8993). To schedule transit training, call the Accessible Services Coordinator at **423-3868 (TTY 425-8993)**.

METRO ParaCruz Service

For riders who have a physical, cognitive, or psychiatric disability that prevents them from making some or all of their trips on fixed route buses, METRO offers a shared-ride, door-to-door service. This service is called **METRO ParaCruz**. It is provided as part of our efforts to meet the requirements of the Americans

Fixed Route Bus Service

All METRO buses have lifts or ramps to better serve riders who use wheelchairs or scooters, or have difficulty getting up and down the bus steps. All major stops, intersections, and connecting points are announced to help riders recognize their bus stop or points of transfer. A limited number of seats near the front of the bus are designated as priority seating for seniors and people with disabilities. Every bus is equipped with specialized equipment to securely transport customers using wheeled mobility devices. Drivers are trained to assist with securing wheeled mobility devices.

Many paratransit customers find that our fixed route buses provide greater flexibility and independence. For route and schedule information and any questions about using the METRO bus service, call METRO Customer Service at 425-8600 Monday through Friday from 8:00 AM to 4:00 PM.

Training for Fixed Route

METRO offers free training for people who want to learn to use the bus. For more information or to schedule training to use the bus, call the Accessible Services Coordinator at **423-3868**.

METRO ParaCruz Service

METRO ParaCruz operates to insure that people who have a physical, cognitive, or psychiatric disability that **prevents** them from making some or all of their trips on fixed route buses have a comparable level of access to mass public transportation, as required by the Americans with Disability Act of 1990 (ADA).

This shared ride service is provided with ramp-equipped minivans and lift-equipped small buses. METRO ParaCruz service operates in the same areas and during the same days and hours as the fixed route bus service. Rides must be reserved at least one day in advance.

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with Disabilities Act of 1990 (ADA).

METRO ParaCruz service must be reserved at least one day in advance. The service is provided with ramp-equipped minivans and lift-equipped vans. METRO ParaCruz service operates in the same areas and during the same days and hours as the fixed route bus service. The service can be used for any trip purpose.

This Customer Guide provides information about the METRO ParaCruz service:

- How to apply for service
- Where it operates
- The days and hours of service
- How to request a ride
- Fares
- Other important information

If you still have questions after reading this Customer Guide, you can call METRO ParaCruz at **425-4664**. Copies of this Customer Guide can also be requested in large print, audio CD, Spanish language, or on computer disk.

How to Apply for METRO ParaCruz Service

Individuals interested in using METRO ParaCruz service must first be determined eligible. The eligibility assessment considers each person's functional ability to use fixed route bus service. Eligibility is not based on where you live, although service is only available in the designated METRO ParaCruz service area. If, as a result of a disability or health condition, you cannot use the fixed route buses under any conditions, you will be determined eligible and "unrestricted." If you can use fixed route buses some of the time, but not at other times, you will be determined eligible but "restricted" from those trips that you could make by bus.

How to Apply for METRO ParaCruz Service

METRO ParaCruz service is limited to people who have been certified as meeting the strict eligibility criteria described in the ADA. The eligibility assessment includes an in-person transit evaluation in order to determine a person's functional ability to use fixed route bus service. Eligibility is not based on where you live, although service is only available within 3/4 of a mile of an operating bus route. If, as a result of a disability, you cannot ever use the fixed route buses under any conditions, you will be determined eligible and "unrestricted." If you can use fixed route buses for some trips, you may be determined eligible but "restricted" from those trips that you could make by bus. Restrictions may be based on environmental conditions, such as extreme weather condi-

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If you have questions about the eligibility process, please call the ParaCruz Eligibility Coordinator at 425-4664.

To apply, call the METRO ParaCruz Eligibility Coordinator at 425-4664 and schedule an appointment for an interview. Interviews normally take about 30 minutes. If you need transportation to and from the interview, just ask when you make your appointment and free transportation will be provided. The person who interviews you will complete your eligibility determination form with you and will discuss your travel abilities and needs in more detail. You may also ask any questions you have about the service.

You will be notified of your eligibility determination within 7 days after the interview. If you are approved, a letter and ID card will be sent to you. If for any reason a decision is not made within 21 calendar days, METRO ParaCruz service will be provided until a final decision is made. **If you do not agree with the decision that is made, you can appeal the decision to an independent appeals panel.**

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Immediate Needs

METRO recognizes that due to unforeseen circumstances there may be times when customers need transportation to and from critical appointments before they are able to complete the eligi-

tions or may be location specific, such as a destination at the top of a steep hill.

To apply, call the METRO ParaCruz Eligibility Coordinator at 425-4664 and schedule an appointment for a transit evaluation. Transit evaluations normally take about 30 minutes. If you need transportation to and from the evaluation, it will be provided at no charge to you. The person who interviews you will discuss your travel abilities and needs. You may also ask any questions you have about the service.

Your eligibility determination will be postmarked within 7 days of the transit evaluation. If you are approved, a letter and ID card will be sent to you. If for any reason a decision is not made within 21 calendar days, METRO ParaCruz service will be provided until a final decision is made. **If you do not agree with the decision, you may appeal the decision to an independent appeals panel.**

METRO ParaCruz eligibility is good for a maximum of three years. Between 60 and 90 days prior to the customer's eligibility expiration date, a one-page form will be sent to the most current address on file with METRO ParaCruz. The customer is asked to verify that their condition still prevents them from using the fixed route bus and to verify their contact information and mobility device(s). Customers who indicate that they have had a change in their mobility or mobility device may be asked to attend another transit evaluation.

Immediate Needs

METRO recognizes that due to unforeseeable circumstances there may be times when a new customer may need transportation before they are able to complete the eligibility process. In these cases, the METRO ParaCruz Eligibility Coordinator may be able to arrange temporary eligibility for up to fourteen days

bility process. In these cases, contact the METRO ParaCruz Eligibility Coordinator for consideration of limited immediate needs transportation on an individual basis.

Temporary Disabilities

Temporary eligibility is provided to customers who have a limited term condition that prevents them from using the METRO bus system. Eligibility will be provided for the expected duration of the disability. Contact the Eligibility Coordinator at 425-4664 for more information.

Appealing an Eligibility Determination

Applicants who believe an eligibility determination was made in error may appeal the decision. The applicant may initiate an appeal in writing (forms can be obtained from the Eligibility Coordinator) within 60 days of the determination. Address the appeal to:

METRO ParaCruz Eligibility Coordinator
2880 Research Park Dr, Suite 160
Soquel, CA 95073

The request must include:

- Applicant's name and address
- Request for an appeal

Prior to your hearing, please provide additional information to assist the panel in making a determination:

- Reason you believe the determination was incorrect
- Information supporting your request

The Eligibility Coordinator will schedule an independent appeal hearing for you within 30 days of receipt of the appeal request.

while the customer goes through the eligibility determination process. Telephone the Eligibility Coordinator for more information.

Temporary Disabilities

Temporary eligibility is provided to customers who have a limited term condition that prevents them from using the METRO bus system. Limited term eligibility may be provided for the temporary duration of the inability to use the bus.

Appealing an Eligibility Determination

Applicants who believe an eligibility determination was made in error may appeal the decision. The applicant may initiate an appeal in writing (forms are included with eligibility denials) within 60 days of the determination. Address the appeal to:

METRO ParaCruz Eligibility Coordinator
2880 Research Park Dr, Suite 160
Soquel, CA 95073

Prior to your hearing, please provide additional information to assist the panel in making a determination:

- The reason you believe the determination was incorrect
- Any information you would like the appeals panel to consider supporting your request.

An appeal hearing will be scheduled within 30 days of receipt of the appeal request. The appeals panel will issue a determination which will be final.

Service for Visitors

Visitors to Santa Cruz County who have been determined eligible for ADA complementary paratransit services by a transit agency in another part of the country can use METRO ParaCruz for up to 21 days within a 365-day period. Visitors will be required to provide

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Service for Visitors

Visitors to the area can use METRO ParaCruz for up to 21 days within a 365-day period by providing documentation that they have been determined eligible for similar ADA complementary paratransit services by a transit agency in another part of the country. Applicants for Visitor service may be required to provide proof of visitor status. Visitors who do not have this kind of eligibility because they live in areas without public transit service might be asked for documentation of their health condition or disability.

If you will be visiting for more than 21 days within a 365-day period, you will need to participate in the METRO ParaCruz eligibility process to continue to ride. (See: *How to Apply for METRO ParaCruz Service*).

METRO ParaCruz Service Area and Service Hours

METRO ParaCruz is designed to be “comparable to” (or similar to) the fixed route bus service. For this reason, it operates in the same general area as the fixed route bus service.

Service Area

METRO ParaCruz provides service to any destination within Santa Cruz County that is within 3/4 miles of an operating bus route.

Service Days and Hours

METRO ParaCruz operates:

6:00 AM to 10:30 PM, 7 days a week
(except holidays listed below).

eligibility information from the transit system in their hometown. Visitors who do not have this kind of eligibility because they live in areas without public transit service will be asked for documentation of their disability and verification of their place of residence.

Visitors seeking to ride more than 21 days within a 365-day period, will need to participate in the METRO ParaCruz eligibility process to continue to ride. (See: *How to Apply for METRO ParaCruz Service*).

METRO ParaCruz Service Area and Service Hours

METRO ParaCruz service mirrors the fixed route bus service. It operates in the same general area and times as the fixed route bus service. If a person without a disability would be able to use the bus to get to your destination at the same time, ParaCruz should be able to take you there.

METRO ParaCruz rides must begin and end within 3/4 mile of a bus line (other than HWY17 commuter service). METRO ParaCruz service is available the same days and times as bus service operates in that area. See METRO’s HEADWAYS for the most current information regarding when and where specific routes operate. The information is also available on the World Wide Web at <http://www.scmtd.com/routes.html>.

Neither METRO ParaCruz or METRO fixed route operate on:

- New Years Day
- Thanksgiving
- Christmas Day

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METRO ParaCruz **does not operate** on the following holidays:

- New Years Day
- Thanksgiving
- Christmas Day

METRO ParaCruz operates additional evening hours to correspond with certain fixed routes. Call METRO ParaCruz at **425-4664** for more information.

Please have your METRO ParaCruz ID card available when boarding the vehicle.

Your ParaCruz ID card entitles you to discount fares and passes on the METRO fixed-route bus system.

METRO passes (fixed-route, student or discount) are **not valid** on METRO ParaCruz.

Fares

The one-way fare for scheduled METRO ParaCruz service is twice the current bus fare. METRO ParaCruz fare is set by the METRO Board of Directors and may change.

Fare must be paid each time you board the vehicle and can be paid as:

- **Cash.** Exact fare only (coins or dollar bills). Drivers cannot make change.
- **Pre-paid METRO ParaCruz Tickets.** May be purchased at the METRO Center Information Booth or by mail. Please call 425-3822 for ticket information.

Fares

The one-way fare for METRO ParaCruz service is currently \$3.00 (twice the regular bus fare). Fares are set by the METRO Board of Directors and may change.

Fare must be paid each time you board the vehicle and can be paid as:

- **Cash.** Exact fare only (no pennies, please). Drivers cannot make change.
- **Pre-paid METRO ParaCruz Tickets.** Tickets may be purchased at the METRO Center Information Booth or by mail.

METRO ParaCruz Tickets
METRO Center
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060

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METRO ParaCruz Tickets
METRO Center
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060

Have your exact fare ready for the driver when you board the vehicle. Drivers are not permitted to go into your purse or wallet to get your fare. If you are unable to take your fare out of your purse or wallet, you may put your fare in a separate coin purse or envelope for the driver.

Note: Drivers are *not permitted* to accept tips. If you would like to commend a driver, call the Paratransit Administrator at 425-4664.

Reserving Rides on METRO ParaCruz

When to Reserve a Ride

You can reserve your METRO ParaCruz ride from one to fourteen days in advance of your trip. Reservation telephones are open seven days a week (except holidays) from 8:00 AM until 5:00 PM. If you need to call on holidays to request a ride for the **next day**, you may leave a message with your request and the scheduler will call you back that evening between 5:00 PM and 9:00 PM to confirm your ride.

Please **DO NOT** make reservations for trips you are not sure you will actually take. Tentative reservations and cancellations can cause scheduling and service difficulties.

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Please call 425-3822 for ticket information.

Have your exact fare ready for the driver when you board the vehicle. Customers who do not have the fare will not be transported. Drivers are not permitted to go into your purse or wallet to get your fare. If you are unable to take your fare out of your purse or wallet, you may put your fare in a separate coin purse or envelope for the driver.

Note: Drivers are *not permitted* to accept tips. If you would like to commend a driver please call 425-4664.

Reserving Rides on METRO ParaCruz

When to Reserve a Ride

You can reserve your METRO ParaCruz ride up to fourteen days in advance of your trip. Reservation telephones are open seven days a week (except holidays) from 8:00 AM until 5:00 PM. If you **must** call on a holiday to request a ride for the **next day**, you may leave a message with your ride request and the scheduler will call you back that evening between 5:00 PM and 9:00 PM to confirm your ride.

Please **DO NOT** reserve trips you are not sure you will actually take. Tentative reservations and cancellations cause scheduling and service difficulties.

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How to Reserve a Ride

To request a ride, call 425-4664 (TTY: connect through the California Relay Service 1-800-735-2929) at least one day in advance of your trip. **During the busiest reservation times of the day (early mornings and late afternoons) you may reach a busy signal or be placed on hold until a reservation agent can assist you. Hold times can be 2-3 minutes or longer. If possible, place your trip requests during the middle of the day when the telephone lines are less busy.**

The reservation agent will guide you through the reservation process. **Please have the following information ready when you call to make a reservation:**

1. Your first and last name.
2. Your METRO ParaCruz ID number.
3. The date and day of the week you need to ride.
4. The street address where you need to be picked up.
5. The street address or a known landmark where you are going and the telephone number (if you have it). If you will be going to a large facility with several entrances (such as a mall or large medical facility), please specify the exact point where you would like to be dropped off or picked up.
6. The time you would like to arrive (the appointment time, if applicable).
7. The time you will be ready to be picked up for a return trip (if applicable).
8. If you use a mobility aid such as a wheelchair, walker, scooter. (See: *Wheelchairs and other Mobility Aids* for information about the maximum sizes and weights our vehicles can accommodate.)
9. If you will need to use the lift.
10. If a personal attendant or companion(s) will be traveling with you, and whether or not your attendant or companion uses a mobility device.
11. If you will need a car seat for a child traveling with you.

How to Reserve a Ride

To request a ride, call 425-4664 (TTY: connect through the California Relay Service 1-800-735-2929) at least one and up to fourteen days in advance of your trip. **During the busiest reservation times of the day you may reach a busy signal or be placed on hold until a reservation agent can assist you. Hold times can be 2-3 minutes or longer.**

The reservation agent will guide you through the reservation process. **Please have the following information ready when you call to make a reservation:**

1. Your first and last name.
2. The date and day of the week you need to ride.
3. The street address where you need to be picked up.
4. The street address or a known landmark where you are going and the telephone number (if you have it). If you will be going to a large facility with several entrances (such as a mall or large medical facility), please specify the entrance where you would like to be dropped off or picked up.
5. The time you would like to arrive (the appointment time, if applicable).
6. The time you will be ready to be picked up for a return trip (if applicable).
7. If you use a mobility aid such as a cane, walker, wheelchair or scooter. (See: *Wheelchairs and other Wheeled Mobility Aids* for information about the maximum sizes and weights our vehicles can accommodate.)
8. If a personal attendant or companion(s) will be traveling with you, and whether or not your attendant or companion uses a mobility device.
9. If you will need a car seat for a child traveling with you.
10. If a service animal will be riding with you.
11. If you will be using a collapsible wheeled cart for shopping.

- 12. If a service animal will be riding with you.
- 13. If you will be using a collapsible wheeled cart for shopping.
- 14. If you need special assistance from the driver.
- 15. Any other information you feel we should know to safely and comfortably serve you.

Your "Ready Window"

After you have scheduled your trip(s), the reservation agent will read your reservation back to you and inform you of the ready window (time within which you can expect the vehicle to arrive) for each one-way trip. Your ride can arrive **10 minutes prior to or 20 minutes after your scheduled pick-up time**. This 30-minute period of time is called your *Ready Window*. You may arrive at your appointment a little early or be picked up later than you requested. After you have provided the above trip information, the reservation agent will offer you one or more trip options. We will make every effort to offer you a pick-up and drop-off time that is as close as possible to the time you request. **Like the bus, METRO ParaCruz is a shared-ride service.** Other customers may be scheduled on the same vehicle.

To ensure that the scheduling options offered will meet your needs as closely as possible, METRO ParaCruz established the following scheduling guidelines:

- Your ride will arrive at your destination point no more than 30 minutes before your requested drop-off time and no later than your requested drop-off time.
- A return pick-up should arrive no later than 60 minutes after the time you have scheduled and no earlier than that time.
- Most trips should take no more than 60 minutes from the pick-up until the drop-off. However, depending on traffic

Your "Ready Window"

After you have requested your trip(s), the reservation agent will read your request back to you and inform you of the ready window (time within which you can expect the vehicle to arrive) for each one-way trip. This 30-minute period of time is called your *Ready Window*. You may arrive at your appointment a little early or be picked up later than you requested. After you have provided the above trip information, the reservation agent will offer you one or more trip options. We will make every effort to offer you a drop-off time and return time that is as close as possible to the time you request. **Like the bus, METRO ParaCruz is a shared-ride service.** The driver may pick up and drop off other passengers after you are on board.

To ensure that the scheduling options offered will meet your needs as closely as possible, METRO ParaCruz established the following scheduling guidelines:

- Your ride should arrive at your destination point no more than 45 minutes before your requested drop-off time and no later than your requested drop-off time.
- A return pick-up should arrive no later than 60 minutes after the time you have requested and no earlier than that time.
- Most trips should take no more than 60 minutes from the pick-up until the drop-off. However, depending on traffic conditions and the distance you are traveling, your trip may be shorter or longer.

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conditions and the distance you are traveling, your trip may be shorter or longer.

SCHEDULING TIPS

- When you call to schedule trips, have a pen and paper handy so you can write down important information such as your pick-up Ready Window when you need to be ready for the METRO ParaCruz vehicle.
- If you are scheduling several trips, have all of the information for each trip available when you call. This will help the reservation agent to serve you efficiently. Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure.
- If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using METRO ParaCruz. Ask them for an estimate of a time when you will be finished. This will help you to schedule a return time with METRO ParaCruz.
- If you have an appointment, allow some extra time to get from the METRO ParaCruz vehicle to your final destination. For example, if your appointment is at 9:00 AM, you may want to tell the reservation agent you would like to arrive no later than 8:45 AM. The reservation agent is trained to assist you with scheduling your ride for your appointment times.
- Similarly, leave time to get to the place where the METRO ParaCruz vehicle will pick you up for your return trip. For example, if you work until 5:00 PM, you might want to ask

SCHEDULING TIPS

- When you call to schedule trips, you may want to have a pen and paper handy so you can write down when you will need to be ready for the METRO ParaCruz vehicle.
- Have all of the information for each trip available when you call. This will help the reservation agent to serve you efficiently. If you are not certain of exactly when you will need your return pick up, give yourself some extra time.
- If you are going to a medical appointment, let the person who is making your appointment know you will be traveling with METRO ParaCruz. Ask them for an estimate of a time when you will be finished. This will help you to schedule a return time.
- If you have an appointment, remember to allow some extra time to get from the METRO ParaCruz vehicle to your final destination. For example, if your appointment is at 9:00 AM, you may want to tell the reservation agent you would like to arrive no later than 8:45 AM. The reservation agent is trained to assist you with scheduling your ride for your appointment times.
- Similarly, leave time to get to the place where the METRO ParaCruz vehicle will pick you up for your return trip. For example, if you work until 5:00 PM, you might want to ask the reservation agent for a pick-up no earlier than 5:15 PM.

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the reservation agent for a 5:15 PM pick-up.

- If you cannot be picked up to return earlier than a certain time (for example, you cannot be picked up from work until 5:15 PM), let the reservation agent know this.
- If you do not have a specific appointment time and can be flexible about your travel times, let the reservation agent know this. We might be able to best serve you if you can travel earlier or later in the day when we have more vehicle space available.
- If you know that another METRO ParaCruz customer who lives near you will be traveling to the same place at the same time, and you would like to travel with them, mention this when you call to request your ride. The reservation agent can check to see if your rides can be combined (although this may not always be possible).

Will-Call Returns

You are requested to schedule your return trip times whenever possible. If you are taking a trip for an appointment and you do not know when you will be ready for a return trip, you may request a Will-Call return. You will be instructed to call the METRO ParaCruz at 425-4664 when you are ready to return. METRO ParaCruz will schedule a trip on the first available vehicle in your area. Please be advised that you may have to wait up to an hour for the vehicle to arrive.

Will-Call Returns

Whenever possible, you should schedule your return trip times. If you are taking a trip for an appointment and you do not know when you will be ready for a return trip, you may request a Will-Call return. You will need to call METRO ParaCruz at 425-4664 when you are ready to return. METRO ParaCruz will schedule a trip on the first available vehicle in your area. You may have to wait up to an hour or longer for the vehicle to arrive. Will call returns are only available during normal business hours. Will call returns that are not activated by 7pm will be automatically canceled.

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Scheduling Multiple Trips

You can request up to four (4) round-trips per telephone call. If you have more than four trips you need to schedule, please call back to schedule these other trips. This limit on scheduling has been set to minimize the telephone hold times for all customers. It can sometimes take 2-3 minutes to schedule each trip. The limit on the number of trips scheduled at one time helps to keep the telephone lines from being tied up for long periods.

Subscription Service

If you need a ride to the same place, at the same time, at least once a week, "Subscription Service" may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the reservation agent about this option.

If you are receiving Subscription Service, it is important to *let us know immediately if you don't need a ride on a particular day.* This way, we can make the change on our schedules. For example, if you have Subscription Service for a trip to school each weekday, keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips.

Because subscription service is limited, it is important to let us know when your schedule changes. If you ride less frequently than once a week, please call the reservations agents to schedule those rides. Excessive cancellations (within your control) of subscription rides may result in removal from the subscription list.

Scheduling Multiple Trips

You may request up to four (4) round-trips per telephone call. If you have more than four trips you need to schedule, you will need to call again to schedule these additional trips. If you are requesting trips with multiple stops, you may not reserve in excess of eight (8) total "legs" during one call. This limit on scheduling has been set to minimize the telephone hold times for all customers. Scheduling each trip can take 3 minutes or longer. The limit on the number of trips scheduled at one time helps to keep the telephone lines from being tied up for long periods.

Subscription Service

In addition to "one time" or "casual" rides, METRO ParaCruz also offers Subscription Service. Federal regulations limit the availability of this type of service. If you need a ride to the *same place*, at the *same time*, at least once a week (going to work, attending a class or church, for example), "Subscription Service" may be a good option for you. This allows you to schedule these recurring trips with one call. You will then be automatically placed on the schedule each week with the same ready window, same pick up and destination. Customers desiring greater flexibility in their travel plans may prefer to reserve rides individually. Ask the reservation agent about this option.

If you are receiving Subscription Service, it is important to *let us know in advance if you don't need a ride on a particular day.* This way, we can make the change on our schedules. For example, if you have Subscription Service for a trip to school each weekday, you need to keep us updated on holiday and vacation times when school is not in session. This will help us avoid unnecessary trips. If you don't cancel you will be charged with a "no show".

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You can put your subscription trip on "hold" for up to three months. When you are ready to have your subscription taken off hold, call METRO ParaCruz one week in advance to reinstate the service. If you need to put your trips on hold for a period longer than three months, we may ask you to request new subscription service when it is again needed.

If we are unable to accommodate your request for subscription service, you will be put on a waiting list. You will be contacted when space becomes available. **While you are on the waiting list, you may continue to reserve trips individually.**

How to Change a Scheduled Ride

If your plans change and you need to adjust your ride times, call the METRO ParaCruz at 425-4664 (If you use a TTY, please connect through the California Relay Service 1-800-735-2929) at least one day before your trip. Remember, reservation agents are available every day (except holidays) from 8:00 AM until 5:00 PM. If you call on a holiday to change a ride for the next day, you may leave a message with the information and you will receive a call back that evening between 5:00 PM and 9:00 PM to confirm the change.

Tell the reservation agent you would like to change a ride that has already been scheduled. The reservation agent will ask you:

1. Your first and last name.
2. Your METRO ParaCruz ID number.
3. The date and time of the trip you are calling to change.
4. The new times that you would like to schedule, or changes you would like to make.

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It is important to let us know when your schedule changes. Excessive no shows, cancellations of or changes to subscription rides may result in removal from the subscription list.

You may put your subscription trip on "hold" for up to 30 days. When you are ready to have your subscription start up again, call METRO ParaCruz one week in advance to reinstate the service. If you need to put your trips on hold for a period longer than 30 days, your subscription will be canceled and you will need to request a new subscription trip when it is again needed.

If we are unable to accommodate your request for subscription service, you will be put on a waiting list. You will be contacted when space becomes available. **While you are on the waiting list, you may continue to reserve trips individually.**

How to Change a Scheduled Ride

If plans change and you need to adjust your ride times, destination, seating type or other aspects of your trip, call METRO ParaCruz *before* 5PM the day prior. Remember, reservation agents are available every day (except holidays) from 8:00 AM until 5:00 PM. If you call on a holiday to change a ride for the next day, you may leave a message with the information and you will receive a call back that evening between 5:00 PM and 9:00 PM to confirm the change.

Tell the reservation agent you would like to change a ride that has already been scheduled. The reservation agent will ask you:

1. Your first and last name.
2. The date and time of the trip you are calling to change.
3. The new times that you would like to schedule, or changes you would like to make.

The reservation agent will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your ready window and ride time, according to schedule availability. The reservation agent will read back your new ready window and travel details.

METRO ParaCruz cannot change pick-up times or pick-up/drop-off locations on the day of your ride.

If Your Appointment is Running Late

Everyone has occasional circumstances outside of their control which can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return trip (or if you have missed your ride), call METRO ParaCruz at 425-4664 as soon as possible.

You will be asked for:

- Your name
- Your METRO ParaCruz ID number
- The time of your scheduled return trip pick-up

METRO ParaCruz will attempt to adjust your return trip pick-up time and assign another vehicle to pick you up at a later time.

Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your trip.

Remember: Allow extra time for medical appointments or other appointments that may take longer than expected.

The reservation agent will always try to accommodate your needs. Changes to your original ride request may result in adjustment to your ready window and ride time, subject to schedule availability. The reservation agent will read back your new ready window and travel details.

METRO ParaCruz cannot change pick-up times or pick-up/drop-off locations or your seating type on the day of your ride.

If Your Appointment is Running Late

Everyone has occasional circumstances beyond their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and you will not be ready for your scheduled return trip (or if you have missed your return ride), call METRO ParaCruz as soon as possible. You will be asked for:

- Your name
- The time of your scheduled return trip pick-up

METRO ParaCruz will attempt to adjust your return trip pick-up time and assign another vehicle to pick you up at a later time.

Because schedules are set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your trip.

10.6.16

How to Cancel a Scheduled Ride

Please call and cancel the ride as soon as you know you will not be traveling to avoid being considered a no-show. No-shows can lead to a suspension of service. (see No-shows)

Call the METRO ParaCruz at 425-4664. If you use a TTY, connect through the California Relay Service 1-800-735-2929 between 6:00 AM and 10:30 PM.

If you need to cancel a trip on the day of your ride, please call at least one hour before your scheduled pick-up time. It is important to notify METRO ParaCruz in time so that the driver does not make an unnecessary trip, and so you are not considered a no-show.

No-Shows

A no-show occurs when:

- After scheduling a trip, the customer no longer needs the ride and fails to call and cancel at least one (1) hour before the trip
- The vehicle arrives within the Ready Window, but the driver cannot locate the customer at the requested pick-up location within five (5) minutes.
- The vehicle arrives within the Ready Window but the customer is not ready to go and after waiting five (5) minutes, the driver must leave to stay on schedule.

No-shows cause excess delays, inconvenience other riders, waste resources and increase operating costs. To emphasize the importance of avoiding no-shows, METRO, with the advice and consent of its METRO Accessible Services Transit Forum (MASTF), has adopted the following policy:

- Each time a ride is deemed a no-show, the rider will be sent a letter with the date and time of the apparent no-show. Riders may dispute the no-show or indicate if circum-

How to Cancel a Scheduled Ride

Please call and cancel the ride as soon as you know you will not be traveling to avoid being considered a no-show. No-shows can lead to a suspension of service. (see No-shows)

Call METRO ParaCruz at 425-4664 between 6:00 AM and 10:30 PM.

If you need to cancel a trip on the day of your ride, please call at least one hour before the beginning of your Ready Window. It is important to notify METRO ParaCruz in time so that the driver does not make an unnecessary trip, and so you are not considered a no-show.

No-Shows

No-shows cause excess delays, inconvenience to other riders, wasted resources and increase operating costs. Generally, a "No-Show" costs METRO ParaCruz as much as if the customer had taken the trip. To emphasize the importance of avoiding "No-shows", METRO ParaCruz has instituted this "No-Show" Policy. Through the adoption of this policy, a customer can have his/her service suspended for establishing a "pattern or practice" of missing scheduled trips which result in assessed "no-shows".

A "No-Show" is defined as follows:

- a) After scheduling a trip, the customer no longer needs the ride and fails to call and cancel at least one (1) hour before the start of the Ready Window
- b) The ParaCruz vehicle arrives within the Ready Window, but the Operator cannot locate the customer at the requested pick-up location (as identified by the customer and accepted by the reservationist) within five (5) minutes; or
- c) The vehicle arrives within the Ready Window but the customer is not ready to go within five (5) minutes and does not board the vehicle.

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stances beyond their control caused the no-show. To respond to a no-show letter, call the METRO Paratransit Administrator at 425-4664.

- Two (2) unexcused no-shows within a 90 day period will result in a written warning of a possible suspension of service with the next no-show.
- Three (3) unexcused no-shows within a 90 day period will result in suspension of their use of METRO ParaCruz for 30 days. A notice letter will be sent explaining that the suspension will be effective 10 days after the date on the notice unless an appeal is filed as outlined below.
- **If you no-show for the first leg of a trip, your return ride will not be canceled automatically. You are responsible to cancel each leg. Failure to do so could subject you to the penalties outlined above.**
- If you miss a scheduled ride for any reason, be sure to call the METRO ParaCruz to let them know whether or not you still want to keep other trips on that day.

If a schedule delay, bad weather, or breakdown causes the METRO ParaCruz service to be late or to miss a pick-up and you decide to find another way to your appointment, please call the METRO ParaCruz and tell them that you would still like a return ride.

Appealing a No-show Charge

- If you think that you have been charged with a no-show in error, you may appeal the no-show by contacting the METRO Paratransit Administrator by calling call 425-4664 or by writing:

**METRO Paratransit Administrator
2880 Research Park Dr, Suite 160
Soquel, CA 95073**

10.6.18

If a customer “No-Shows” for the first leg of a trip, any subsequent leg or return trip will not be canceled automatically and may result in an additional “No-Show” assessment if not canceled as required by this policy.

If you miss a scheduled ride for any reason, be sure to call METRO ParaCruz to let them know whether or not you still want to keep other trips on that day.

If it is determined by METRO ParaCruz that the “No-Show” was assessed appropriately the customer shall be notified and shall be advised of the No-Show Policy and the consequences of excessive “No-Shows”.

When a customer has “No-Showed” 15% of his/her rides, including all assessed “No-Shows” within a rolling 90-day period and the actual number of “No-Shows” exceeds 3 during the period, he or she shall be notified of the intention to suspend paratransit service to him/her for a fourteen (14) day period.

The customer has the right to appeal this determination before any suspension would be imposed and may do so by providing either a written or oral request for an appeal hearing to:

**METRO ParaCruz
2880 Research Park Drive, Suite 160
Soquel, CA 95073
Or telephone at (831) 425-4664.**

The request for an appeal hearing must be made within 10 days from the date the notification of intended suspension was sent to the customer.

If the customer does not appeal the suspension, the suspension shall be scheduled and the customer shall be notified of

You need to provide an explanation of the circumstances that resulted in the no-show and why it should not be charged.

For a no-show to be valid, METRO ParaCruz must document:

- The driver was present at the pick-up location within the ready window
- The ride was not previously cancelled (More than one hour in advance)
- The driver was authorized by the dispatcher to leave the pick-up address

Appealing a No-show Suspension

- If you receive a notice of proposed suspension, you have been charged with three (3) no-shows. If you think that you have been charged with three (3) no-shows in error, you may appeal the no-show suspension. To request an hearing, call 425-4664 and ask for the Paratransit Administrator. Your request may also be submitted in writing to:

**METRO Paratransit Administrator
2880 Research Park Dr, Suite 160
Soquel CA, 95073**

- Your appeal request will be reviewed by an independent panel within 30 days of receipt.
- You will continue to receive service until the review panel has made a determination.
- Subsequent No-shows during the appeal process will be considered by the review panel in its determination.

the dates of the suspension. The customer will be given 10 days notice of the suspension dates. All METRO ParaCruz schedulers shall be notified of the suspension.

If a schedule delay, bad weather, or breakdown causes the METRO ParaCruz service to be late or to miss a pick-up and you decide to find another way to your appointment, please call the METRO ParaCruz and tell them that you would still like a return ride.

If a customer takes twenty-four (24) rides or more within a twelve (12) month period without being assessed a "No-Show", he/she shall be allowed one round-trip ride free of charge.

10.6.19

What to Expect When the Vehicle Arrives

The METRO ParaCruz driver will arrive in a van or minivan (sometimes a taxi sedan may be substituted for ambulatory customers). The driver will pull the vehicle up to the curb in front of the pick-up address you provided. *The vehicle may arrive any time within your Ready Window.* Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all customers. If possible, wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you. If you do not appear at the scheduled time, the driver will come to the specified entrance of the building and make his presence known. The driver will wait up to five (5) minutes before departing.

Door-to-door service

If you think it may be difficult for you to know when the METRO ParaCruz vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to figure out possible ways to alert you to when vehicles arrive.

Door-to-door service means that the driver will escort you (if needed) from the designated street level entrance of the building you are being picked up from to the designated street level entrance of your destination. The driver is not allowed to enter your home, nor to escort you beyond the street level entrance at your destination.

What to Expect When the Vehicle Arrives

The METRO ParaCruz driver will arrive in a bus, van or minivan (sometimes a taxi sedan may be substituted for ambulatory customers). The driver will pull the vehicle up to the curb in front of the pick-up address you provided. *The vehicle may arrive any time within your Ready Window.* Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all customers. If possible, wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you. If you do not appear at the scheduled time, the driver will come to the specified entrance of the building and make his presence known. The driver will wait up to five (5) minutes before departing.

Door-to-door service

Door-to-door service means that the driver will escort you from the designated street level entrance of the building you are being picked up from to the designated street level entrance of your destination. The driver is not allowed to enter your home, nor to escort you beyond the street level entrance at your destination. If you travel with a personal care attendant (PCA), the driver is not expected to provide assistance to the attendant beyond boarding and deboarding.

If you think it may be difficult for you to know when the METRO ParaCruz vehicles arrive (because of your disability or where you are being picked up), please let us know. We will work with you to identify possible ways to alert you to when vehicle arrives.

What the Driver Will Do:

- Arrive at your pick up location and wait for up to five minutes.

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What the Driver Will Do:

- Arrive at your pick up location, come to the specified entrance and announce his/her arrival, and wait for up to five minutes.
- Provide assistance from your front door to the vehicle.
- Provide assistance into and out of the vehicle.
- Operate the wheelchair ramp or lift.
- Assist with the securement of wheelchairs and mobility aids, and with seat belts.
- Provide limited assistance with packages up to 30 pounds total. (wheeled carts are helpful).
- Provide assistance to the door of your destination.

What the Driver Will Not Do:

- Drivers are not permitted to go inside your home to get you, nor inside the building at your destination.
- Drivers are not permitted to perform home health care duties such as assistance transferring from or to a wheelchair in the home, disconnecting medical equipment such as oxygen, or turning off appliances or televisions. The customer must arrange for a personal care attendant if these types of services are needed.
- Drivers may not go into your purse or wallet to get your fare.
- Drivers do not provide assistance loading or unloading objects over 30 pounds. If you need assistance with objects over 30 pounds, please arrange for a companion to assist you.
- Drivers do not accept tips. If you would like to compliment a driver or have a complaint, call METRO ParaCruz at 425-4664.

- If your pick up is from a nursing home or group facility, drivers will meet you at the front of the main lobby.
- Provide assistance from your front door to the vehicle.
- Provide assistance into and out of the vehicle.
- Operate the wheelchair ramp or lift.
- Assist with seat belts
- Assist with the securement of wheelchairs and mobility aids.
- Provide limited assistance with packages up to 30 pounds total. Driver must be able to load and unload them in one trip and without delaying the vehicle.
- Provide the customer with assistance to the door of your destination.

What the Driver Will Not Do:

- Drivers are not permitted to go inside your home to get you, nor inside the building at your destination.
- Drivers are not permitted to perform health care duties such as assistance transferring from or to a wheelchair in the home, disconnecting medical equipment such as oxygen, or turning off appliances or televisions. The customer must arrange for an attendant or companion if these types of services are needed.
- Drivers may not go into your purse or wallet to get your fare.
- Drivers do not provide assistance loading or unloading objects over 30 pounds. If you need assistance with objects over 30 pounds, please arrange for an attendant or companion to assist you. Your assistant or companion must be able to load and unload them in one trip and without delaying the vehicle.
- Drivers are not allowed to lift passengers under any circumstances.
- Drivers are not permitted to take wheelchairs (over 30

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Paying Your Fare

Exact fare must be paid each time you board the vehicle. (See the section titled Fares for more information.)

To Check on Your Ride

If a ParaCruz vehicle has not arrived by the end of the Ready Window, call the METRO ParaCruz at 425-4664. If you use a TTY, please connect through the California Relay Service 1-800-735-2929. The dispatcher will radio the driver and give you an update on your trip. Stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

Late Night Service Problems

Should a problem involving your METRO ParaCruz trip arise after 10:30 PM, call the after hours dispatcher for your area at 425-4664. This is only if you have a will-call after 10:30 PM or if your vehicle is more than 20 minutes late for a pick-up after 10:30 PM.

Rider Tips

- Make sure that your address is clearly visible from the street, especially at night.
- If you are being picked up at a large building, make sure when you schedule your ride to tell the reservation agent at which entrance you will be waiting.
- Carry needed medication with you in case your trip takes longer than expected.
- If you have a medical need, please bring a small snack with you in case the trip is longer than planned.

- pounds) up stairs or excessively steep ramps or driveways.
- Drivers do not accept tips. If you would like to compliment a driver or have a complaint, call METRO ParaCruz.

To Check on Your Ride

If a ParaCruz vehicle has not arrived by the end of the Ready Window, you may call METRO ParaCruz and request an estimated arrival time. The dispatcher will contact the driver for you. If possible, stay in sight of the pick-up location, in case the vehicle arrives while you are calling. *Please do not call before the end of your ready window. Unnecessary phone calls create longer hold times for other callers and cause delays in important communication between dispatchers and drivers.*

Rider Tips

- Make sure that your address is clearly visible from the street, especially at night.
- If you are being picked up at a large building, make sure when you schedule your ride to tell the reservation agent at which entrance you will be waiting.
- Carry needed medication with you in case your trip takes longer than expected.
- If you have a medical need, please bring a small snack with you in case the trip is longer than planned.

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Personal Care Attendants

A Personal Care Attendant (PCA) is someone you may bring with you to assist you with traveling or with personal care or activities. PCAs are not required to pay a fare when traveling with you. PCAs must get on and off the vehicle at the same places and times as you.

For a PCA to ride free with you, you must be registered with METRO ParaCruz as needing a PCA. This is done as part of the eligibility process. If your condition has changed since you first applied to be eligible for ParaCruz and now need a PCA, call the ParaCruz Eligibility Coordinator at 425-4664 for more information.

You will need to tell the reservation agent when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Guests/Companions

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you.

You will need to tell the reservation agent when you schedule trips that you will be traveling with one or more guests/companions. **Drivers cannot add riders who do not have a reservation.**

If you make a reservation for them, you are always entitled to bring one guest/companion with you. Reservations for additional guests/companions will be accommodated only if there is enough space on the vehicle.

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Personal Care Attendants

Some people need a Personal Care Attendant (PCA) to assist with personal care or tasks. PCAs are not required to pay a fare when traveling with you. PCAs must get on and off the vehicle at the same places and times as you. The driver does not provide assistance to the attendant beyond boarding and deboarding.

For a PCA to ride free with you, your need for a PCA must be documented during the eligibility process. If your condition has changed since your eligibility certification and you now require an attendant, call the ParaCruz Eligibility Coordinator for more information.

You will need to tell the reservation agent when you schedule trips that you will be traveling with a PCA. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders.

Guests/Companions

If you make a reservation for them, you are always entitled to bring one guest/companion with you. Reservations for additional guests/companions will be accommodated only if there is enough space on the vehicle.

A guest/companion is someone you want to bring along to share the trip, not someone you must bring to assist you with personal care or tasks. Guests/companions must pay a fare when accompanying you, and must get on and off the vehicle at the same place and time as you.

You will need to tell the reservation agent when you schedule trips that you will be traveling with one or more guests/companions. **Drivers cannot add riders who do not have a reservation.**

Children

All children under 46 inches tall must be accompanied by an adult. If traveling with an eligible fare-paying adult, children under 46 inches tall do not need to pay a fare.

Children under six (6) years of age will be considered for METRO ParaCruz eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

In addition, children under six (6) years of age (or under 60 pounds) must travel in an approved child seat. METRO ParaCruz will have a limited number of car seats available. Please let the reservations agent know if you need one when scheduling your trip. If you have your own car seat, you are encouraged to use it.

An adult accompanying a child on METRO ParaCruz is responsible for the child. Drivers can assist with securing child seats, but are not permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please bring someone else along to help you.

Wheelchairs and Other Wheeled Mobility Aids

METRO ParaCruz vehicles are designed to accommodate most wheelchairs and mobility aids. We are not be able to safely accommodate you, though, if your wheelchair or mobility aid exceeds the following limits:

- More than 30 inches wide
- More than 48 inches long
- More than 600 pounds (mobility device when occupied).

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Children

All children under 46 inches tall must be accompanied by an adult. If traveling with an eligible fare-paying adult, children under 46 inches tall do not need to pay a fare.

Children under six (6) years of age will be considered for METRO ParaCruz eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a personal care attendant), a fare must be paid for the child and the adult attendant rides free.

In addition, children under six (6) years of age (or under 60 pounds) must travel in an approved child car seat. METRO ParaCruz has a limited number of child car seats available. Please let the reservation agent know if you need one when scheduling your trip. If you have your own car seat, you are encouraged to use it.

An adult accompanying a child on METRO ParaCruz is responsible for the child. Drivers can assist with securing child car seats, but are not permitted to carry children on or off of the vehicle for you. If you will need assistance with the child, please plan to bring someone else along to help you.

Wheelchairs and Other Wheeled Mobility Devices

METRO ParaCruz vehicles are designed to accommodate most wheelchairs and mobility aids. Wheelchairs and scooters will be secured facing forward. All wheelchairs and scooters that are within the following limits (when occupied) will be transported:

- Not more than 30 inches wide
- Not more than 48 inches long
- Not more than 600 pounds (mobility device and passenger combined).

Scooters

Some three-wheeled scooters are difficult to secure on METRO ParaCruz vehicles. Some scooters also come with a warning from the manufacturer that they should not be used as seats on moving vehicles. Because of this, the driver may recommend that you transfer to a vehicle seat if you can do this. While the driver will not require you to transfer, we strongly recommend that you do so that we can provide you and other customers with the safest ride possible.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on METRO ParaCruz. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

Riders may travel with a trained service animal. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. Be sure to inform the reservation agent when you are scheduling a ride if you will be traveling with a service animal.

Pets

Animals that are not service animals may ride on METRO ParaCruz only if they are properly caged. For safety reasons, drivers are not permitted to carry cages heavier than 30 pounds on or off of METRO ParaCruz vehicles. If you need assistance with a pet, please arrange to travel with someone who can help you.

If your wheelchair or scooter exceeds these limits, we cannot guarantee that we will be able to accommodate your mobility device. Please keep this in mind when replacing or purchasing wheelchairs and scooters. If you are not sure whether or not your device is oversized, please contact METRO ParaCruz. We will arrange for a member of our staff to assess your mobility device.

Respirators and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on METRO ParaCruz. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

Service Animals

Service Animals are welcome on METRO ParaCruz vehicles. Service animals include guide dogs, signal dogs, and other animals specially trained to work or perform specific tasks for persons with disabilities. Service Animals must be under the full control of the owner at all times. Service Animals must not misbehave (e.g., soiling the vehicle, growling, harassing or licking other customers). Service Animals shall not occupy vehicles seats. They are to ride on the floor in either a sit or "down" position. Be sure to inform the reservationist when you are scheduling a ride if you will be traveling with a service animal.

Pets and Companion Animals

Pets and companion animals may ride on METRO ParaCruz only if they are properly caged and under the full control of their owner. Drivers are not permitted to carry cages (including the animal) heavier than 30 pounds on or off of METRO ParaCruz

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Safety Belts

For your safety and security, you will be required to use a safety belt and remain seated while riding on ParaCruz vehicles.

Packages and Personal Items

You may bring grocery bags, luggage, or other packages or personal items with you on METRO ParaCruz. Drivers will assist with loading and unloading of packages and personal items weighing no more than 30 pounds. You may bring packages in excess of this limit (i.e., that weigh no more than 50 pounds or are longer than 5 feet) onboard the vehicle, but you and/or your assistant or companion must be able to load and unload them without delaying the vehicle. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal two-wheeled, collapsible carts. Please let the reservation agent know that you are bringing a cart so that an appropriate vehicle may be scheduled for you.

Emergency Procedures

If you have a medical emergency, always call 9-1-1.

In the event of an accident or emergency while onboard an METRO ParaCruz vehicle, please remain calm and follow the instructions of the driver.

A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver.

If riders are to be met when they are dropped-off and the person is not there when the driver arrives, the rider will be transported back to the METRO office (or to another safe location) and the rider's guardian or assistant will be notified and required to pick-

vehicles. If you need assistance with a caged pet, please arrange to travel with someone who can help you.

Safety Belts

For your safety and security, you will be required to use passenger restraint equipment and remain seated while riding on ParaCruz vehicles.

Packages and Personal Items

You may bring grocery bags, luggage, or other packages or personal items with you on METRO ParaCruz. Drivers will assist with loading and unloading of packages and personal items weighing no more than 30 pounds, but must maintain sight of their vehicle. You may bring packages in excess of this limit (i.e., that weigh no more than 50 pounds or are longer than 5 feet) onboard the vehicle, but you and/or your assistant or companion must be able to load and unload them in one trip and without delaying the vehicle. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal

10.9.26

up the rider or make other transportation arrangements.

There are instances when a trip may take longer than expected. Bring any medication you need. If you have a medical need, you may want to carry a small snack.

Inclement Weather

METRO reserves the right to suspend, modify or cancel service during times of hazardous weather conditions which may jeopardize the safety of our passengers and employees. On bad weather days METRO ParaCruz will make every effort to contact scheduled riders to advise them if service is suspended.

If your trip is for dialysis, chemotherapy, or another life-sustaining purpose, call the METRO ParaCruz at 425-4664 (If you use a TTY, please connect through the California Relay Service 1-800-735-2929) to make sure you can get where you need to go. Every effort will be made to deliver your trips using METRO ParaCruz or by arranging other emergency assistance.

If you are traveling during inclement weather, be sure to prepare for longer ride times. Bring any medication you may need. If you have a medical need, bring a small snack with you in the event your trip takes longer than expected.

Rider Courtesy

METRO has a short list of common-sense rules to ensure the safety of all riders and drivers. We ask that riders observe the following Rules of Conduct:

- No smoking on the vehicles.
- No eating or drinking on-board (unless required for health reasons).
- No possession of open containers of alcohol or with illegal

two-wheeled, collapsible carts. Please let the reservation agent know that you are bringing a cart.

Inclement Weather

METRO reserves the right to suspend, modify or cancel service during times of hazardous weather conditions which may jeopardize the safety of our passengers and employees. On bad weather days METRO ParaCruz will make every effort to contact scheduled riders to advise them if service is suspended.

If you are traveling during inclement weather, be sure to prepare for longer ride times. Bring any medication you may need. If you have a medical need, bring a small snack with you in the event your trip takes longer than expected.

Rider Courtesy

METRO has a short list of common-sense rules to ensure the safety and comfort of all riders and drivers. We ask that riders observe the following Rules of Conduct:

- Please have your fare and ParaCruz ID ready when the vehicle arrives.
- Smoking is not permitted on or around the vehicles.
- Please travel fragrance free.

10.9.27

drugs.

- No abusive, threatening, or obscene language or actions.
- No physical abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, or compact disc players (without earphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment while on-board.

Riders who engage in verbal or physical abuse or cause injury to another rider or driver, or who engage in other illegal activities may be subject to immediate and permanent suspension from receiving METRO ParaCruz service. Riders who engage in activity which seriously disrupts METRO ParaCruz operations may also be subject to a suspension of service.

Any rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

10.6.28

Suggestions, Comments, Compliments and Complaints

We welcome suggestions, comments, compliments and complaints on our METRO ParaCruz service.

- Please be sure that wheelchairs are clean, safe and in good working order.
- Exposed sores or open wounds are not permitted.
- No leaking or dripping bodily fluids
- No clothing soiled with bodily discharge
- No eating or drinking on-board (unless required for health reasons).
- No possession of illegal drugs or open containers of alcohol.
- No riding under the influence of alcohol or illegal drugs.
- No abusive, threatening, or obscene language or actions.
- No physical or verbal abuse of another rider or the driver.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, cassette tape players, mp3 players, or compact disc players (without earphones), or other noisy equipment while on-board.
- No operating or tampering with any vehicle equipment while on-board.

Riders who engage in verbal or physical abuse or cause injury to another rider, driver, or other METRO ParaCruz staff member, or who engage in other illegal or disruptive activities may be subject to immediate and permanent suspension of METRO ParaCruz service.

Any rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

Suggestions, Comments, Compliments and Complaints

Feedback about METRO ParaCruz service is encouraged.

If you have a comment or complaint about a particular trip or reservation experience, please contact METRO ParaCruz at 425-4664.

If you have a comment about service policies or eligibility determination, call the METRO Paratransit Administrator at 425-4664 or write to:

**METRO Paratransit Administrator
2880 Research Park Dr, Suite 160
Soquel, CA 95073**

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, mailing address, and telephone number.
- The date, time, and location of the incident.
- The vehicle number, driver's name or both (if possible).
- If concerning METRO ParaCruz office staff, the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

We will follow-up each comment or complaint received and will contact you in writing to confirm that we have received and are reviewing your comment or complaint within four (4) days. Notice of resolution of the complaint will be provided to you in writing within thirty (30) days.

Paratransit Users Advocate

The Paratransit Users Advocate is available to assist customers with addressing METRO ParaCruz service issues.

You may request assistance with a policy issue, a service requirement, make a comment or complaint, or, if you wish, you may file a complaint or comment anonymously.

If you have a comment or complaint about a particular trip or reservation experience, please call and ask to file a Customer Service Report.

Comments about service policies may be directed to the METRO Paratransit Administrator by phone or in writing to:

**METRO Paratransit Administrator
2880 Research Park Dr, Suite 160
Soquel, CA 95073**

To allow us to follow-up on your comments or suggestions, please be specific and provide us with the following information:

- Your name, mailing address, and telephone number.
- The date, time, and location of the incident.
- The vehicle number, driver's name or both (if possible).
- If concerning METRO ParaCruz office staff, the time of your conversation with them and the name of the employee.
- A detailed explanation of the incident or suggestion.

All Customer Service Reports will be investigated and you will be provided with the findings of your report within thirty (30) days.

Paratransit Users Advocate

The Paratransit Users Advocate is available to assist customers with addressing METRO ParaCruz service issues.

You may request assistance with a policy issue, a service requirement, make a comment or complaint, or, if you wish, you may file a complaint or comment anonymously.

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You may contact the Paratransit Users Advocate at:
Central Coast Center for Independent Living (CCCIL)
1395 41st Avenue, Suite B
Capitola, CA 95010
Email: CCCIL@cccil.org
Phone: 831-462-8720 (TTY 831-462-8729)

Glossary of METRO ParaCruz Terms

ADA Complementary Paratransit (METRO ParaCruz):

The Americans with Disabilities Act (ADA) requires public providers of fixed route bus service to make transportation service available to persons with disabilities who are unable to use accessible fixed route bus service. METRO ParaCruz is the name given to the ADA Complementary Paratransit provided by the Santa Cruz Metropolitan Transit District (METRO). METRO ParaCruz service must be “comparable” to fixed route service in seven key areas: service area, days and hours of service, fares, response time, travel time, trip purpose restrictions, and capacity constraints.

Appeals Process:

The opportunity available to an METRO ParaCruz rider to dispute, before an independent panel, METRO decisions regarding his/her eligibility for service or suspension of service due to no-shows.

Cancellation:

Notification from a rider to METRO ParaCruz that he/she will not be needing a scheduled ride. Cancellations should be made as early as possible, but must be made no later than one hour prior to the beginning of the Ready Window.

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Appeals Process:

The opportunity available to an METRO ParaCruz rider to dispute, before an independent panel, METRO decisions regarding his/her eligibility for service or suspension of service for any reason.

Cancellation:

Notification from a rider to METRO ParaCruz that he/she will not be needing a scheduled ride. Cancellations should be made as early as possible, but must be made no later than one hour prior to the beginning of the Ready Window.

10.630

Driver Wait Time:

A period of five minutes after the arrival of the vehicle at the pick-up location during which the driver will wait for the rider before departing. The vehicle may arrive at any time during the Ready Window for a particular trip; the driver will wait for the rider for five minutes after that time before leaving to pick up the next rider. The customer will be charged with a "no show" if the customer is not ready to board by the end of the driver wait time.

METRO Accessible Services Coordinator:

The staff person responsible for providing training and support for persons wanting to learn how to use METRO's fixed-route transit system and its accessible features and services.

METRO ParaCruz Eligibility:

Four categories of persons seeking transportation in the METRO service area are eligible for METRO ParaCruz service:

- Certified individuals who, because of a disability, are unable to board, ride, or exit independently from an accessible fixed route bus
- Certified individuals who, because of a disability, are unable to travel to or from a bus stop
- Visitors to the METRO service area who are eligible for METRO ParaCruz service in another community, and visitors with disabilities who are unable to use the METRO bus system
- Personal Care Attendants and companions of ADA-eligible individuals

METRO ParaCruz Eligibility Coordinator:

The staff person responsible for overseeing the METRO ParaCruz eligibility determination process.

METRO Paratransit Administrator:

The manager responsible for overseeing all aspects of the administration and delivery of METRO ParaCruz service.

Driver Wait Time:

A period of five minutes after the arrival of the vehicle at the pick-up location during which the driver will wait for the rider before departing. The vehicle may arrive at any time during the Ready Window for a particular trip. The customer will be charged with a "no show" if the customer is not ready to board by the end of the driver wait time.

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- Certified individuals who, because of a disability, are unable to travel to or from a bus stop
- Visitors to the METRO service area who are eligible for ADA complementary paratransit service in another community
- Personal Care Attendants and companions of ADA-eligible individuals

METRO ParaCruz Eligibility Coordinator:

The METRO staff person responsible for overseeing the METRO ParaCruz eligibility determination process.

METRO Paratransit Administrator:

The METRO manager responsible for overseeing all aspects of the administration and delivery of METRO ParaCruz service.

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Paratransit Users Advocate:

The Central Coast Center for Independent Living (CCCIL) will act as a liaison, when needed, between METRO ParaCruz service riders and METRO with regard to service issues.

No-show:

Failure of a rider (who has not properly cancelled a trip) to appear at the agreed-upon pick-up location within five minutes of the arrival of the vehicle at that spot. Three no-shows within a 90-day period may result in a 30-day suspension of a rider's METRO ParaCruz service.

Ready Window:

A 30-minute period of time surrounding a requested METRO ParaCruz pick-up time (10-minutes before and 20-minutes after), during which the vehicle will arrive at the pick-up location. Example: for a requested pick-up time of 9:00 AM , the Ready Window would be from 8:50 AM to 9:20 AM . The METRO ParaCruz rider should be ready and waiting for the vehicle throughout the Ready Window.

Subscription Service:

A standing reservation for a trip to the same place at the same time, at least once a week.

TTY:

Text Telephone. A text messaging communication device the operates through the telephone system. Each address is assigned a phone number. Frequently used by persons with hearing or speech impairment as an alternative to the telephone. Text messaging functions similar to computerized instant messaging.

Paratransit Users Advocate:

The Central Coast Center for Independent Living (CCCIL) will act as a liaison, when needed, between METRO ParaCruz service riders and METRO with regard to service issues.

No-show:

After scheduling a trip, the customer no longer needs the ride and fails to call and cancel at least one (1) hour before the start of the Ready Window OR the ParaCruz vehicle arrives within the Ready Window, but the Operator cannot locate the customer at the requested pick-up location (as identified by the customer and accepted by the reservationist) within five (5) minutes; OR the vehicle arrives within the Ready Window but the customer is not ready to go within five (5) minutes and does not board the vehicle.

Ready Window:

A 30-minute period of time surrounding a negotiated METRO ParaCruz pick-up time (10-minutes before and 20-minutes after), during which the vehicle will arrive at the pick-up location. Example: for a requested pick-up time of 9:00 AM , the Ready Window would be from 8:50 AM to 9:20 AM . The METRO ParaCruz rider needs to be ready to board and waiting for the vehicle throughout the Ready Window.

Subscription Service:

A standing reservation for a trip to the same place at the same time, at least once a week.

TTY:

Text Telephone. A text messaging communication device that operates through the telephone system, frequently used by persons with hearing or speech impairment as an alternative to the telephone. Text messaging functions similar to computerized instant messaging.

10.10.01

November 2004

Draft Summer 2006

10-b33



SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR-1024

Computer Title: Metro ParaCruz appeal process

Effective Date: July 26, 2002

Pages: 10

Attachment 

TITLE: METRO PARACRUZ SERVICE ELIGIBILITY AND APPEALS PROCESS

Procedure History

DATE	SUMMARY OF REVISION	APPROVED
7/26/02	New—METRO ParaCruz Eligibility and Appeals Process	S.A.
9/26/03	Immediate need policy changes and procedural revisions	E.R.
3/28/06	Assign new Regulation Number – no change to content	

I. POLICY

- 1.01 It is the policy of Santa Cruz Metro that because it operates a fixed route system, it shall provide a paratransit service that is comparable and complementary to the fixed route service to eligible riders. Santa Cruz Metro's paratransit service shall be known as METRO ParaCruz.
- 1.02 METRO ParaCruz eligibility and appeals process shall be in accordance with the Americans with Disabilities Act (ADA) and its implementing federal regulations and shall insure that all eligible riders enjoy full access to either Santa Cruz Metro's fixed route service or to the METRO ParaCruz Service as appropriate. The eligibility and the appeals process for METRO ParaCruz shall be fair, effective, accurate, respectful and non-threatening.
- 1.03 Santa Cruz Metro recognizes that the ADA establishes a civil right to paratransit services for individuals who cannot otherwise utilize the fixed route system whether because of their disability or because of the inaccessibility of the fixed route system. Therefore, a determination of ineligibility for such service is a serious matter.

10.c1

METRO ParaCruz Service Eligibility and Appeals Process

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II. APPLICABILITY

- 2.01 This procedure is applicable to all individuals applying for METRO ParaCruz, filing an appeal regarding METRO ParaCruz eligibility and those who are current eligible riders of METRO ParaCruz.

III. ELIGIBILITY CRITERIA

- 3.01 The Manager of Operations or his/her designee shall determine whether an individual applying for METRO ParaCruz can use the fixed route service depending on his/her own circumstances.
- 3.02 The eligibility process shall ensure that only persons who meet the federal regulatory criteria, strictly applied, shall be certified as METRO ParaCruz eligible.
- 3.03 When a person applies for the METRO ParaCruz, the Manager of Operations or his/her designee shall provide all the needed forms and/or instructions. These forms and instructions may include a declaration of whether the individual travels with a personal care attendant (PCA).
- 3.04 All documents concerning eligibility will be made available in one or more accessible formats, on request. Accessible formats include computer disks, Braille documents, audiocassettes and large print documents. A document does not necessarily need to be made available in the format a requester prefers, but it does have to be made available in a format the person can use.
- 3.05 Should an applicant have an immediate need for METRO ParaCruz services before he/she has the time to submit to an assessment, the Manager of Operations or his/her designee may certify the applicant on a temporary basis. This immediate needs certification shall be provided in only a limited number of cases. Immediate need certification, at a maximum, shall be valid for a period of time not to exceed 14 calendar days from the initial immediate need determination. This immediate needs certification is at the sole discretion of the Manager of Operations or his/her designee and cannot be appealed. The Manager of Operations or his/her designee may require documentation in support of the immediate needs assessment. This certification will be valid until an eligibility determination has been made, preferably within one week. Certification for an immediate need will not be evidence of eligibility for the METRO ParaCruz service.
- 3.06 An individual shall be certified to be eligible for METRO ParaCruz under any of the following circumstances:

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METRO ParaCruz Service Eligibility and Appeals Process

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- a. Individuals with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed route service they need to use is not yet accessible. This concept is route based, not system based.
 - b. An individual with a disability who is unable as the result of a physical or mental impairment and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to and useable by individuals with disabilities. This includes those who cannot “navigate” the system.
 - c. Individuals who have impairment-related conditions that prevent them from getting to or from a boarding or disembarking location. This is intended to be a very narrow exception to the general rule that difficulty in traveling to or from boarding or disembarking location is not a basis for eligibility.
- 3.07 A disability for purposes of METRO ParaCruz eligibility may be either permanent or temporary.
- 3.08 An individual may be eligible for METRO ParaCruz whose disability is intermittent.
- 3.09 METRO ParaCruz eligibility is based on a functional, rather than a medical, model. Persons are not qualified or disqualified on the basis of a specific diagnosis or disability.
- 3.10 The application of a person’s eligibility will be determined as a practical matter whether the individual can use fixed route service in his/her own circumstances. This is a transportation decision primarily, not a medical decision.
- 3.11 At the time eligibility for METRO ParaCruz is determined, it will also be decided whether the applicant needs the services of a PCA when traveling on METRO ParaCruz. In order for the PCA to ride free, the applicant must be registered with METRO ParaCruz as needing a PCA.
- 3.12 Eligibility for METRO ParaCruz shall be limited to a three-year term. The renewal process shall in most cases be limited to a simple process of a one-page form indicating no changes in functional ability or residential location that would impact the individual’s eligibility status. In some cases an in-person assessment will be required at the discretion of the Manager of Operations or his/her

METRO ParaCruz Service Eligibility and Appeals Process

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designee. Notwithstanding the foregoing, the entire eligibility list of current METRO ParaCruz eligible riders will undergo a re-certification process beginning on August 1, 2002 in order to determine eligibility of each rider with priority given to the most frequent users. The process utilized shall be as if the individual were making an initial application for paratransit service eligibility as set forth in these procedures except that the individual shall remain METRO ParaCruz eligible until a determination of ineligibility is sustained on appeal or the individual fails to cooperate or participate in the re-certification process. Each individual shall be notified in writing that he/she is required to undergo an in-person assessment of their eligibility status. Any determination made that finds the individual is no longer eligible for paratransit services shall be in writing and is subject to the appeal hearing process as set forth in these procedures.

IV. ELIGIBLE VISITORS

- 4.01 METRO ParaCruz shall be provided to visitors from out of the County of Santa Cruz on the same basis as such service is provided to local residents. A visitor can become eligible for METRO ParaCruz by presenting documentation from his/her "home" jurisdiction's paratransit system. If the individual has no such documentation, the Manager of Operations or his/her designee shall require proof of visitor status and, if the individual's disability is not apparent proof of the disability. Once this documentation is presented and is satisfactory, METRO ParaCruz will be made available for a maximum of 21 days on the basis of the individual's statement that he/she is unable to use the fixed route transit system.
- 4.02 Visitors shall be provided with METRO ParaCruz based on visitor eligibility for no more than 21 days. After 21 days (consecutive or parceled out), the individual must apply for METRO ParaCruz eligibility as provided in these procedures.

V. ELIGIBILITY PROCESS

- 5.01 To apply for METRO ParaCruz, an applicant shall contact the Manager of Operations or his/her designee and ask to schedule an appointment for an interview. Interviews normally will take about 30 minutes. No application or user fees shall be charged to an applicant.
- 5.02 Interviews will be scheduled at the interview location nearest to the applicant's residence within 7 days of the initial contact. If an individual claims that it would be a hardship to participate in an in-person assessment, the Manager of Operations or his/her designee shall determine how the eligibility process should proceed with consideration given to a paper application process including receipt of a medical certification should circumstances warrant.

METRO ParaCruz Service Eligibility and Appeals Process

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- 5.03 Upon request the applicant will be provided with transportation to and from the interview at no cost..
- 5.04 During the interview, the applicant will be asked eligibility information, travel abilities and needs in detail. An in-person assessment shall take place.
- 5.05 The interview will also provide an opportunity for the applicant to ask questions about METRO ParaCruz.
- 5.06 At the interview, the applicant may be asked to participate in further assessment, including a functional assessment.
- 5.07 The eligibility determination shall be in writing and shall be made within two (2) business days of the in-person assessment. Every effort will be made to notify the applicant of the determination as soon as possible thereafter.
- 5.08 If for any reason a decision is not made within 21 calendar days, METRO ParaCruz will be provided. Once METRO ParaCruz is provided, it may be terminated only if and when the applicant is found to be ineligible.
- 5.09 If found to be eligible, a letter of eligibility and an identification card will be provided to the applicant. For those individuals granted eligibility, the documentation of eligibility shall include at least the following information: the individual's name, the name of Santa Cruz Metro, the telephone number of Santa Cruz Metro's paratransit administrator, an expiration date for eligibility and any conditions or limitation on the individual's eligibility including whether the individual requires the use of a PCA.
- 5.10 If found to be ineligible, and therefore denied service, a letter of explanation of ineligibility together with all appeal rights and procedures shall be provided to the applicant. An applicant may also appeal the restricted eligibility of conditional or trip-by-trip. Additional information, that the applicant feels will assist the appeals panel in reconsidering the eligibility decision, should be submitted to the appeals panel for consideration. The reasons set forth for ineligibility or restriction must specifically relate the evidence in the matter to the eligibility criteria. This information will be available upon request in accessible formats including Braille, audiocassette, computer disc, large print and in Spanish.

VI. PROCEDURE FOR INITIATING APPEAL

10.05

METRO ParaCruz Service Eligibility and Appeals Process

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- 6.01 Applicants who believe an eligibility determination for METRO ParaCruz was made in error or who disagrees with the original certification decision may appeal the eligibility determination/certification decision within 60 days of the denial of an applicant's application.
- 6.02 Applicants shall complete the attached Appeal Form or shall provide the following information to the Santa Cruz Metro, although the Appeal Form must be signed by the applicant before or at the hearing to confirm that the contents of the appeal are accurate:
- a. Applicants name, address and phone number;
 - b. Reason why the determination was incorrect;
 - c. Any information supporting the appeal.
- 6.03 An appeal hearing shall be scheduled within 30 days of receipt of the Appeal with a decision on the appeal provided to the applicant within 10 days of the Appeal Hearing. If an applicant wants to continue the appeal hearing, the hearing will be continued one time. If a decision on the appeal is not rendered within 30 days of the completion of the Appeal hearing, then the Applicant shall be provided with METRO ParaCruz service until a decision of ineligibility on the appeal is rendered.

VII. COMPOSITION OF APPEALS PANEL

- 7.01 A three-member panel will hear each eligibility appeal for METRO ParaCruz. Each panel will include the General Manager or his/her designee, a MASTF appointed representative, and an individual who works with persons with disabilities. The Manager of Operations or his/her designee will recruit and provide training for a sufficient number of potential panel members to assure the ability to schedule appeals meetings as often as needed. Training for appeals panel members will focus upon Federal ADA paratransit eligibility criteria and upon the procedures for conducting an appeals hearing. Each panel member will receive \$25.00 per appeal hearing except METRO employees.
- 7.02 The eligibility appeal panel members shall keep the information pertaining to an individual's appeal confidential including all medical information unless ordered by a court of competent jurisdiction to release the information. Santa Cruz METRO shall be permitted to utilize information provided during the eligibility and appeal process or generated as a result of the eligibility and appeal process to defend a determination rendered by the appeals panel.
- 7.03 This appeal panel may also be used for other METRO ParaCruz service issues including declaring a METRO ParaCruz rider ineligible for service, suspending METRO ParaCruz service and "NO Show" determinations.

10.26

VIII. ROLE OF THE MANAGER OF OPERATIONS

- 8.01 The Manager of Operations or his/her designee will act as host at the appeal hearing and will provide administrative support for each appeal meeting, but will not directly participate in the deliberations and determinations made by the panel. The Manager of Operations or his/her designee will be responsible for the following:
- a. Receiving appeals from applicants.
 - b. Scheduling appeals hearings within thirty days of the initiation of the appeal.
 - c. Notifying panel members and applicants of the date, time and place for scheduled appeal hearings.
 - d. Arranging free transportation to and from the appeals hearings for all applicants who request it.
 - e. Maintaining accurate records of appeals activities, including final determinations and statements of justification for each determination.
 - f. Providing written notice for applicants of the appeal determination within ten (10) days of the appeal hearing.

IX. HEARING PROCEDURES

- 9.01 Each appeal panel member will receive a copy of the certification records for each applicant making an appeal. Applicants will be welcome to submit written documentation of their choosing in support of the appeal. Applicants will have the right to be assisted by any person of their choosing at the appeal hearing.
- 9.02 To help assure that appeals hearing are non-threatening, one member of the appeals panel will be designated as chair for each appeal. That panel member will be primarily responsible for asking questions and conducting the appeal hearings in a professional and friendly manner. Any panel member may ask questions or seek clarifications as needed, but, for the most part, the chair will be responsible for directly communicating with the applicant and/or advocate. When necessary the appeal panel may refer the applicant for a functional reassessment to determine eligibility.

METRO ParaCruz Service Eligibility and Appeals Process

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9.03 The chair will welcome all participants for each appeal hearing. Following introductions, the chair will invite the Manager of Operations or his/her designee, who acts as host, to summarize the nature of the ADA paratransit eligibility criteria and the basis for the determination. The Manager of Operations or his/her designee shall present any oral or written evidence in support of the determination, however, all written evidence must be provided to the applicant at least ten (10) days in advance of the hearing. The applicant can request that the individual hosting the ParaCruz eligibility determination not remain in the hearing after the initial presentation. The Appeals Panel shall decide whether to grant the request after allowing the parties to address the request. The applicant and/or his/her advocate will then have an opportunity to state why he/she disagrees with the original determination. The remainder of the appeals evaluation will be conducted by asking a series of open-ended questions that focus on aspects of the functional ability of applicants to use accessible public transit services in Santa Cruz.

X. APPEALS CHECKLIST

10.01 To help insure fairness and consistency, a checklist of issues will be reviewed by the members of the appeal panel at the commencement of the appeal hearing and those questions will be asked of the applicant and/or the advocate if applicable. The chair may phrase specific questions in any manner that seems appropriate or helpful given the apparent communication abilities of the applicant and the particular issues that arise.

10.02 The issues that will be addressed at each appeal hearing, if applicable, will include:

a. Confirm information collected during certification interview:

Name

Address and Phone

Condition

Mobility Device

b. Is the applicant able to independently walk or wheel to and from bus stops?

c. Is the applicant able to board/deboard an accessible bus (using stairs, a ramp, or a lift)?

d. Is the applicant able to ride the bus, whether as a standee, or only if seated, or only if seated and secured?

10.08

METRO ParaCruz Service Eligibility and Appeals Process

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- e. Is the applicant able to collect and understand transit route information?
 - f. Is the applicant able to count and handle money to pay bus fare including bills and coins?
 - g. Are there any special circumstances that sometimes would prevent the applicant from completing a desired bus trip?
- 10.03 The appeal hearing chairperson will invite the applicant and/or his/her advocate to make any additional statements regarding factors that may prevent the applicant from independently using accessible transit services.
- 10.04 Following all questions and statements the chairperson will thank the applicant and his/her advocate for their cooperation. Afterwards, the three-member panel will deliberate in private and seek to reach by consensus an appropriate determination. If consensus is not possible, then the determination will be based on a vote of at least two to one, to sustain the initial decision of denial, restricted conditional or restricted trip-by-trip eligibility. The determination of the appeals panel shall be final. The Chair shall prepare a written decision which shall set forth the decision and the written and oral evidence that was considered by the panel including the reasons why the appeal was denied if that is the decision. A copy of the written decision shall be provided to the applicant.

METRO ParaCruz Service Eligibility and Appeals Process

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ADA PARACRUZ SERVICE ELIGIBILITY APPEAL FORM

TO: METRO ParaCruz Eligibility Coordinator
METRO Center
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060

Name of Applicant: _____

Address of Applicant: _____

Mailing Address (if different from above): _____

Telephone number: _____

E-mail address: _____

Reason Why the Determination was Incorrect: _____

Applicant's Signature or Parent's Signature if
Applicant is a Minor

Date

* ATTACH ANY SUPPORTING DOCUMENTATION THAT YOU WISH THE
APPEAL PANEL TO CONSIDER.

10.2.10

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006
TO: Board of Directors
FROM: Leslie R. White, General Manager
SUBJECT: **CONSIDERATION OF FRAMEWORK PLAN FOR METRO CAPITAL AND OPERATING BUDGETS FOR FY 2007-2011.**

I. RECOMMENDED ACTION

That the Board of Directors adopt a framework plan for the METRO Capital and Operating Budgets for the period 2007-2011.

II. SUMMARY OF ISSUES

- During the past four years METRO has experienced deficits in the operating budgets that have been offset by using attrition based savings from prior years budgets and through drawing from reserves.
- METRO has implemented fare increases and service reductions to assist in balancing the operating budgets.
- METRO has been under capitalized since 1989 when the Loma Prieta Earthquake destroyed the Watsonville Maintenance and Operating Facility and severely damaged the Santa Cruz Operating Facility.
- The on-going lease costs that resulted from the loss of owned facilities and the increased fuel and maintenance costs that resulted from the lack of support facilities have contributed to the operating deficits at METRO.
- Extended-life operation of buses has resulted in higher maintenance costs and contributed to the operating deficits at METRO.
- METRO has made no progress toward its commitment to the California Air Resources Board (CARB) for the conversion of the forty (40) buses purchased in 2002/2003 to Compressed Natural Gas.
- METRO has made no progress in the renovation of bus stops to improve accessibility in the past four years.
- METRO has not submitted any major capital projects to the Santa Cruz County Regional Transportation Commission (SCCRTC) for funding from the State Transportation Improvement Program (STIP) in the last two funding cycles. However, the recent call by the California Transportation Commission (CTC) for additional transit projects resulted in METRO submitting a \$12.8 million request for inclusion in the STIP.

- A significant portion of the METRO Capital and Operating Budgets are dependent on funds from other agencies (SCCRTC, CTC, Federal Transit Administration) whose decisions and priorities can vary from year to year.
- METRO Staff has prepared a Financial Framework for the Capital Projects and Operating Budget for FY 2007 through 2011 that, based upon assumptions, balances the Operating Budgets, and identifies a need for approximately \$65 million in additional capital funds.
- Staff recommends that the Board of Directors adopt the Financial Framework as a guideline for staff for FY 2007 through 2011.

III. DISCUSSION

The economic downturn and continued weak economy subsequent to FY 2002 has resulted in METRO experiencing operating deficits in most of the ensuing years. The depressed sales tax receipts and lower interest income levels have presented major economic challenges for METRO. Additionally the increased operating costs from the lack of owned facilities and the inability to achieve savings from direct fuel purchases has contributed to the financial problems in the budget. METRO has used attrition savings and prior years carry-over funds, as well as reserve funds to balance the budget each year. METRO has also implemented fare increases and a series of service reductions to achieve balanced budgets.

METRO needs to implement a facility plan that replaces expensive leased facilities that draw from the Operating Budget with owned facilities. The destruction of the Watsonville Maintenance and Operating facility and the damage to the Santa Cruz Operating Facility by the 1989 Loma Prieta Earthquake has resulted in a substantial level of increased costs to METRO over the ensuing years. The MetroBase Project construction is underway. However, additional capital funds will be needed on order to complete all of the necessary elements of the project. Additionally a permanent facility for the ParaCruz Division must be developed.

The operation of buses past their projected life in the past has reduced the funds spent on capital expenditures, but has increased the cost of maintenance that is funded from the Operating Budget, thus contributing the deficit situation. METRO has not made any progress in securing funds for, and implementing the conversion of forty (40) diesel buses purchased in 2002/2003 to compressed natural gas (CNG). The conversion of the forty (40) buses is a condition of the permission to purchase these buses that was granted by the California Air Resources Board (CARB) and which was agreed to by METRO.

METRO has made no progress in the last four years toward improving bus stops to increase accessibility and meet the standards established by the Americans with Disabilities Act. The Bus Shelter Improvement Program has only seen improvements funded by developers to meet conditioning requirements or by major street reconstruction projects. These efforts, while very beneficial, have not resulted in the comprehensive program for shelter construction and maintenance that is necessary.

A significant amount of the operating and capital funding at METRO is from other agencies and is therefore dependent upon their annual decision making process and determination of priorities. A significant amount of the fixed route service is supported by the operating funds that are received from the California Transportation Development Act (TDA). These funds are granted annually by the SCCRTC whose decisions and priorities are subject to change at any time. Additionally operating funds are received from the Federal Transit Administration, whose appropriation levels and use guidelines are determined through the federal authorization process that takes place every five to six years. The capital program is funded, in part, from funds from the California State Transit Assistance Program (STA). These funds are also granted to METRO on an annual basis by the SCCRTC who may chose to use them for other transit related activities at any time. The STA Program is currently the only source of non-federal funds for capital projects at METRO. The Bond Measure that is being placed before the voters in November would use the STA Program as the delivery mechanism for the additional transit funds that would be created. The ability of METRO to engage in multi-year capital project planning is contingent upon the SCCRTC continuing to grant STA funding to METRO. Capital funds can also be received from the SCCRTC through the State Transportation Improvement Program (STIP) process. The programming for these funds occurs in two-year cycles. METRO has not submitted major capital projects for funding from the STIP in the last two programming cycles in order to focus on the implementation of the MetroBase project funding. However, the recent call for additional transit projects by the CTC resulted in METRO submitting a \$12.8 million request to the SCCRTC for projects to be added to the current STIP. The remainder of the funding for capital projects comes from the FTA, which receives authority for capital projects through funds that are specifically earmarked by Congress. In recent years Representatives Sam Farr and Anna Eshoo have been able to earmark approximately \$500,000 per year in Federal Discretionary Transit Funds for projects at METRO. These funds have been earmarked for the Pacific Station Redevelopment Project. In one of the recent federal appropriation cycles METRO did not request any earmarked funds in order to allow Representative Farr to obtain earmarked funds for the SCCRTC to purchase the Union Pacific Rail Right of Way. With the passage of the Federal transportation Bill SAFETEA-LU METRO became eligible to receive funds from the newly created Small Transit Intensive Cities Program (STIC). The STIC will provide \$792,000 to METRO for FY 07. The funding level of the STIC will increase each year and will average approximately \$1 million per year over the life of SAFETEA-LU. The Board of Directors has programmed the funds from the STIC to be used for the MetroBase project through FY 09. The funds from the STIC can be used for either operating or capital expenses.

The adoption of the Operating and Capital Financial Framework attached to this Staff report will provide direction to METRO Staff with regard to guidelines for the development of future operating budgets and planning for capital projects. Additionally the Financial Framework provides guidance in directing the efforts of METRO Staff and consultants in advocating for funding from outside agencies at the Local, State, and Federal levels. As conditions and circumstances change it is anticipated that the Board of Directors would modify the Operating and Capital Financial Framework to reflect the changes.

Staff recommends that the Board of Directors adopt the attached Operating and Capital Financial Framework as a guideline to direct the efforts of the METRO Staff for FY 2007 through FY 2011.

IV. FINANCIAL CONSIDERATIONS

The adoption of the Financial Framework will result in the direction of staff efforts to take actions and secure funds to implement balanced operating budgets and obtain necessary capital facilities and equipment.

V. ATTACHMENTS

Attachment A Operating/Capital Budget Framework-FY 2007/2011

Santa Cruz Metropolitan Transit District

Operating/Capital Budget Framework

FY07-11

Balanced Budget Policies
FY 07-11

- Convert from leased facilities to owned facilities as outlined in budget actions below.
- Implement conversion of 40 diesel buses to CNG by 2008.
- Limit funding for service increases to amount of increased passenger revenues beyond budget projections (resulting from either higher than expected ridership, or fare increases).
- Maintain current service standards and eligibility criteria for paratransit.
- Use Federal STIC funds and State STA funds for capital projects exclusively.

Balanced Budget Actions
FY 07-11

- 110 Vernon Facility purchased and occupied by January 2008. 370 Encinal Facility lease discontinued January 2008.
- MetroBase Maintenance Facility completed and occupied in September 2009. 111/115 DuBois facility leases discontinued September 2009.
- Subcontracted costs for incidental ParaCruz service do not exceed \$200,000 (+cpi) per year.
- METRO share of health care costs escalate at an annual rate (FY 06 base) of, not more than, 15%, 15%, 10%, 10%, 10%.
- Current SCCRTC TDA allocation policy (including revenue beyond estimates) remains in place.
- FTA Operating Funds increase at the level provided for in SAFETEA-LU.
- Cost of diesel fuel remains below \$3.20 (FY07), \$3.52 (FY08), \$3.70 (FY09), \$3.88 (FY 10), \$4.08 (FY11).

13.92

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
OPERATING REVENUE**

REVENUE SOURCE	FINAL FY 06-07	FINAL FY 07-08	PROJ FY 08-09	PROJ FY 09-10	PROJ FY 10-11	ANNUAL CHANGE FY 08-09/ FY 10-11
1 Passenger Fares	\$ 3,578,745	\$ 3,650,320	\$ 3,723,326	\$ 3,797,793	\$ 3,873,749	2.0%
2 Special Transit Fares	\$ 2,488,779	\$ 2,588,330	\$ 2,717,747	\$ 2,853,634	\$ 2,996,316	5.0%
3 Paratransit Fares	\$ 240,000	\$ 249,600	\$ 252,096	\$ 254,617	\$ 257,163	1.0%
4 Highway 17 Fares	\$ 688,145	\$ 708,789	\$ 730,053	\$ 751,954	\$ 774,513	3.0%
5 Highway 17 Payments	\$ 442,330	\$ 455,600	\$ 469,268	\$ 483,346	\$ 497,846	3.0%
6 Commissions	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	0.0%
7 Advertising Income	\$ 120,000	\$ 120,000	\$ 123,600	\$ 127,308	\$ 131,127	3.0%
8 Rent Income - SC Metro Center	\$ 83,373	\$ 85,040	\$ 86,741	\$ 88,476	\$ 90,245	2.0%
9 Rent Income - Watsonville TC	\$ 48,516	\$ 49,486	\$ 50,476	\$ 51,485	\$ 52,515	2.0%
10 Rent Income - General	\$ 4,800	\$ -	\$ -	\$ -	\$ -	0.0%
11 Interest Income	\$ 960,000	\$ 1,008,000	\$ 1,028,160	\$ 1,048,723	\$ 1,069,698	2.0%
12 Other Non-Transp Revenue	\$ 356,500	\$ 367,195	\$ 378,211	\$ 389,557	\$ 401,244	3.0%
13 Sales Tax	\$ 16,640,983	\$ 17,306,622	\$ 17,825,821	\$ 18,360,595	\$ 18,911,413	3.0%
14 Transp Dev Act (TDA) Funds	\$ 5,880,834	\$ 6,116,067	\$ 6,299,549	\$ 6,488,535	\$ 6,683,192	3.0%
15 Supplemental TDA Allocation	\$ 285,000	\$ 285,000	\$ -	\$ -	\$ -	0.0%
16 FTA Sec 5307 - Op Assistance	\$ 3,130,496	\$ 3,287,021	\$ 3,418,502	\$ 3,555,242	\$ 3,697,452	4.0%
17 Repay FTA Advance (5 years)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ (70,000)	\$ -	0.0%
18 FTA Sec 5311 - Rural Op Asst	\$ 168,582	\$ 177,011	\$ 184,091	\$ 191,455	\$ 199,113	4.0%
19 Transfer from Capital/Proj Mgr	\$ 107,100	\$ 112,455	\$ 118,078	\$ 123,982	\$ 130,181	5.0%
SUBTOTAL REVENUE	\$ 35,160,183	\$ 36,502,538	\$ 37,341,718	\$ 38,502,703	\$ 39,771,766	

13.03

**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT
OPERATING REVENUE**

REVENUE SOURCE	FINAL FY 06-07	FINAL FY 07-08	PROJ FY 08-09	PROJ FY 09-10	PROJ FY 10-11	ANNUAL CHANGE FY 08-09/ FY 10-11
ONE-TIME REVENUE						
20 Carryover from Previous Year	\$ 649,817	\$ 681,462	\$ -	\$ -	\$ -	\$ -
21 Transfer from Insurance Reserves	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000
SUBTOTAL ONE-TIME REVENUE	\$ 799,817	\$ 831,462	\$ 150,000	\$ 150,000	\$ 150,000	
TOTAL REVENUE	\$ 35,960,000	\$ 37,334,000	\$ 37,491,718	\$ 38,652,703	\$ 39,921,766	

Updated 6/02/06

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**SANTA CRUZ METRO OPERATING BUDGET
CONSOLIDATED EXPENSES**

1.03

	FY 06-07 FINAL	FY 07-08 FINAL	FY 08-09 PROJ	FY 09-10 PROJ	FY 10-11 PROJ	
LABOR						
Bus Operator Pay	8,548,386	8,653,017	8,662,608	8,922,486	9,190,160	
Bus Operator OT	1,359,914	1,377,707	1,389,038	1,430,709	1,473,631	
Other Salaries	6,048,264	6,290,194	6,298,900	6,487,867	6,682,503	
Other OT	246,200	252,368	260,415	268,227	276,274	
Totals	16,202,764	16,573,286	16,610,961	17,109,289	17,622,568	
FRINGE BENEFITS						
Medicare/SS	245,815	252,716	260,297	268,106	276,150	
Retirement	2,078,184	2,128,925	1,969,898	2,028,995	2,089,865	1.03
Medical Ins	3,926,236	4,375,704	4,757,241	5,232,966	5,756,262	1.1
Dental Ins	481,836	505,928	531,224	557,786	585,675	1.05
Vision Ins	153,182	160,841	168,883	177,327	186,194	1.05
Life Ins	46,691	51,360	53,928	56,624	59,456	1.05
State Disability	349,704	367,189	385,548	404,826	425,067	1.05
Disability Ins	201,006	211,056	221,609	232,689	244,324	1.05
State Unemployment	91,645	96,227	101,038	106,090	111,395	1.05
Worker's Comp	1,396,681	1,396,681	1,410,648	1,424,754	1,439,002	1.01
Absence with Pay	2,832,656	2,912,660	2,946,657	3,035,057	3,126,108	
Other Fringe Benefits	39,301	40,316	42,332	44,448	46,671	1.05
Totals	11,842,935	12,499,603	12,849,304	13,569,669	14,346,167	
SERVICES						
Prof Services & Fees	734,022	751,035	773,566	796,773	820,676	1.03
Employment Exams	20,375	20,986	21,616	22,264	22,932	1.03
Custodial Services	71,300	73,439	75,642	77,911	80,249	1.03
Uniforms/Laundry	39,780	40,913	42,140	43,405	44,707	1.03
Security Services	431,000	443,930	457,248	470,965	485,094	1.03

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	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11		
	FINAL	FINAL	PROJ	PROJ	PROJ		
Classified/Legal Ads	18,200	18,746	19,308	19,888	20,484		1.03
Graphics Services	20,000	20,600	21,218	21,855	22,510		1.03
Building & Equip Repair - Out	223,551	230,258	237,166	244,281	251,609		1.03
Vehicle Repair - Out	336,051	346,887	357,294	368,012	379,053		1.03
Haz Waste Disposal	23,000	23,690	24,401	25,133	25,887		1.03
Totals	1,917,279	1,970,483	2,029,599	2,090,486	2,153,201		
PURCHASED TRANSPORTATION							
Contract/Paratransit	200,000	208,000	214,240	220,667	227,287		1.03
Totals	200,000	208,000	214,240	220,667	227,287		
MOBILE MATERIALS & SUPPLIES							
Fuels & Lubricants	2,745,595	2,890,416	2,630,279	2,656,581	2,683,147		1.01
Tires & Tubes	201,000	209,040	217,402	226,098	235,142		1.04
Other Mobile Supplies	7,500	7,800	8,112	8,436	8,774		1.04
Rev Vehicle Parts	365,000	379,600	394,784	410,575	426,998		1.04
Totals	3,319,095	3,486,856	3,250,576	3,301,691	3,354,061		
OTHER MATERIALS & SUPPLIES							
Postage & Mailing/Freight	26,550	27,347	28,167	29,012	29,883		1.03
Printing	85,610	88,809	91,473	94,217	97,044		1.03
Office Supplies	65,400	67,362	69,383	71,464	73,608		1.03
Cleaning Supplies	47,650	49,080	50,552	52,069	53,631		1.03
Repairs & Maintenance, Parts	80,500	82,915	85,402	87,965	90,603		1.03
Other Supplies	37,280	38,398	39,550	40,736	41,959		1.03
Totals	342,990	353,911	364,528	375,464	386,728		
UTILITIES							
Elec/Water/Garb/Telecomm	368,574	383,317	402,483	422,607	443,737		1.05
Totals	368,574	383,317	402,483	422,607	443,737		
CASUALTY & LIABILITY COSTS							
Insurance	605,188	662,947	671,966	705,565	740,843		1.05
Settlement Costs	150,000	150,000	150,000	150,000	150,000		1
Totals	755,188	812,947	821,966	855,565	890,843		

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	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11	
	FINAL	FINAL	PROJ	PROJ	PROJ	
TAXES						
Taxes, Licenses, Permits	46,761	47,114	47,585	48,061	48,542	1.01
Totals	46,761	47,114	47,585	48,061	48,542	
MISC EXPENSE						
Dues/Subscriptions	56,870	56,940	58,079	59,240	60,425	1.02
Employee Training	9,600	9,600	9,888	10,185	10,490	1.03
Travel	27,170	27,170	27,985	28,825	29,689	1.03
Other Misc Expense	38,640	39,354	40,141	40,944	41,763	1.02
Totals	132,280	133,064	136,093	139,194	142,368	
LEASES & RENTALS						
Facility Lease & Equip Rental	832,134	865,420	764,383	270,000	278,100	1.03
Totals	832,134	865,420	764,383	270,000	278,100	
PERSONNEL TOTAL	28,045,699	29,072,889	29,460,265	30,678,958	31,968,735	
NON-PERSONNEL TOTAL	7,914,301	8,261,112	8,031,453	7,723,735	7,924,867	
TOTAL EXPENSES	35,960,000	37,334,001	37,491,718	38,402,693	39,893,602	
OPERATING REVENUE	35,160,183	36,502,538	37,341,718	38,502,703	39,771,766	
CARRYOVER	649,817	681,462	-	-	-	
INSURANCE RESERVES	150,000	150,000	150,000	150,000	150,000	
BALANCE	-	-	0	250,010	28,164	

Santa Cruz METRO

Major Capital Projects FY 07-11

- Buses/Vans

2005---Replace five (5) 1989 New Flyer Highway 17 Buses& Replace eight (8)1988 New Flyer Local Buses	\$5,200,000
2005---Convert forty (40) 2003/2003 New Flyer Diesel buses to CNG	\$6,800,000
2006---Replace four (4) 1988 New Flyer Local Buses Replace seven (7) 2001 ParaCruz Vans	\$1,600,000 \$490,000
2007---Replace twelve (12) 1984/1989 Gillig Local Buses and New Flyer Highway 17 Buses Replace five (5) 2002 ParaCruz Vans	\$4,800,000 \$350,000
2008---Replace four (4) 1988 New Flyer Local Buses Replace ten (10) 2003 ParaCruz Vans	\$1,680,000 \$800,000
2009---Replace four (4) 1988 New Flyer Local Buses & Purchase four (4) Highway 17 Buses Replace seven (7) 2003 ParaCruz Vans	\$3,260,000 \$560,000
2010---Replace four (4) 2002/2003 Goshen/Chance Small Local Buses Replace three (3) 2003 Goshen ParaCruz Buses	\$700,000 \$240,000
2011---Replace four (4) 1988/1998 New Flyer Local Buses Purchase five (5) Small ParaCruz Buses	\$1,800,000 \$400,000

- Facilities

2006---Metro Administration Building Purchase and Renovation	\$6,000,000
China Grade Turn Around Improvements	\$300,000
Pacific Station ROW Acquisition	\$2,000,000

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2007---Bus Stop Improvements	\$400,000
UCSC BRT Systems Planning	\$1,500,000
2008---Pacific Station Construction	\$12,500,000
Bus Stop Improvements	\$400,000
2009---MetroBase Operations/Parking Building Construction	\$22,000,000
2010---Bus Stop Improvements	\$500,000
2011---Bus Stop Improvements	\$500,000

• **Management Systems**

2007---Automated Vehicle Location/Passenger Counting System (Includes new radio communications system)	\$5,000,000
Replacement Telecommunication System	\$500,000
Maintenance Management System	\$750,000
2008---Farebox Magnetic Card Reader System	\$1,000,000

• **Funds Needed**

Buses/Vans	\$28,680,000
Facilities	\$46,100,000
Management Systems	\$7,250,000
Total	\$82,030,000

• **Funds Available**

State Transit Assistance (STA) FY 2010-2011	\$3,970,000
MetroBase Carry-Over	\$8,000,000
Federal Small Transit Intensive Cities (STIC) 2010-2011	\$2,550,000
Federal/State Earmarked Funds (through FY 2006)	\$2,675,000
Total	\$16,195,000

13.99

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

DATE: June 23, 2006

TO: Board of Directors

FROM: Leslie R. White, General Manager

SUBJECT: CONSIDERATION OF MODIFICATIONS TO THE METRO ADVISORY COMMITTEE (MAC) BYLAWS TO PROVIDE FOR STAGGERED TERMS OF MEMBERS AND TO CLARIFY MEMBERSHIP CONDITIONS.

I. RECOMMENDED ACTION

That the Board of Director approve modifications to the Bylaws of the Metro Advisory Committee to provide for staggered terms for Members and to clarify conditions for membership.

II. SUMMARY OF ISSUES

- On December 19, 2003 the Board of Directors approved the creation and structure of the Metro Advisory Committee (MAC).
- Each member of the Board nominated the name of an individual that they wanted to appoint for membership on the MAC.
- The Bylaws for the MAC adopted by the Board of Directors provide, in Article 3.2, that each Member shall serve for a two-year term commencing on January 1.
- As the Membership of the MAC has changed the times at which Members have resigned and new Members appointed have not coincided with the January 1 date resulting in abbreviated terms for some Members.
- In recent discussions of the MAC Bylaws the Board of Directors has indicated a desire to implement revisions that would provide for two-year terms commencing from the time of appointment.
- The implementation of terms commencing from the date of appointment for Members of the MAC would also result in a "staggering" of reappointment dates, which the Board has previously indicated is desirable.
- The Board of Directors has also questioned the need to continue the term limitations provided for in Article 3.2.
- Article 3.1 of the MAC Bylaws prohibits membership on the MAC for individuals who are employees of METRO or "any agency that provides funding to, or contracts with" METRO.

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- The restriction regarding employment has created a conflict for a recently appointed MAC Member who is an employee of UCSC, but who does not work in the Transportation and Parking System (TAPS) where the funding and service decisions are made.
- Staff has prepared a MAC Bylaws amendment that would change the term of office for MAC Members to two years from the date of appointment and that would remove the term limit restriction.
- Staff has prepared a MAC Bylaws Amendment that would exempt individuals who work for UCSC, but are not employed by TAPS, from the Article 3.1 employment restriction.

III. DISCUSSION

On December 19, 2003 the Board of Directors approved the creation, structure, and bylaws of the Metro Advisory Committee (MAC). As the Board of Directors approved the MAC Bylaws The Board of Directors must also approve any amendments to the Bylaws.

The Bylaws for the MAC adopted by the Board of Directors provide, in Article 3.2, that each Member shall serve for a two-year term commencing on January 1. As the Membership of the MAC has changed, the times at which Members have resigned and new Members have been appointed have not coincided with the January 1 date resulting in abbreviated terms for some Members. In recent discussions of the MAC Bylaws, the Board of Directors has indicated a desire to implement revisions that would provide for two-year terms commencing from the time of appointment. The implementation of terms commencing from the date of appointment for Members of the MAC would also result in a "staggering" of reappointment dates, which the Board has previously indicated is desirable. In previous discussions the Board of Directors has also questioned the need to continue the term limitations provided for in Article 3.2.

The current Bylaws also place restrictions on individuals who can be members of the MAC. Article 3.1 of the MAC Bylaws prohibits membership on the MAC for individuals who are employees of METRO or "any agency that provides funding to, or contracts with" METRO. This restriction regarding employment has created a conflict for a recently appointed MAC Member who is an employee of UCSC, but who does not work in the Transportation and Parking System (TAPS) where the funding and service decisions are made. The UCSC is a large organization and the elimination of all employees, rather than just the TAPS employees and their supervisors seems unnecessarily restrictive, given the number of staff members who are transit riders.

Staff has prepared a MAC Bylaws amendment that would change the term of office for MAC Members to two years from the date of appointment and that would remove the term limit restriction. Staff has prepared a MAC Bylaws Amendment that would exempt individuals who work for UCSC, but are not employed by TAPS, from the Article 3.1 employment restriction.

Staff recommends that the Board of Directors approve the MAC Bylaws Amendments that are attached to this Memo.

IV. FINANCIAL CONSIDERATIONS

The adoption of the proposed amendments to the MAC Bylaws would not have an effect on the Operating or Capital Budget at METRO.

V. ATTACHMENTS

Attachment A: MAC Bylaws Amendments.

Proposed MAC Bylaws Amendments

Article 3.2 -Existing Language

§3.2 Members' Terms

The term of membership of each Committee member shall be two years, and members may be re-appointed for 2 successive terms for a total of 6 consecutive years. The term of each member shall commence on January 1.

Article 3.2-Proposed Language

§3.2 Members' Terms

The term of membership of each Committee member shall be two years, **commencing with the date of appointment by the METRO Board of Directors.** Members may be re-appointed for **additional terms as approved by the METRO Board of Directors.**

Article 3.1-Existing Language

§3.1 Membership

.....No employee of METRO or any agency that provides funding to, or contracts with, METRO shall be appointed to the Committee. However, individuals that have been selected to participate on the ADA Appeals Panel or participate in the Bus Operator Sensitivity Training shall be exempt from the financial/contracting prohibition for Committee members outlined in this section.

Article 3.1-Proposed Language

§3.1 Membership

.....No employee of METRO or any agency that provides funding to, or contracts with, METRO shall be appointed to the Committee. However, individuals that have been selected to participate on the ADA Appeals Panel, **to participate in the Bus Operator Sensitivity Training, or who are employed by the University of California, Santa Cruz in departments other than the Transportation and Parking Service (TAPS), or in the Offices that directly Supervise TAPS,** shall be exempt from the financial/contracting prohibition for Committee members outlined in this section.

15.a1

June 23, 2006

TO: SCMTD Board of Directors
FROM: Pat Spence, SCMTD Board representative
Transportation Funding Task Force

The first phase of the Transportation Funding Task Force is now complete. The deadline to turn in workbook was June 18. I personally found the tftaskforce.org web site problematic when submitting comments. The comments were distilled into what would equivalent to a 2 to 3 second homogenized sound bites on the TV news with not enough time or space to keep problems with the solutions in one document and do a comprehensive, thoughtful report. I eventually pasted my sheets in format I wanted into a workbook and sent it by DHL express.

I found that throughout 5 meetings, the comments made by the general public indicated that the majority of people are unaware of present transit services Metro offers. My comments to improving and publicity for public transit are attached.

There will probably be 3 meetings over the summer to give stakeholder representatives an overview of how transportation projects are funded: the federal and state revenue sources, and the approval process through the local 25 year Regional Transportation Plan (RTP), Regional Transportation Improvement Plan (RTIP), and the trickle down process of the California Transportation Commission (CTC) and the State Transportation Improvement Plan (STIP).

I am hopeful that the meetings will also cover the extremely limited revenue sources that are projected that Metro can access for dedicated capital transit projects for the next 25 years:

Source	25 year estimate
FTA 5309 Earmarks	\$25 million
FTA Small Insensitive Transit Tier	\$32 million
State Transit Assistant (STA) through the state level Public Transit Account. Funds placed into the PTA are split with 50% going to rail projects (particularly inter-city rail) and 50% going into the State Transit Assistance Account (STA). STA is now and hopefully will continuing be passed through the RTC to Metro and currently used to off set Metrobase through 2009	\$50 million
Total	\$107 million

Current Metro capital projects for 5 years FY 2007-2011 are \$82 million. As you can see the anticipated revenue, if met, will not cover the four year increment need much less 25 years.

16.1

PUBLIC TRANSIT FIXED ROUTE BUS SERVICE

Problems

- Aptos meeting - Smaller buses more routes and frequent times.
- Watsonville meeting - Fixed route transit – lack of bus routes and more frequent running times, smaller buses, more covered shelters and benches at bus stops.
- Low ridership, running empty buses. Solution -
- The lack of individuals to commitment to changing their own behaviors to ride the bus rather than the convenience to jump into their cars. Riding public transit and planning a trip will take individual effort and commitment to be viable solution to using the bus as an alternative.
- Low bus ridership now. Ride the bus now when able to demonstrate support of service. Make a conscious effort to ride the bus 1 or 2 day a week or at least 1 or 2 trips.

Solutions

- Complete funding for Metrobase Consolidated Maintenance and Operation Facility. This will eliminate the on-going drain on the budget by the leasing and renting office, places of park buses, and a CNG fueling station so Metro will not have to pay retail prices for fuel. Money saved can then go to service on the street, bus shelters, more routes and better timing for routes.
- Improve and widen Highway 1 to include commute time HOV for through bus service. The repeated suggestions to improve bus service will be **NO** good if buses remain stuck in the same traffic at present and can not meet time schedules. Buses will not be an attractive travel alternative to draw riders unless the travel time and frequency of service is improved.
- Plan for Highway 17 Express buses to stay in the right hand lanes from Soquel Park and Ride through and under Morrissey overpass to the Highway 17 at Pasatiempo Drive.
- Plan for buses in Highway 1 HOV lanes to have more through express buses service to transit center -Santa Cruz Pacific Station, Watsonville transit centers, and possibly Scotts Valley and Felton Faire.
- Ride the bus now when able to demonstrate support of service to indicate where more service should be added rather than wait for some nebulous future date. This increases fare box revenues that go back into the budget to support & potentially increase service. Make a conscious effort to ride the bus or use an alternate transportation for 1 day a week or at least 1 trip.
- Find a method and alternate funding source to publicize Metro's existing services and other trip planning sources:
 1. Present express bus services Watsonville to Santa Cruz to increase ridership.
 2. RTC actively work to have the SCMTD Trip Planner for local bus service funded through the State Transportation Improvement (STIP)
 3. Highway 17 Express service to San Jose Diridon Caltrain Station. The combination of these transit options will provide connections for the suggestions for bus service directly to San Jose Airport, San Francisco Airport or the City for weekend trips and as an Amtrak connector. <http://www.scmttd.com/routes/rt17.html>
 4. Publicize the <http://transit.511.org/> internet trip planner for the greater Bay Area
 5. <http://www.iridethebus.org/> Public transit planner for local shopping, Santa Cruz to S. J. S.F., Oakland airports, Bay Area cities. This site shows actual pictures of what a rider will see; what the stations look like along the way, where and how to buy tickets.
 6. Funded and expand SCMTD Mobility Training to teach people how to ride the bus, read Headways bus schedule to plan a trip, board etc. through outreach programs at Senior Centers, service clubs. Use internship type program to reduce cost.
- When planning any road re-constructions have Planning Departments include SCMTD in any preliminary plans for improvements to assure new bus stops are built to California Building Codes and are ADA compliant. After improvements are finished, it's too late and too expensive for Metro to add later with limited financial resources
- Shop local to increase the amount of dedicated ½ cent sales tax that fund Metro operations (fuel, salaries, employee benefits, bus maintenance, etc.). More sales tax money directly increases the operational funding to support more routes and more frequent time between runs.
- Shop local campaigns to increase existing 8 % sales taxes collected. The State of California returns ¼ percent of the sales tax collected in the county through the Transportation Development Act (TDA). After the amount for the RTC budget is taken, the remaining funds are distributed to Santa Cruz Metropolitan Transit District's a formula distribution to cover operational service (not capital). Other agencies funded from TDA by formula are: Community Bridges/Lift Line as the Consolidated Transportation Service Agency (CTSA) for the county; Volunteer Center; local jurisdictions for self selected projects.