

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Minutes- Board of Directors

July 11, 2003

A Regular Meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District met on Friday, July 11, 2003 at the District's Administrative Office, 370 Encinal Street, Santa Cruz, CA.

Vice Chairperson Keogh called the meeting to order at 9:01 a.m.

SECTION 1: OPEN SESSION

1. ROLL CALL:

DIRECTORS PRESENT

Sheryl Ainsworth (arrived after roll call)
Jeff Almquist
Mike Keogh
Ana Ventura Phares (arrived after roll call)
Emily Reilly
Mike Rotkin
Ex-Officio Wes Scott (arrived after roll call)
Pat Spence
Marcela Tavantzis

DIRECTORS ABSENT

Jan Beautz
Michelle Hinkle
Dennis Norton

STAFF PRESENT

Bryant Baehr, Operations Manager
Mark Dorfman, Asst. General Manager
Margaret Gallagher, District Counsel
Ian McFadden, Transit Planner
Steve Paulson, Paratransit Administrator

Elisabeth Ross, Finance Manager
Judy Souza, Base Superintendent
Tom Stickel, Fleet Maint. Manager
Les White, General Manager

EMPLOYEES AND MEMBERS OF THE PUBLIC WHO INDICATED THEY WERE PRESENT

Peggy Ard, Cabrillo College
April Axton, Lift Line
Jane Barr, Mid Peninsula Project Manager
Heather Boerner, *Sentinel*
Michael Bradshaw, CCCIL
Jenna Glasky, SEA
Clay Kempf, Senior Council

Manny Martinez, PSA
Bonnie Morr, UTU
Karena Pushnik, SCCRTC
Will Regan, VMU
Sam Storey, Community Bridges
Linda Wilshusen, SCCRTC

2. ORAL AND WRITTEN COMMUNICATION

a. Peter M. Cipolla, VTA

RE: Highway 17 Service

3. LABOR ORGANIZATION COMMUNICATIONS

Nothing to report.

4. METRO USERS GROUP (MUG) COMMUNICATIONS

Nothing to report.

DIRECTOR AINSWORTH ARRIVED.

5. METRO ACCESSIBLE SERVICES TRANSIT FORUM (MASTF) COMMUNICATIONS

Nothing to report.

6. ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

None

CONSENT AGENDA

7-1. APPROVE REGULAR BOARD MEETING MINUTES OF JUNE 13 AND JUNE 27, 2003

No questions or comments.

7-2. ACCEPT AND FILE PRELIMINARILY APPROVED CLAIMS

No questions or comments.

**7-3. ACCEPT AND FILE JUNE 2003 RIDERSHIP REPORT
1st PAGE OF THE RIDERSHIP REPORT WILL BE PRESENTED FOR
CONSIDERATION AT THE JULY 25, 2003 BOARD MEETING**

No questions or comments.

7-4. CONSIDERATION OF TORT CLAIMS: None

**7-5. ACCEPT AND FILE AGENDA FOR THE MASTF COMMITTEE MEETING OF JULY 17,
2003 AND THE MINUTES OF THE JUNE 19, 2003 MEETING**

No questions or comments.

**7-6. ACCEPT AND FILE AGENDA FOR THE MUG COMMITTEE MEETING OF (NO MUG
MEETING IN JULY) AND THE MINUTES OF THE JUNE 18, 2003 MEETING**

No questions or comments.

**7-7. ACCEPT AND FILE MONTHLY BUDGET STATUS REPORT FOR MAY 2003;
APPROVAL OF BUDGET TRANSFERS**

No questions or comments.

7-8. ACCEPT AND FILE PARACRUZ STATUS REPORT FOR APRIL 2003

No questions or comments.

7-9. ACCEPT AND FILE HIGHWAY 17 STATUS REPORT FOR MAY 2003

Director Reilly inquired about the letter from VTA, which is listed under “Written Communication”, and requested clarification. Les White responded that METRO passes would no longer be accepted by VTA for their express service or light rail. Highway 17 riders will now need to purchase an upgrade to access VTA’s express and rail services. Mark Dorfman will find out when San Jose State University’s last day of school was as this would result in decreased ridership on the Highway 17 route.

7-10. ACCEPT AND FILE UNIVERSITY OF CALIFORNIA, SANTA CRUZ SERVICE UPDATE

No questions or comments.

7-11. ACCEPT AND FILE METROBASE STATUS REPORT

Mr. White pointed out that he “bolded” new text in his staff report to clarify what has been added from the previous month’s report.

**7-12. CONSIDERATION OF AUTHORIZATION TO RENEW AGREEMENT WITH SANTA
CRUZ COUNTY FOR ACQUISITION AND RELOCATION ASSISTANCE SERVICE**

No questions or comments.

**7-13. A. CONSIDERATION OF GRANTING A BUILDING RESTRICTED RIGHT-OF-WAY
TO PG&E TO ACCESS A TRANSFORMER TO BE LOCATED AT VIA DEL MAR,
THE TRANSIT-ORIENTED COMMUNITY LOCATED ADJACENT TO THE
WATSONVILLE TRANSIT CENTER**

**B. CONSIDERATION OF GRANTING A LICENSE TO ALLOW VIA DEL MAR
JOINT USE OF THE WATSONVILLE TRANSIT CENTER’S TRASH ENCLOSURE
ON GARBAGE DAYS AND ALLOW THE RECYCLING COLLECTION TRUCKS
ACCESS TO VIA DEL MAR’S RECYCLING RECEPTACLES VIA THE
WATSONVILLE TRANSIT CENTER PROPERTY**

Margaret Gallagher introduced Jane Barr, Project Manager, who made a brief presentation to the Board. Ms. Barr showed several architectural drawings denoting the location of the requested right-of-way for the PG&E transformer, plus the requested access to the trash enclosures and recycling receptacle. The Via Del Mar project would be responsible for any costs associated with these requests and for insurance provisions to protect the Transit Center

in every way. There were concerns that by providing this right-of-way, that PG&E might require even more space in the future. Mr. White responded that the right-of-way is for vehicular traffic only. Bonnie Morr's concerns about hazards were put to rest when she was informed that transit activities would not be interfered with during the emptying of trash and recycling receptacles.

7-14. CONSIDERATION OF AMENDING THE CONTRACT WITH PAIGE'S SECURITY SERVICES INC.

Tom Stickel reported that this is a contract extension for Paige Security Services at the Pacific Station/Metro Center. Paige Security officers are also utilized for revenue pulling and collection assistance. For security purposes, Paige Security staff also patrols through METRO's facilities on days when METRO is closed. Director Rotkin requested information at the July 25th meeting on any complaints that have been received regarding security issues at the Pacific Station/Metro Center. Ex Officio Scott requested contract costing at the next meeting. There was a brief discussion regarding security, or the lack thereof, at both Watsonville and Scotts Valley transit centers.

REGULAR AGENDA

8. PRESENTATION OF EMPLOYEE LONGEVITY AWARDS

THIS PRESENTATION WILL TAKE PLACE AT THE JULY 25, 2003 BOARD MEETING

9. CONSIDERATION OF ANNUAL REVIEW OF PARACRUZ PROGRAM:

A. CONSIDERATION OF ONE-YEAR REVIEW OF PARACRUZ RECERTIFICATION

Summary:

Bryant Baehr reported that at their April 25th meeting the Board requested that staff initiate a one-year review of the ParaCruz program. This review entails a status of the recertification program as well as a report of costs associated with bringing the paratransit service in-house. The original stakeholders who assisted in designing the policies were asked to attend an interactive meeting on May 27th. The comments and responses are attached to the staff report as Attachment E. Steve Paulson reported that as of June 30, 2003, 2,177 customers have gone through the certification or recertification process. As of the same date, 51 appeals have been submitted, 86% of which were upheld.

Staff is asking that the Board modify the policy in a few minor areas, including staff who present METRO's case to the on the Appeals Panel being allowed to leave the room in order to afford the customer the maximum amount of privacy regarding their condition when appealing their case.

Discussion:

Director Spence asked that the title of “Eligibility Coordinator” replace “Manager of Operations or his/her designee” under Item 9.03 ParaCruz Service Eligibility and Appeals Process Regulation as it relates to summarizing the eligibility criteria and reading the basis for the determination. Director Ainsworth asked for a breakdown of recertification approvals for residents of nursing homes. Bryant Baehr will attempt to break out these numbers. There was discussion regarding certification by other agencies and if our certification process could be in conjunction with those conducted by other agencies. The Board was reminded that METRO certification needs to be compliant with the ADA whereas other certifications might not be. Director Tavantzis expressed concern that the 30-day timeframe for extensions might not be long enough. Director Reilly suggested that the nursing home should determine if the ParaCruz recertification process could replace any other certification that their patients need to go through.

Clay Kempf spoke regarding several of the above-mentioned topics. He also gave a brief history of the certification process prior to 1999 and clarified that not everyone who applied was granted paratransit privileges. He suggested that instead of granting “trip-by-trip” eligibility that staff grant eligibility for a certain amount of time until the customer is certified. He added that anyone who is denied service should be an automatic candidate for a mobility training referral. Michael Bradshaw of CCCIL would like to see the Orthopaedic Hospital staff present during these discussions. He was informed that 248 people lost their certification due to not responding to staff’s correspondence.

B. CONSIDERATION OF METRO PARACRUZ ONE-YEAR OPERATIONAL REVIEW AND COSTS ASSOCIATED WITH THE POTENTIAL DIRECT OPERATION OF PARATRANSIT SERVICES

Summary:

Steve Paulson reported on scheduling and the fact that the contractor has not yet implemented the automatic scheduling software. He added that in May 2003, 75% of the rides carried only one passenger. Mr. Paulson reviewed a summary of costs associated with bringing this service in-house, however, these costs do not include additional staff that would be necessary to handle an influx of new ParaCruz drivers. Director Spence asked for a duty breakdown of the employee flow chart. Director Reilly asked staff to give more breakdown of the comparisons (Lift Line vs. in-house) at the next Board meeting.

Discussion:

Sam Story explained that in the past year because of the required segregation of the vehicles, age and current types of vehicles, there were delays caused in installing the scheduling software. He anticipates that they will go to live scheduling within sixty (60) days. Director Rotkin asked staff to give an estimate of associated staff costs at the Board meeting of July 25. Director Almquist requested a report at the September Board meeting on the status of the implementation of the Trapeze software by Lift Line. Mr. Kempf asked staff to consider the funding component of a local match for vehicles that Lift Line is providing for service. It was noted that METRO currently has 12 paratransit vans and another 17 paratransit vans will be delivered in October 2003. There was discussion of criteria for taxi script.

10. CONSIDERATION OF RESPONSE TO GRAND JURY 2002/2003 FINDINGS AS THEY RELATE TO SANTA CRUZ METRO

Summary:

Mark Dorfman stated that there were four findings in the Grand Jury report that concerned METRO. Staff is required to respond to these findings by September 30, 2003. The four findings were: 1) Highway 17 service and the need to coordinate METRO service with service in San Jose. 2) Passenger Rail Service and the need for METRO service from multiple locations. 3) Express bus service on local routes plus service to Park & Ride lots between major destination stops. 4) UCSC and Harvey West areas – Eastern access to UCSC via Encinal Street plus a multi-modal transportation center.

Staff's responses are as follows: 1) Staff will continue to work towards efforts to maximize connections and reduce travel times for the Highway 17 Express. 2) Staff will evaluate the economics of any additional service that might be required if passenger rail service to Pajaro Station is provided. 3) Staff will continue to look into low-cost strategies to move towards Bus Rapid Transit (BRT) type approaches to deal with congestion. Staff will also work with SCCRTC to ensure that BRT type approaches continue to be evaluated as part of future transportation improvements. 4) Staff will continue to work with the City to explore the feasibility of a Park and Ride lot approach in this location.

**11. CONSIDERATION OF RANKING FOR AWARD OF CONTRACT FOR ARCHITECTURAL ENGINEERING SERVICES FOR THE FINAL DESIGN AND ENGINEERING OF THE METROBASE PROJECT
ACTION IS REQUIRED AT THE JULY 11, 2003 BOARD MEETING**

Summary:

Mark Dorfman commented that a Request For Proposals (RFP) was sent to 99 firms. The pre-proposal meeting had approximately 28 people in attendance. The six proposals received were scaled down to two. The interview committee unanimously recommended that RNL Design be ranked first for Architectural Engineering service for the design and engineering of the MetroBase Project. Staff will return to the Board in two weeks to request that the contract be awarded to RNL Design.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR REILLY

Adopt the ranking of firms from the Evaluation Committee and authorize staff to enter into negotiations with RNL Design for a contract for Architectural/Engineering Services for the design of the MetroBase Project.

Director Tavantzis would like to see a listing of all the firms who responded to the RFP.

Motion passed with Directors Beautz, Hinkle, Norton and Rotkin being absent.

12. CONSIDERATION OF SERVICE ADJUSTMENTS FOR FALL 2003

Summary:

Mark Dorfman reported that there are four minor changes that are recommended to be in place for the fall. These changes were reviewed by the Service Planning and Review Committee (SPARC) and also by the MUG and MASTF committees.

**13. CONSIDERATION OF PROPOSAL FROM CABRILLO COLLEGE FOR BUS SERVICES
ACTION IS REQUIRED AT THE JULY 11, 2003 BOARD MEETING**

Summary:

Mark Dorfman stated that in the past METRO had a contract with Cabrillo College which dealt with billable rides. The contract expired years ago but METRO continued to honor it until June 30, 2003. Cabrillo's proposal addressed revenues and equity but not the billable rides issue. It was noted that billable rides have been decreasing over time due to the Watsonville campus. A second proposal was received whereby students would be allowed to ride Monday through Saturday only – no Sundays. Faculty and staff would also obtain bus passes. Each ride would be paid for so there is no longer a billable ride situation.

Staff also recommends that the Board look at cost-of-living types of increases on an annual basis. Action is needed today to allow Cabrillo time to meet their publication schedule and to include the new bus pass rate in this information.

Discussion:

Peggy Ard, Vice President of Business Services for Cabrillo, stated that there is no determination of the final bus pass fee yet for the program they proposed. She is working with both staff and students of Cabrillo and is awaiting the outcome of this meeting.

ACTION: MOTION: DIRECTOR AINSWORTH SECOND: DIRECTOR PHARES

Authorize the General Manager to negotiate and execute a contract with Cabrillo College for the provision of bus services.

Motion passed with Directors Beautz, Hinkle, Norton and Rotkin being absent.

ACTION: MOTION: DIRECTOR TAVANTZIS SECOND: DIRECTOR REILLY

Move Items 10 and 12 to the Consent Agenda.

Motion passed with Directors Beautz, Hinkle, Norton and Rotkin being absent.

Director Spence returned to Item #9 and stated that under IX. Hearing Procedures, Paragraph 9.03 it states, “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 24 hours in advance of the hearing”. She mentioned that 24 hours is not workable. Les White responded that staff would look at the language on this.

ACTION: MOTION: DIRECTOR ALMQUIST SECOND: DIRECTOR REILLY

Extend the meeting past 11:00 a.m.

Motion passed with Directors Beautz, Hinkle, Norton and Rotkin being absent.

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

Margaret Gallagher reported that there would be a conference with Legal Counsel regarding anticipated litigation of one potential case.

15. ORAL AND WRITTEN COMMUNICATIONS REGARDING CLOSED SESSION

None

SECTION II: CLOSED SESSION

Vice Chairperson Keogh adjourned to Closed Session at 11:01 and reconvened to Open Session at 11:10 a.m.

SECTION III: RECONVENE TO OPEN SESSION

16. REPORT OF CLOSED SESSION

Margaret Gallagher stated that there is nothing to report at this time.

ADJOURN

There being no further business, Vice Chairperson Keogh adjourned the meeting at 11:11 a.m.

Respectfully submitted.

Dale Carr
Administrative Services Coordinator